



Photo courtesy of OSU IMC

CAPS Changes Approach to Serving Students

Theresa Hogue, Public Information Representative
OSU News and Communication

The Counseling and Psychological Services (CAPS) office at Oregon State University has seen a 44% increase in the number of students seeking services during 2010-11, an increase officials attribute to more student awareness of the services available. And while CAPS staff members say they are pleased with that awareness and more student willingness to utilize counseling services – they acknowledge that the increase also has a downside.

“The increase has caused our system to be stretched in ways that were not meeting the needs of students well,” said CAPS director Jackie Alvarez. “In response, we’ve worked to change the ways students can come into CAPS, and we anticipate the change will better meet student needs.”

Previously, students made an initial appointment by coming into the CAPS office to fill out paperwork, and then scheduled their appointment. However, with the increase in demand, students were sometimes waiting up to four weeks for their first appointment. “This was unacceptable, both to them and to us,” Alvarez said.

Now, students can make same-day appointments by calling 541-737-2131 after 8:30 a.m. There are a limited number of appointments so students must call early. Students can fill out paperwork when they arrive, and will then have a 50-minute appointment with a counselor. In these same-day first appointments, students will have an opportunity to talk confidentially with a counselor

about their immediate concerns, and the counselor will evaluate what services or resources will be most helpful. Some students find that talking with a counselor once is sufficient to resolve the immediate concern.

CAPS will continue to offer emergency services for students in crisis, but is no longer utilizing the “urgent care system.” Non-emergency cases were clogging the appointment books. Instead, students who are suicidal, excessively violent, or bothered by violent thoughts, or who have recently experienced violence or trauma are urged to call the office and connect with a counselor ASAP. If the student already has a counselor, an emergency appointment can be made.

If students call CAPS and all the same-day appointments are taken, then they will be asked if they need to speak with a counselor that day. If so, a triage counselor will call the students, assess their needs and make a recommendation to either:

- call the next day for an appointment if the concern is not critical,
- refer them to same-day crisis care if they are a danger to themselves or others, or have very recently experienced violence or trauma,
- pre-schedule a next-day appointment if the concern is urgent but not critical.

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students can come
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For more information visit
oregonstate.edu/counsel

Student Health Offers a Wide Range of Services

Colleen Schlonga, Student Health Services

Student Health Services (SHS) clinicians and health educators provide campus-wide comprehensive primary health care, treatment services, and extensive health promotion for all OSU students. Many SHS services are available at no charge, because they are covered by the OSU health fee (included each term in the tuition and fees package):

- Unlimited routine office visits with SHS physicians, nurse practitioners, and physician assistants.
- Unlimited visits with SHS psychiatrist (by referral).
- Annual exams and wellness exams.
- "Brief screen" with a physical therapist.
- Self-care assessments in the self-care clinic.
- Tobacco cessation services.
- Unlimited nutrition consults with a registered dietitian.
- Health Promotion outreach and events on such topics as alcohol, sexual health, stress reduction, and general wellness.
- Unlimited participation in Beaver Strides walking program.
- Unlimited visits with a Health Coach.
- Nurse advice to students by phone, both during business hours and after hours.

Some services are not covered by the health fee, so students would incur additional charges. However, most services are provided at lower than community cost.

- Lab tests and X rays
- Immunizations and allergy
- Physical therapy
- Visits to a consultant: dermatologist, surgeon, gynecologist or orthopedist
- Acupuncture, chiropractic and massage
- Procedures such as sutures/wound care shots
- Travel appointments
- Prescriptions
- Supplies
- Missed appointments that are not canceled before scheduled time

More information is also available at <http://studenthealth.oregonstate.edu/fees>.



Matt Pepler
1st Year student
University
Exploratory Studies
Program

I am looking forward to great Winter term and an overall successful first year thanks to my parents advice about getting involved in extra curricular activities!

Advisor Spotlight: Melanie Jones College of Health & Human Sciences

Melanie graduated with her Bachelor's in Social Work from The University of Montana and worked in social services for six years before returning to graduate school for her Masters in Education at OSU in the College Student Services Administration program. In 2006, Melanie accepted an advising position in the College of Health and Human Sciences. Melanie has answered a few questions about her role in the student's academic journey:



Q: What is your philosophy on advising students?

I approach advising from a holistic, teaching-learning, developmental perspective. There is a lot to attending college, whether a student entering straight from high school, or a transfer student with earned credits and a very clear vision of the future. I strive to get to know students from a holistic perspective, getting to know key things about them including their interests, goals, challenges, successes, and visions of the future.

Q: What advice would you want to give parents?

Trust your student! They can and will figure a lot of things out about college life, classes, balance etc. I hear from students frequently that taking interest and having family support through key times of the term is very welcomed; first round of mid-terms, night before a big presentation, and being supportive of students' identified (sometimes frequently changing) strengths and interests are just a few examples.

Q: What is your favorite thing about working at OSU?

I have a quote in my office, "there is nothing like a dream to keep a vision alive." I really enjoy hearing about students' dreams and visions. Higher education is a major investment on many levels, so making the most out of the experience seems so important.

Q: What makes a successful student/advisor relationship?

Students should be honest with their advisor. We are here to support you, but sometimes the information we have may not be the pot of gold one is looking for. Often honest (and always supportive) dialogue is needed to create positive momentum. Be prepared for advising appointments, come with questions that have been building up, and follow through with "to-do's" in between appointments. Don't be afraid to ask questions, but also don't be afraid to try to seek some information prior to seeing us too!

UPCOMING EVENTS:

**After Dark: Free Food
Entertainment & Games**
Jan. 28th 9pm - 1am
Dixon Rec. Center

LUNAFEST
Fight breast cancer by going to the
movies Jan. 29th 7pm-9pm
LaSells Stewart Center

MUvies - The Expendables
Feb. 1st - 3rd 7:30pm
MU Trysting Tree Lounge

**Eugene Ballet
Alice in Wonderland**
Feb. 4th 7:30pm
LaSells Stewart Center

MUvies - For Colored Girls
Feb. 8th - 10th 7:30pm
MU Trysting Tree Lounge

**Lessons Learned:
Environmental Impacts of
Gen. Engineered Crops**
Feb 9th 7-9pm
LaSells Stewart Center

**OSU Men's & Women's
Chorus Gala Concert**
Feb. 10th 7-9pm
LaSells Stewart Center

**Starker Lecture Series:
World Wood Products
Markets: How Do They
Impact Oregon?**
Feb. 17th 3:30 - 5pm
Richardson Hall Rm. 107

PFA
Oregon State University
Parent & Family Association

This newsletter was brought to you by:
New Student Programs & Family Outreach
For questions or suggestions
please email newstudents@oregonstate.edu