Student Health and Counseling Services (SHCS)

New Student Orientation 2020
Student Health and Counseling Services

Offices Include:

- Counseling Center
- Health Center
- Relaxation Zone and Oasis Room

The mission of the University of Memphis Student Health and Counseling Services is to empower students to make informed healthy choices and to take responsibility for a goal of lifelong wellness, to provide personalized health services, education and disease prevention to a diverse student population; and to enhance academic achievement, personal growth, and out of the classroom learning.
The Counseling Center

- All students enrolled in at least 6 credit hours are eligible for 12 individual sessions per academic year, 6 fall and 6 spring
- 1 credit hour for Summer
- Group Therapy is unlimited
- Most services are free or at reduced cost

Services

- Individual Counseling
- Couples Counseling
  - Partners, roommates, family, friends
- Career Counseling
- Group Therapy
  - Psychoeducation and Process themed groups
- Testing for Learning Disabilities, ADHD, and Personality for fee
- Psychiatric medication services
- Outreach
Trainings

- Adjusting to Life on Campus
- Anxiety/Stress Management/Stress Busters
- Athletic Team Building
- Balancing Work, Life, and School
- Building Stronger Brains
- Tennessee-ACES awareness and trauma informed
- By Standee Intervention
- Consent
- Coping with Grief and Loss
- Counseling Center Services

- Dealing with Distressed, Disturbed, Disruptive, and Potentially Dangerous Students
- Diversity Issues
- Effective Communication
- Get Your Relax On Program
- Healthy Relationships/Healthy Sexual Relationships
- Safe Zone
- Suicide Awareness and Prevention
- Wellness
Feedback Survey of Outreach

Fall 2019-Spring 2020  n= 343

HOW LIKELY PARTICIPANTS ARE TO USE WHAT THEY LEARNED FROM THIS PRESENTATION/WORKSHOP?

- Vey Likely 68%
- Likely 29%
- Unlikely 3%
Feedback Survey of Outreach

Fall 2019-Spring 2020  n= 343

PARTICIPANTS WOULD RECOMMEND THIS PRESENTATION/WORKSHOP TO A FRIEND OR OTHER?

Yes 98%

No 2%
91% of participants at a presentation are likely to engage with or refer Student Health and Counseling Services.
Feedback Survey of Counseling Center

Fall 2018-Spring 2019  n= 117

CLIENT RESPONSES TO FEEL LIKE THEY BENEFITTED FROM COUNSELING

- Strongly Agree 74%
- Agree 23%
- Neither Agree or disagree 3%
Feedback Survey of Counseling Center

Fall 2018-Spring 2019  n=117

MY THERAPIST HELPED ME FEEL COMFORTABLE SHARING MY CONCERNS

Strongly Agree: 86%
Agree: 11%
Neither Agree or disagree: 3%
Feedback Survey of Counseling Center

Fall 2018-Spring 2019  n=117

PARTICIPANTS WOULD RECOMMEND THE COUNSELING CENTER TO FELLOW STUDENTS

- Strongly Agree: 98%
- Agree: 10%
Dr. Clement, Director

Aprille Abston-Turns, Nurse Practitioner

Karen Berry
Medical Laboratory Technician and X-Ray Technician

Andrella Maclin
Medical Assistant

Chelsea Schmidt, MSN, APRN, FNP-C
Nurse Practitioner
Michelle Wilmer, Licensed Practical Nurse

Debbie Widman, Administrative Associate

Brittney Smith-Jones, LPN Licensed Practical Nurse

Michelle Wilmer, Licensed Practical Nurse

Devin Administrative Associate
The Health Center

- Operates as a Minor Medical Clinic
- Must be currently enrolled for the semester
- Appointments available on My Patient Portal
- Memphis.edu/health
- Limited walk in hours

Services

- Can treat some illnesses and minor injuries or referred out after being seen
- Family Planning Clinic
- STI Clinic
- No charges for access
- Small dispensary for prescriptions at a nominal charge
- Minimal charge for some labs tests but student is always notified of any charges before procedure or test is performed
Feedback Survey of Health Center

Fall 2018-Spring 2019  n= 119

PARTICIPANTS WOULD RECOMMEND THE HEALTH CENTER TO FELLOW STUDENTS
Feedback Survey of Health Center

Fall 2018-Spring 2019  n= 119

STUDENTS WOULD RETURN FOR FURTHER CARE IF NEEDED

Agree 100%
Disagree 0%
99% of visits to the health center showed students had a positive experience with their health care provider.
The Relaxation Zone and Oasis Room

- Group and Individual Space with services to unwind and learn self care
- No appointment is necessary
- Any currently enrolled student eligible
- Do not have to be a client or patient of CC or HC

Services
- Can treat some illnesses and minor injuries or referred out after being seen
- Family Planning Clinic
- STI Clinic
- No charges for access
- Small dispensary for prescriptions at a nominal charge
- Minimal charge for some labs tests but student is always notified of any charges before procedure or test is performed
Feedback Survey of Relaxation Zone

Fall 2019-Spring 2020  n = 2770

USERS REPORTED THEY WOULD RETURN TO THE RZ

Strongly Agree 81%
Agree 15%
Neither Agree or disagree 2%
Feedback Survey of Relaxation Zone

Fall 2019-Spring 2020  n= 1230

Strongly Agree 66%
Agree 25%
Somewhat Agree 6%
Neither Agree or Disagree 3%

Users reported using the RZ will help be able to manage stress in the future.
Utilization of the RZ resulted in an average of 15% reduction in stress
Social Media

Twitter: @UofMSHCS

Instagram: uofmshcs

Facebook: University of Memphis Student Health and Counseling Services

YouTube: University of Memphis Counseling Center
Relaxation Zone & Oasis Room

Relaxation Zone
- Monday to Friday
  - School Year 9:00-4:00
  - Summer Hours 10:00-3:00
- Brister Hall 302
- 901.678.2068
- Memphis.edu/counseling/relaxation-zone

Oasis Room
- Monday to Friday
  - 10:00-3:00
- Wilder 211
- 901.678.2068

Counseling Center

- Monday to Thursday
  - 8:00 a.m. - 7:00 p.m.
  - Friday 8:00 -4:30
- Summer Hours
  - Monday to Friday
  - 10:00-4:30
- Walk-In Hours
  - Monday- Friday 10:00-4:00
- Wilder Tower 214
- 901.678.2068
- After hours crisis emergency
  - 901-678-4357 (HELP)
- Memphis.edu/counseling

Health Center

- Appointments
  - Monday to Friday
  - 10:00-3:30
  - Last patient checked in by 3:30
  - MyPatient Portal
    - memphis.edu/health
- Walk in Hours
  - Mon, Wed, Thurs, Friday
    - 8:00-10:00
  - Tuesday
    - 9:00-10:00
  - 200 Hudson Health Center
  - 901.678.2287
  - Memphis.edu/health