



# CAMPUS COUNSELING CENTER

*Newsletter of CAMPUS COUNSELING CENTER*



Digitally Designed & Edited by:

**ZAHRA S. HASHMI**

Clinical Psychologist  
Campus Counselor  
Campus Counseling Center

Co Author:

**BANDGI ZAFAR**

Administrator  
Campus Counseling Center

## THE LATEST FROM CCC:

<b>RECAP</b> .....	<b>2</b>
<b>COUNSELEE DATA</b> .....	<b>5</b>
<b>SERVICES DURING COVID-19</b> .....	<b>6</b>
<b>SELF HELP HANDOUTS</b> .....	<b>8</b>
<b>COUNSELEE SURVEY</b> .....	<b>9</b>
<b>FEEDBACK</b> .....	<b>10</b>

# HINDSIGHT 2020

JUNE 2021 · ISSUE 01 · VOLUME 1

## Counselors

**Sarah Anthony**

sarahanthony@fccollege.edu.pk

**Amber Ijaz**

amberijaz@fccollege.edu.pk

**Arman Ahmed**

armanahmed@fccollege.edu.pk

**Zahra Saghir Hashmi**

zahrahashmi@fccollege.edu.pk

## Administrator

**Bandgi Zafar**

bandgizafar@fccollege.edu.pk

## THOUGHTS FROM THE ADMINISTRATOR

To start with I am grateful for the opportunity to work as an Administrator at CCC where we provide counseling services that contribute to maximize emotional health of the Forman community. We as a department make sure to provide as much assistance as possible.

This last year has been difficult for all. We all saw the crisis escalate but even during these unprecedented times our services were not disrupted, and we continued to provide mental health services and support throughout the year. We managed all the work effectively and in a timely manner and did not let this pandemic affect our work.

# THE SHIFT IN COUNSELING

The biggest challenge and change for the year 2020 were shifting in-person (one on one) counseling sessions to remote counseling, which was accomplished by CCC successfully. All the people who reached out to CCC and signed up for online counseling were successfully scheduled with respective counselors. The work calendars of the counselors were set in a manner that all the counselees whether (in waiting, new requests, or previous counselees pre lockdown) could be accommodated for sessions and keeping in mind that the counselors do not get overwhelmed, and they got time to work on their personal goals.

We are happy to report to you, to say the least that our counselors at Campus Counseling Center have done an excellent job in providing their services to the Forman community.

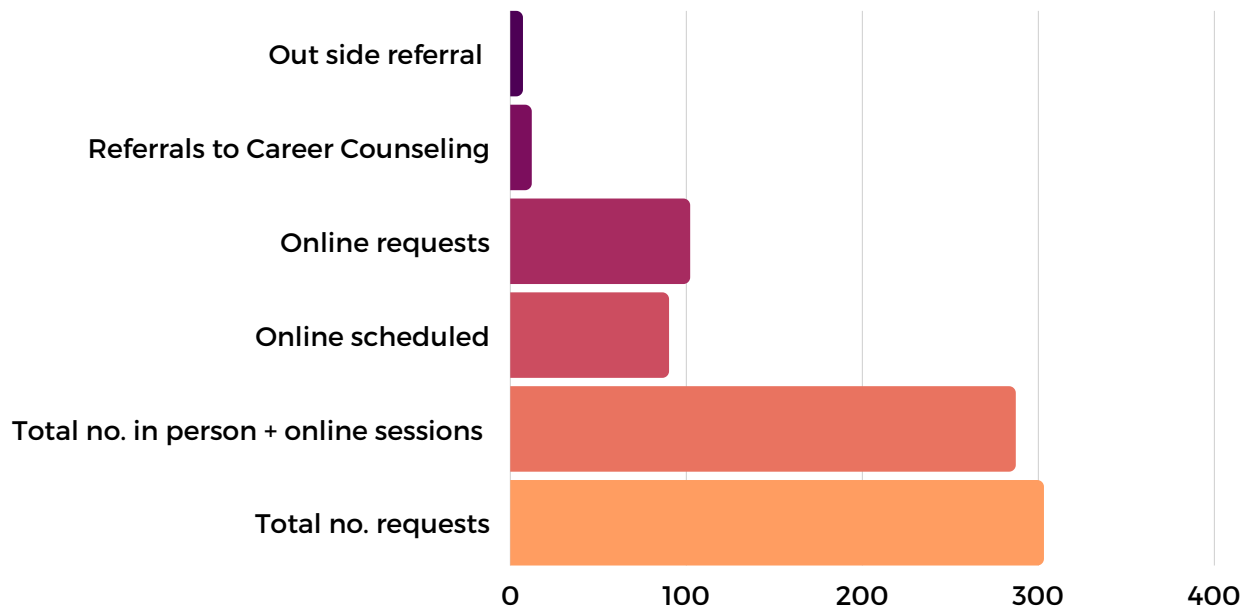
None of this was possible without Ms. Shawna Person for her constant support and guidance throughout and the hard work of all the counselors who with great commitment and determination made it possible.

It is an immense pleasure to briefly share with you how CCC has accommodated students during the last year.

*Administrator, Bandgi Zafar  
Campus Counseling Center*

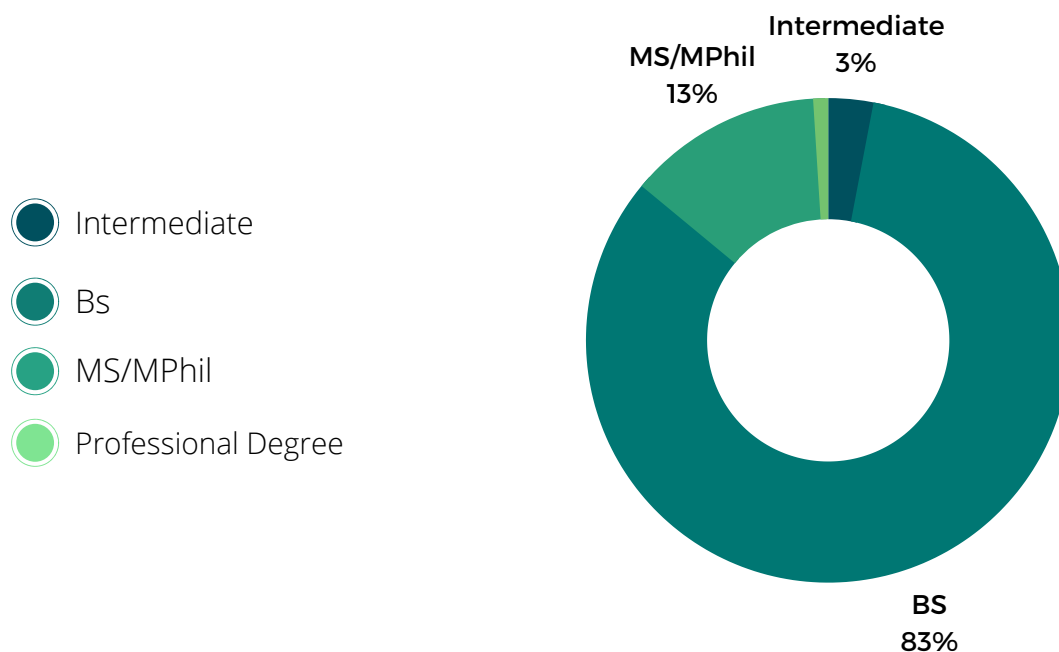


## INDIVIDUAL COUNSELING SESSIONS JAN- DEC 2020



Graph 0.1. The graph above shows the number of requests received for counseling, number of clients that were accommodated and the outside referrals that were made.

## INDIVIDUAL COUNSELING SESSIONS JAN- DEC 2020



Graph 0.2. The graph above shows the percentage of counselees from intermediate, baccalaureate, masters, and professional degree.

# SERVICES WE PROVIDED IN 2020

## Psychological Assessment

CCC provided brief Psychological Assessment services that allowed clients and the counselors to have a better insight of their emotional and behavioral concerns. The assessment measures assisted counselors in developing counseling tactics that are suited to the unique individual needs of the clients. Moreover, ongoing psychological assessment also helped the counselor and client to determine the progress made during and after the counseling process.



## Individual Counseling

Individual Counseling is offered to members of the FCCU community and is based on one-on-one interaction with a professional in a safe and comfortable environment where confidentiality is ensured; unless it is determined the individual could be a threat to the self or someone or something else.

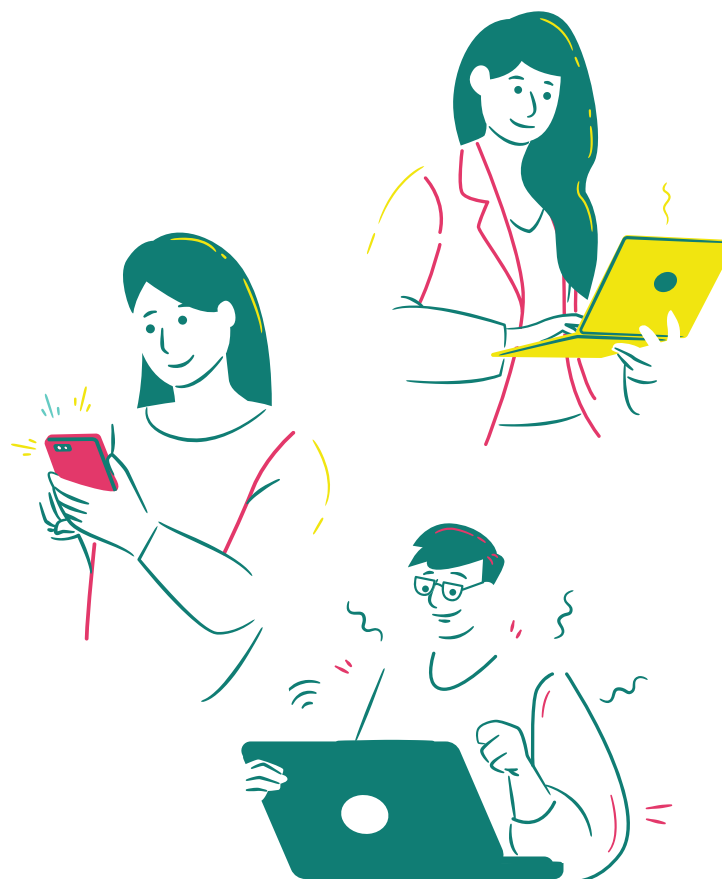


# SERVICES WE PROVIDED IN 2020

## Online Sessions

Due to global covid-19 pandemic one-on one counseling could not take place so counseling sessions were shifted online, considering it the best way to offer psychological help during covid-19 outbreak. It was more of a challenge shifting to complete new medium. In order to allow access to our services without needing to physically enter the Counseling Center, we ensured that students could access our intake forms from their personal devices, so an online pre-counseling form was made available. CCC successfully managed counselee data and traffic. Our telehealth sessions took place on different mediums Google-meet app, Zoom and whatsapp.

The students were given appointments depending on the counselors and counsees availability. We were available from 9am-5pm on weekdays and could be reached through our helpline 0331-4441518 or at our email: [ccc@fccollege.edu.pk](mailto:ccc@fccollege.edu.pk). Various advertisements about our online services and online form were continuously circulated by the Advancement office. We hope to continue facilitating our FCCU community with the same enthusiasm.



# SERVICES WE PROVIDED IN 2020

## Resources

As part of the counseling sessions, counselees were often given reading material various self-help handouts and therapeutic worksheets that assisted with the resolution of their concerns. However, we also facilitated students who for some reason could not partake in the counseling sessions by providing them self-help literature that could help them deal with their psychological issues. Some counselees after assessment by the counselor and by counselees consent were referred to outside facility.

- <https://www.fccollege.edu.pk/cc/self-help-handouts/>



## Workshops

For the promotion of mental health an online session on Depression during COVID-19 was conducted in collaboration with Forman Education Society and a session was also held on Adjustments with the New Normal.

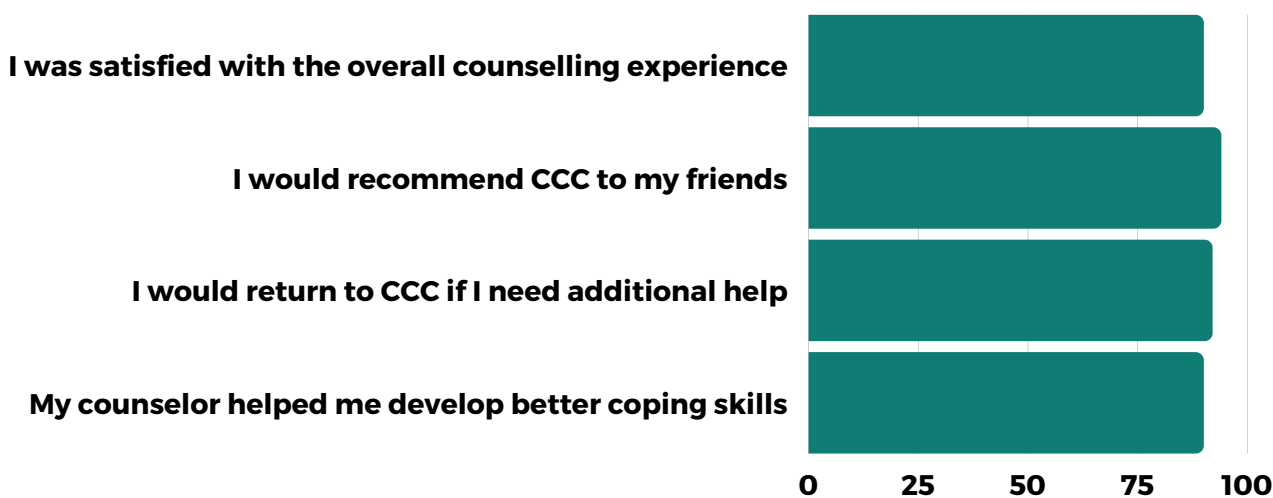
A seminar was conducted on the topic of bullying for the incoming freshman batch during the orientation week. A recorded detailed online Orientation session was provided by CCC that included an introduction to the CCC and a session on stress management (focusing on COVID-19 stress and equipping with the new normal). Two more workshops were conducted one on Mental Hygiene in respect of COVID 19, and the other one on the impact of COVID-19 on Youth.

# COUNSELEE FEEDBACK AND RESPONSE

We try to stay in touch with our counselee's and their feedback for us. A small survey was conducted, a feedback form was circulated to the counselees. The graph below shows the feedback received from the clients. 90% of counselees were satisfied with the overall counseling Experience.



## SURVEY QUESTIONS



Graph 0.3. Shows survey questions and responses of the feedback



# FEEDBACK

In addition, the following statements are representative of what our many counselee's have gained from working with CCC:

- *My experience throughout the counselling period has been absolutely great. These three months have been emotionally transformative for me*
- *I feel like a complete and confident human being who's capable of love and respect just as everybody else is.*
- *I am in a far better place than I was back when i started taking counselling from fccu. I'm extremely thankful to my counsellor and the administration for facilitating the students with counselling sessions.*
- *The problems and questions that I signed up for the counselling with have, finally, been resolved and answered. Now I feel that I'm ready to embark on a journey of new goals and new plans in life ahead.*

# CCC AFTER HOURS

Through the generosity of our counselors and administrator who had been working tirelessly throughout this Covid-19 pandemic providing services on (holidays, weekend and overnight) to provide its services to the Forman community. These out of office hours were given in the form of (Taking Emergency calls, emails, and messages on our CCC mobile

number/email which is taken care by the administrator) or (the respective counselors were investing time and energy to accommodate students who could not take sessions during morning hours due to risk of breaking confidentiality, high risk families where students were not safe, emergency cases that needed assistance, all in the form of calls, email and online sessions)

## Total Hours

Jan- Dec 2020 (Collective data of all counselors)

171 out of office hours

Jan- Dec 2020 (Administrator data)

30 out of office hours



# MESSAGE FROM THE CENTER

Campus Counseling Center is very appreciative of each and everyone of you who are advocates for Mental Health.

It is no secret that during this public health crisis a lot of people were exposed to trauma and anxieties and therapists were needed now more than ever. Our counselors put all their hard work and effort into how they can better support counselees especially during the surge of COVID-19 related anxiety and depression.

Our team not only developed new approaches but also adapted to remote technologies to provide assistance appropriate while maintaining safety guidelines. We welcome you back on Campus & appreciate each and everyone of you who has been working tirelessly. CCC has open doors and is always ready to assist anyone who seeks our support.

