Campus Office Hours--Talking Through Pandemic Challenges Webinar Notes

May 13, 2020

Resources Mentioned During Call:

- ULifeline http://www.ulifeline.org/
- WellTrack https://welltrack.com/
- Mental Health Association online screenings https://screening.mhanational.org/screening-tools
- Protocall Services: https://protocallservices.com/
- Timely MD https://www.timely.md/
- States waiving regulations on telemental health:
  https://cdn.ymaws.com/www.asppb.net/resource/resmgr/covid19/temporary_interjuisdictional.pdf
- APA State by state update https://www.apaservices.org/practice/clinic/covid-19-telehealth-state-summary
- Jed Foundation Google doc on telehealth requirements for states
  https://utexas.app.box.com/s/r797qp7woupga5x65yob0ki2u7mbd84y/file/647374529609

1. **What are you seeing from your campuses?**
   - <u>Jonathan Pohl (Central Connecticut State College):</u> Students upset with how teaching is being done
     - This is not experience students were expecting/paying for. How do we take what we used to do in person and take it online?
   - <u>Kristi Bussell (Clemson University):</u> Students don't know what's going to happen in the fall
   - <u>Allen McClellan (California State University Monterey Bay):</u> Misinformation is creating anxiety and uncertainty for our students
   - <u>Connie Boehm (University of Nebraska Lincoln</u>): Students feeling like professors are adding more to their classes because think students have more time
   - <u>Paula Rymer (Marshall University):</u> Disappointment is a big issue
   - <u>Indira Reddy (Housatonic University):</u> Students miss each other in online learning, lack of motivation to continue. Mental health not a top priority

- Katey Parsons (Red Rocks Community College): I know some people do not like a lot of meetings, but I have found it helpful to have weekly check-ins with our department. Sometimes I just work with my Zoom on with coworkers so I don't feel so isolated in my home.

2. **How have you transferred your gatekeeper trainings to virtual formats?**
   - Cindy Danzell (National Louis University): did QPR online—recorded reactions
   - Jeannie DiClemnti (Purdue University-Ft. Wayne): Moved campus connect to online video, have one hour debrief zoom video
   - Theresa Sharpe (Texas A&M University Corpus Christi): Suicide prevention trainings for faculty/staff cancelled, not a priority now which is understandable

3. **How have you transferred your outreach (screenings, wellness, etc) to virtual formats?**
   - Jonathan Pohl (Central Connecticut State College):Working with computer science senior students to create wellness app and will beta test soon
   - Katey Parsons (Red Rocks Community College): We are doing virtual screenings
   - Indira Reddy (Housatonic College): Have created tons of online COVID-19 mental Health resources based on Jed Campus Comprehensive Framework in the area of life skills, social connectedness, identifying at-risk students, etc
   - Carla Perlotto (Touro University Nevada): Created certificate series that students, staff, and faculty can earn. Using e-gift cards for incentives
     - Certificate topics:
       - Mental Health Awareness 10 part series—talk about anxiety, depression, eating disorders
       - Opiates and marijuana
       - Rape—when to report (for medical students)
   - Syeda Jesmin (University of North Texas at Dallas): Mental Health Association has online screenings where students can go to their site to take online screening anonymously. Educational not diagnostic tests.
   - Wei-Chien Lee (San Jose State University): We have students peer review the resources and workshops, then publish their reviews on social media like rotten tomatoes. Students listen to students
   - Rebecca Diller (Ohio Northern University): ONU Counseling center has a presence on the University App. Invites students to interact with our mascot on the app and given

weekly challenge to voluntarily participate in—coping skills, etc. This includes list of mental health resources including teletherapy and NSPL lifeline number

- Cindy Danzell (National Louis University): Created wellness corner online, not counseling but place to come to with feelings. Use [ULifeline](#)
- Paula Rymer (Marshall University): We are in the process of purchasing a phone app called [WellTrack](#) that is interactive self-help therapy.
- Katey Parsons (Red Rocks Community College): We have an employee wellness committee that contracts with yoga and pilates instructors to do virtual classes. Our rec center has also been putting out free on line workouts.
  - Also, I don't know about your community mental health agencies, but Jefferson Center for Mental Health has classes on anxiety, depression, tai chi, and other classes offered at a very low price to the community.
- Jennifer Muehlenkamp (University of Wisconsin Eau Claire): Our campus has a weekly "update" that includes faculty sharing activities or "take a break" videos, poetry readings, etc along with links and reminders to mental health resources.
- Theresa Sharpe (Texas A&M University Corpus Christi): One of our master's level interns does a Wake Up Wednesday virtual program every week for our staff focused on mindfulness/self-care.   And one of our psychologists did a training/presentation on COVID-19 stress and coping for student affairs staff that was really well received.
- Sadie Spurlock (Fort Hayes State University): We partnered with local mental health agencies and our student health center and hosted a weekly Zoom series over the lunch hour that many faculty attended. Each different presenter talked about a different topic. At home workouts, gratitude/mindfulness, relationship building at home, etc.

4. **How have your peer outreach/education programs changed?**
- Katey Parsons (Red Rocks Community College): We use certified peer educator program for training peer coaches
- Beth Morrison (Southern Illinois University Carbondale)**:** we use a peer education program at SIU. They receive certified peer education training in a virtual format at $25 per student. I'm happy to talk to you about this program beth.morrison@siu.edu
- Rachael McNamara (College of Charleston): If anyone else is doing peer counseling programs, I would love to have their information to learn more about their programs! mcnamarar@cofc.edu.

- Tara Bohley (University of North Carolina at Chapel Hill): Working with students on peer support that's totally student led. Not just student to student but also lived experience. Tara oversees as counselor. Developing a training for this.

5. **How have your students been accessing counseling?**
   - Run peer program and do marketing/promotion. So a drop in use but saw increase in faculty saying students need help, not sure why because also allow texting. How could we tell students that help is available even when everyone is struggling
   - Seeing a drop in students getting help, maybe because of issues with financial/food insecurity, stressed about school and food so can't focus on mental health
   - Theresa Sharpe (Texas A&M University Corpus Christi): Utilization of virtual walk-in hours at counseling center is down significantly compared to past semesters. Concerning because we know from Behavior Intervention Team reports that students are struggling but aren't reaching out.

6. **How's it going with providing telemental health?**
   - Hard to do telemental health—some people are in small apartments, hard to get privacy
   - Can be tough, like if someone's internet stops working
   - Katey Parsons (Red Rocks Community College): As a community counselor (not part of campus), hard to communicate with HIPAA between outside counseling and faculty/staff. Same in regards to FERPA, faculty/staff communicating with counselor
   - What telehealth technology are you using?
     - Using HIPAA compliant Zoom
     - Using Doxy.me
     - Use Webex for telehealth for counseling.
   - What are you using for 24/7 telemental health?
     - Michigan State University is using ProtoCall
     - Janet Smith Dickerson (Pomona College/Claremont University): We are using TimelyMD/Campus Health. Claremont has contracted with them for 24/7 services for campus health telehealth program. They have providers/counselors on all 50 states. We were able to work out a 12 week renewable agreement for $30K. However it doesn't serve international students.
   - How are students responding to signing off on-line consent and authorization forms prior to starting a session?

- o <u>Katey Parsons (Red Rocks Community College)</u>: Getting verbal consent before every session and noting it on forms
- o <u>Jeannie DiClemnti (Purdue University-Ft. Wayne):</u> Purdue has BOX which is HIPAA and FERPA compliant
- o <u>Carla Perlotto (Touro University Nevada</u>): Looking at adding DocuSign

7. **How are you using social media?**
- <u>Beth Morrison (Southern Illinois University Carbondale)</u>**:** Increased our social media presence. Offered week long meditation challenge and stress relief, used Facebook live and have been posting videos. Did virtual out of the darkness walk and used social media to post healthy and budget friendly cooking demonstrations and positive coping strategies
  - o Also increased social media for wellness tips and to connect students to resources. Student workers do social media
- <u>Jeannie DiClemnti (Purdue University-Ft. Wayne</u>**):** Have lots of social media, use it to reach out to students who don't read their email
  - o Learned from first GLS grant to make friends with campus marketing/communication staff so now when need to get information out, they're happy to help us
- <u>Katey Parsons (Red Rocks Community College):</u> Trying to get things going on social media engagement and tagging other social media groups on campus to reach a greater population—like Rec Center, student life, etc.

8. **What has been your experience working with high-risk students?**
- <u>Jeannie DiClemnti (Purdue University-Ft. Wayne</u>**):** Counseling center has 24/7 hour number to call, someone always answers
  - o Students good at reaching out to professors, faculty then can reach out to counseling center, which is outsourced
- <u>Cindy Danzell (National Louis University):</u> Talking to students about who their support systems are.
- <u>Anne Marie Theiler (Western Washington University</u>**):** In normal circumstances, telemental health is not the best option for a high risk student, but it's all we have now
  - o We have a list of emergency numbers for all counties in our state so can do wellness check.

- o We ask for student addresses at every online session, and also require that all clients using online counseling provide an emergency
- Jonathan Pohl (Central Connecticut State University): Easier to work with high-risk students if have previous relationship.
  - o Recently was able to speak with parent when student was suicidal. Explained depression and was able to get student additional support and help.
  - o Anxiety provoking because of hospital situation during pandemic—don't want to go to hospital and are worried will be rejected because of crisis.
  - o Have not done many intakes since going online.

9. **How are you providing therapy to out of state students?**
- Rebecca Diller (Ohio Northern University): Helpful that many local psychiatrist, psychologist and medical practitioners have been using teletherapy. Encourage students outside state to contact local providers. Only seeing in-state students
- Counselors try to help out of state students find local resources.
- Many states have temporarily waived their regulations on this.
- Rachael McNamara (College of Charleston): Our counseling center is keeping a list and checking regularly for which states they can see existing clients. But it seems like most states are not allowing new clients to be seen.
  - o Jed Campus is keeping list, is google doc but some things were temporarily waived—
  - o APA gives a state by state update:
  - o Temporary/Telepsychological Practice and COVID-19 Guide
- We are partnering with other departments to hold online support groups such as the LGBTQ center which a counselor also attends--this way it's not a therapeutic service to someone out of state
- Katey Parsons (Red Rocks Community College): Student Life doing community forum-type meetings as well. Have some peer coaches on some of them

10. **What are some issues you've seen in regards to equity, diversion and inclusion during this time?**
- Wei-Chien Lee (San Jose State University): One of the key challenges for our students is racism (related to misinformation).
  - o I am searching for how we can best reach out to people who ca not see, hear, read, or type, and those who do not have fast enough internet

- <u>Jennifer Muehlenkamp (University of Wisconsin Eau Claire):</u> Our campus sends out regular emails and social media blasts trying to address racism and reinforcing that no culture is "responsible" or "to blame" for what is happening. We have an "action team" on campus that is addressing racism and equity/diversity/inclusion more broadly and is ramping it up even strongly now.
- <u>Whitney Megehee (East Central University):</u> We unfortunately had to address this already with a student who posted some tik tok videos. We found out about it through being called out on Twitter. The president of our university sent out a mass apology and the student left campus because we have a zero tolerance policy regarding racism. This student unfortunately set the example for other students.