



2024 - 2025

Annual Report

Counseling and Psychological Services

Division of Student Success and Well-Being
University of Central Florida • Orlando, FL



Message from the CAPS Director

Dear UCF Partners and Campus Community,

I am pleased to share with you the Counseling and Psychological Services (CAPS) Annual Report for the 2024-2025 academic year. As we continue to serve the evolving mental health needs of our UCF and Valencia Downtown students, this year's data tells a story not only of the services provided, but also of shifting trends in how students are seeking support.

This year, CAPS provided care to **4,115 students**, with a total of **18,276 appointments** conducted for UCF and Valencia Downtown students.



RECENT TRENDS IN COLLEGE COUNSELING CENTERS

INCREASED PRIOR THERAPY ENGAGEMENT

A growing number of students are arriving at UCF having already engaged in therapy. **27% of UCF students** reported having had therapeutic experience prior to attending the university (ACAH 2024), and **55% of CAPS clients** reported that they had received counseling prior to attending CAPS services. It could very well be that some of these students choose to continue with their previous community-based therapists whom already knows their story and issues.

EXPANDED TELEHEALTH AND INSURANCE-BASED OPTIONS

Students are increasingly accessing therapy through external telehealth platforms, often covered by their insurance and offering longer-term continuity of care.

UTILIZATION OF FIRST-LEVEL INTERVENTIONS

Tools such as workshops, self-guided resources, and digital mental health platforms are increasingly being used as standalone support or as precursors to clinical therapy.

EMERGING SUPPORT TECHNOLOGIES

The rise in the use of AI apps and platforms like ChatGPT as supplemental support mechanisms reflects an evolving mental health landscape that blends human and digital support

NON-CLINICAL SUPPORT AND PREVENTION EFFORTS

CAPS continues to prioritize accessibility and prevention through digital platforms and educational outreach. This may also have reduce the need for students to access therapy services because their mental health needs were met engaging in these type of learning platforms

TAO (THERAPY ASSISTANCE ONLINE)

488 students registered for TAO, engaging in evidence-based, self-guided mental health video resources

TOGETHERALL

301 students joined this anonymous, peer-to-peer online mental health community—demonstrating the growing interest in 24/7, safe support spaces

WELLBEING ONLINE WORKSHOPS (WOW)

Reaching **1,095 students**, these psychoeducational sessions offer a convenient and impactful way for students to gain mental health skills and strategies. Although this number reflects a decline from 1,722 participants last year, it may also indicate students are diversifying their sources of support.

When we include our non-clinical number with our clinical numbers, we serve 9% of UCF's eligible student population, which is what we served at the highest utilization rate.

LOOKING AHEAD TO 2025-2026

While our direct service numbers are slightly down, the broader picture reveals that students continue to actively seek mental health support, just through a wider variety of channels that may be more convenient to students. This diversification demonstrates progress in stigma reduction and increasing access to mental health resources that meet students where they are.

We remain committed to adapting to the changing landscape and advocating for the resources needed to meet the mental health needs of our UCF students. Our goals for the upcoming year include expanding in-person staff capacity, deepening partnerships across campus, and continuing to innovate with digital tools and inclusive programming.

To our UCF community partners, thank you. Your continued collaboration and support are essential to ensuring our students thrive both academically and emotionally. Together, we can foster a campus culture that embraces mental health as a foundation for success. Here is to another great year ahead. Go Knights! Charge On!

— **Dr. Karen R. Hofmann, PH.D.**
Director, UCF Counseling &
Psychological Services

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Clinical Services

EXECUTIVE SUMMARY

4,115 Total Students Served

► 4,429 students previous year (2023-24)

2,766 New Clients

1,349 Returning Clients

Appointments

23,686 Total Appointments Scheduled for UCF Students & Valencia Downtown Students

► 25,168 appointments previous year (2023-24)

18,276 Appointments Conducted for UCF Students & Valencia Downtown Students

► 1,173 clients previous year (2023-24)

Risk Assessment & Management Procedures

12 Baker Acts

► 12 Baker Acts previous year (2023-24)

In-Person vs Telemental

325 Students were referred & used Bettermynd Telehealth services

► 84% Appointments are in Person

► 16% Appointments are via Telemental Health



After-Hours Crisis Line

388 Calls

► 392 calls previous year (2023-24)

Crisis

1,024 Students Served for Emergency Care

► 1,173 clients previous year (2023-24)

1,882 Crisis Related Appointments

► 2,168 appointments previous year (2023-24)

Care Management

125 Care Management Students

► 122 clients previous year (2023-24)

425 Care Management Appointments

► 399 appointments previous year (2023-24)

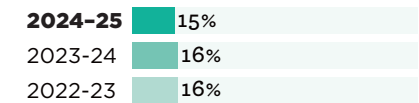
Most Common Presenting Concerns at Intake

The following chart depicts the Clinician Index of Client Concerns data for intakes during the past academic year representing clients' most common presenting concerns as identified by the clinician.

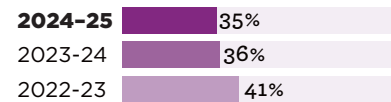
ANXIETY



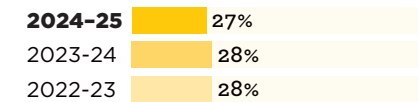
EATING/BODY IMAGE



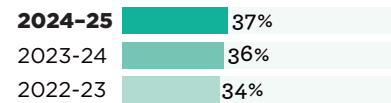
DEPRESSION



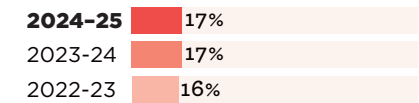
FAMILY



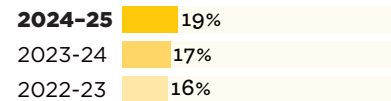
STRESS



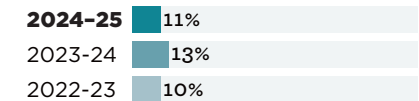
TRAUMA



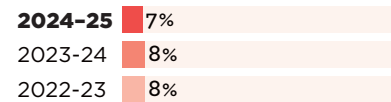
INTERPERSONAL FUNCTIONING



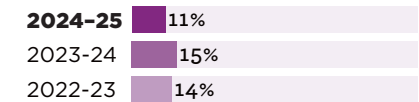
SLEEP



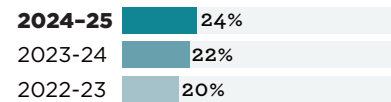
GRIEF & LOSS



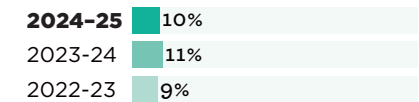
ADJUSTMENT TO NEW ENVIRONMENT



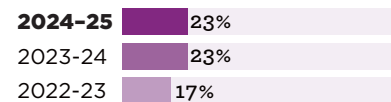
RELATIONSHIP PROBLEMS



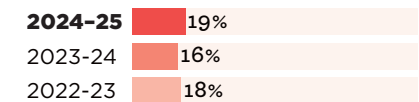
SOCIAL ISOLATION



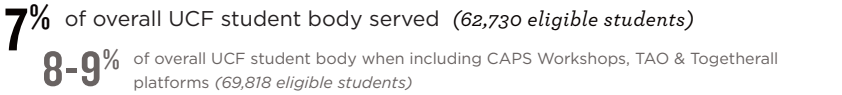
ACADEMIC PERFORMANCE



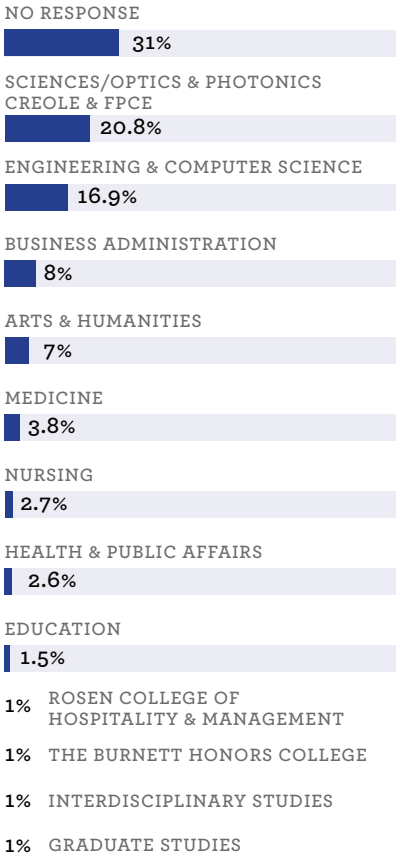
SELF ESTEEM/CONFIDENCE



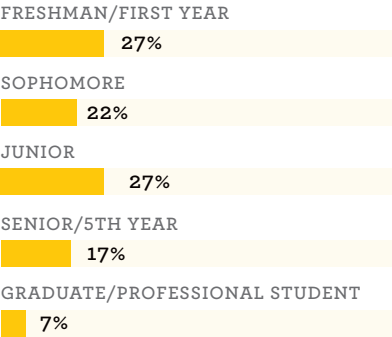
CLINICAL DEMOGRAPHICS



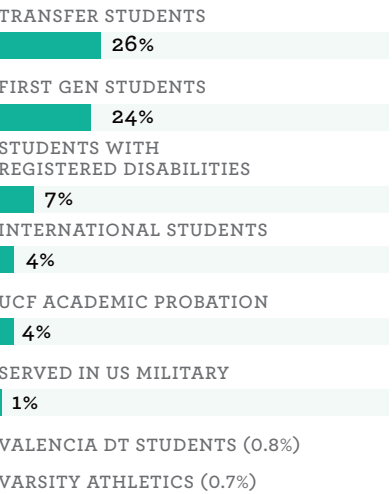
College Affiliation



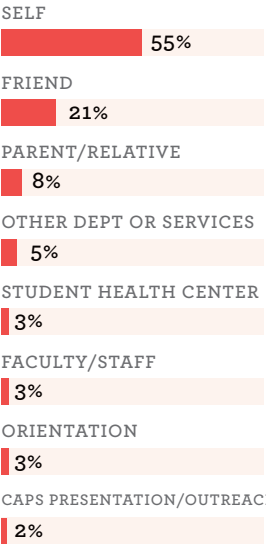
Academic Status



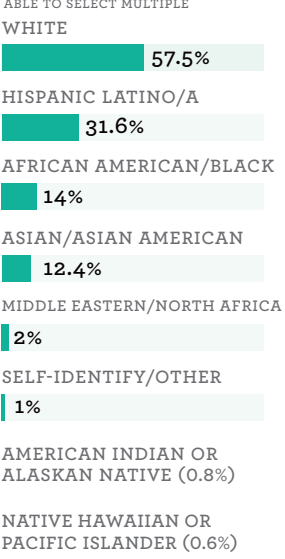
Additional Student Demographics



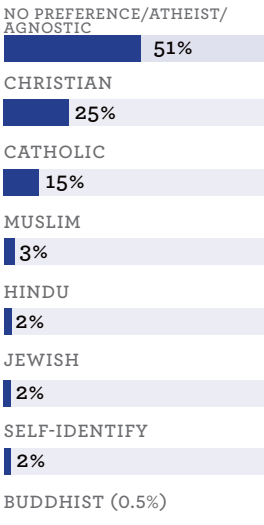
Referral Source



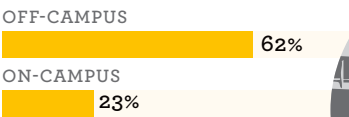
Race/Ethnicity



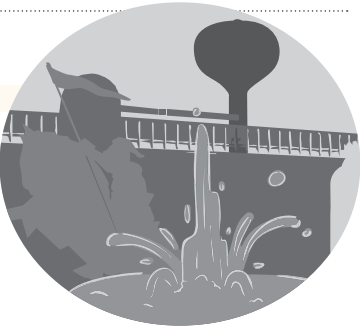
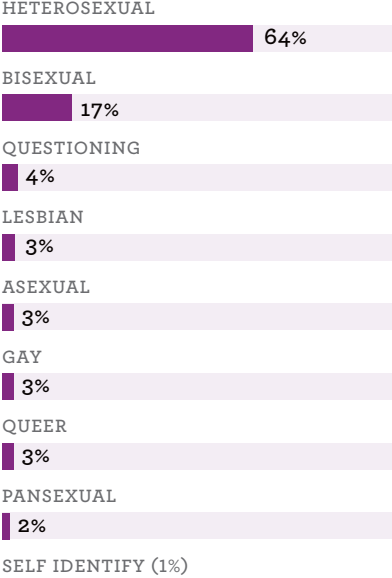
Religious/Spiritual Preference



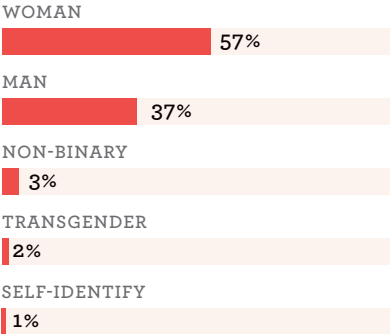
Where do you live?



Sexual Identity

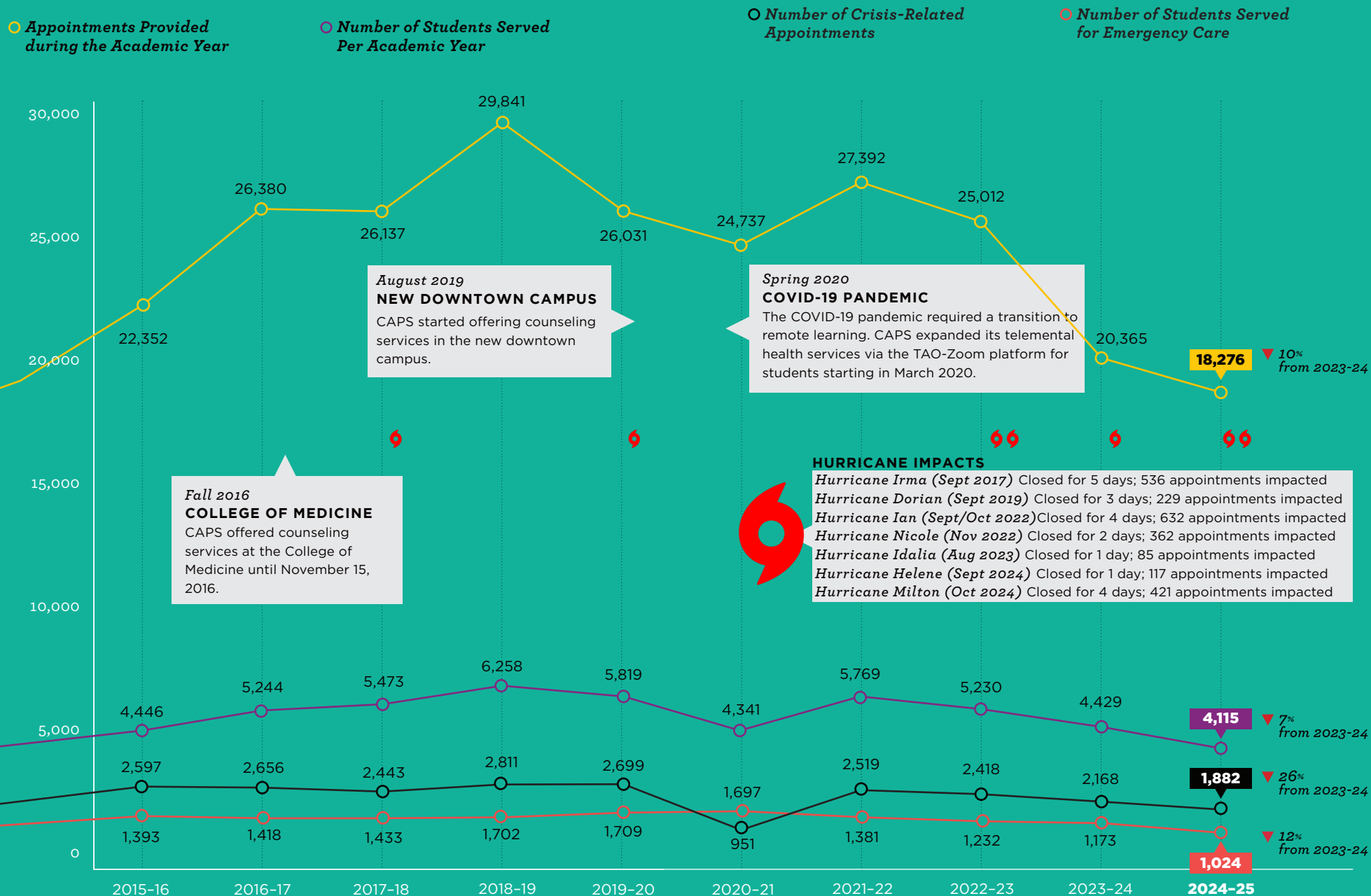


Gender Identity



CLINICAL SERVICES SUMMARY

Trends in Clinical Services Utilization A 10-year Snapshot

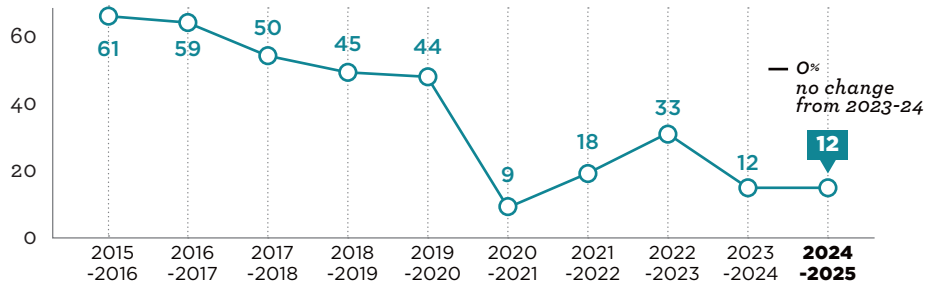


Risk Assessment and Management Procedures

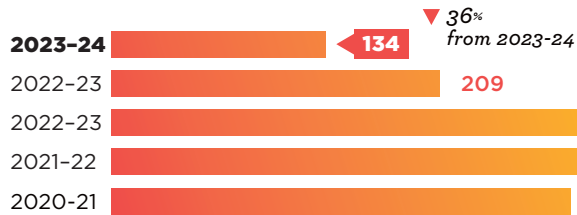
When students present high risk, we take steps to mitigate the risk and promote safety for the student.

○ Number of Clients

This involves a detailed risk assessment, safety planning, and connecting with higher levels of care.

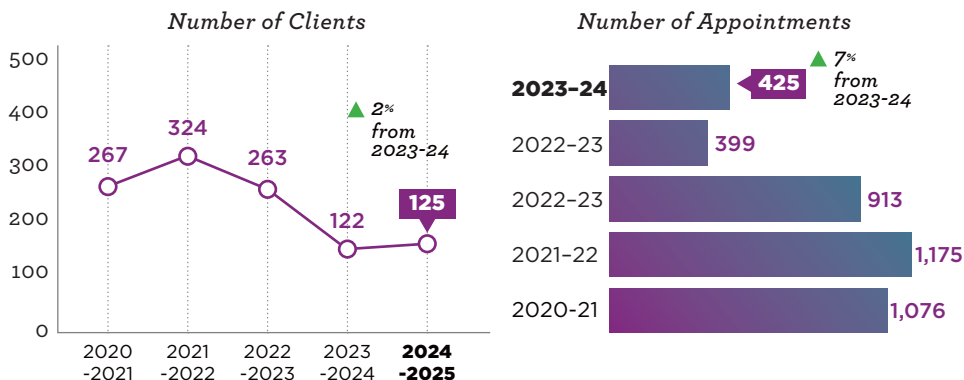


Referrals to Community



Care Management Services

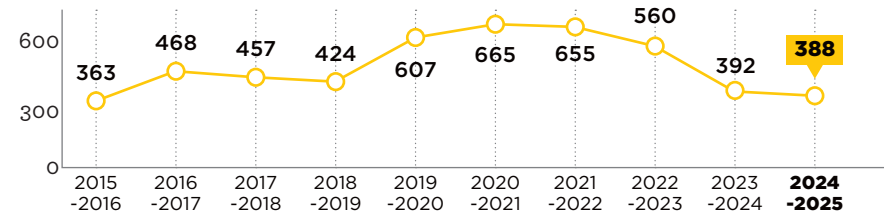
CAPS provides specialized case management and clinical services to our highest risk students. Students assigned to Care Managers present with a level of severity that requires frequent contact, management of risk, and complex referrals to other treatment services.



After Hours Crisis Line

CAPS provides 24 hours a day, 7 days a week access to students in crisis. Utilization of this service has increased over the past few years. Students who engage in therapy are more likely to decrease their risk and increase their mental health well-being. By providing this access, CAPS has been able to impact students when needed.

○ Number of Clients
▼ 1% from 2023-24

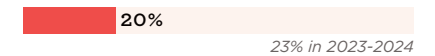


Brief Therapy Model

CLIENTS SEEN BETWEEN
1-6 SESSIONS



CLIENTS SEEN BETWEEN
7-10+ SESSIONS



CLIENTS SEEN FOR SINGLE SESSIONS

STUDENT CHOSE TO MEET WITH A COUNSELOR FOR
A ONE-TIME, SOLUTION-FOCUSED SINGLE SESSION.

532
522 in 2023-2024



Legos and Yoga (above)
Well-Being Open House (below)



Client Surveys

Overall, students that sought out CAPS reported positive outcomes on the Individual Counseling Evaluations.

99%

said "CAPS is a necessary service at UCF."

48%

said "Counseling has helped me stay in school."

96%

said "Having contact with counseling at CAPS has helped me feel supported by UCF as a whole."

79%

said "Through counseling I was able to address concerns related to academics"

68%

said "Through counseling, I was able to improve my academic focus"

88%

said "UCF prioritizes my health and well-being."

99%

said they "would refer a friend to Counseling and Psychological Services."

Client Comments about Individual Counseling

"Very welcoming and accommodating, and I feel it has definitely been a saving grace for me through some difficult times. My therapist has been very supportive, and I can absolutely say it has been a positive effect on my time at UCF."

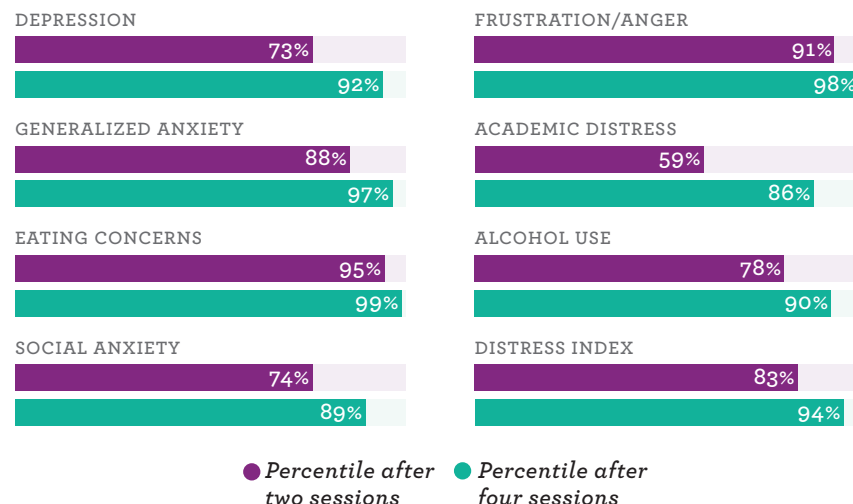
"Amazing!" I look forward to every appointment I have there. It is the only place where I can talk to someone. I have my mind eased and I always feel heard and validated. I would be really struggling with my mental health and studies without it."

"Amazing and super nice!!" This is the most helpful therapy experience I've ever had and I feel less stressed and more hopeful about my life after every session. I've been able to understand more about myself that I couldn't on my own."

Outcomes for UCF CAPS Students Compared to National Averages

When compared to 356 Counseling Centers and 271,711 clients nationwide, the numbers below denote CAPS average change in symptoms in 2,716 unique UCF clients with elevated distress after 2 sessions, and 1,540 unique UCF clients after 4 sessions.

For example, UCF CAPS' average change on the depression subscale (after four counseling sessions) was better than the change achieved by 97% of counseling centers in the national sample for clients whose initial distress was elevated. Only 3% of Centers have a higher significant change percentage.



Risk Reduction

After 2 sessions:

SUICIDAL IDEATION (SI)



Out of 2,553 total clients, 31% reported at least some Suicidal Ideation (SI) at pre-treatment. Of those who reported, 78% decreased their SI score at post treatment after two sessions.

THOUGHTS OF HARM TO OTHERS (THO)



Out of 2,553 total clients, 7% reported at least some Thoughts of Harm to Others (THO) at pre-treatment. Of those who reported, 86% decreased their THO score at post treatment after two sessions.

After 4 sessions:

SUICIDAL IDEATION (SI)



Out of 1,540 total clients, 31% reported at least some Suicidal Ideation (SI) at pre-treatment. Of those who reported, 82% decreased their SI score at post treatment after two sessions.

THOUGHTS OF HARM TO OTHERS (THO)



Out of 1,540 total clients, 8% reported at least some Thoughts of Harm to Others (THO) at pre-treatment. Of those who reported, 88% decreased their THO score at post treatment after two sessions.



GROUPS

61 Groups offered in 2024-25	311 Clients attended groups in 2024-25	2,021 Appointments attended in 2024-25
75 Groups offered in 2023-24	431 Clients attended groups in 2023-24	2,317 Appointments attended in 2023-24
109 Groups offered in 2022-23	550 Clients attended groups in 2022-23	3,653 Appointments attended in 2022-23

Group Evaluations

n=131

93%	92%	69%	70%
said "My group counseling helped me to feel better about myself."	said "My group counseling helped me to understand my feelings better."	said "My group counseling has made it easier for me to remain enrolled at UCF by addressing my problems/concerns."	said "My group counseling was an important factor in helping me do well in school."

Client Group Comments

"I was very concerned with [joining] group. . However as soon as it started, I felt so comfortable and so seen. I'm so glad I pushed myself to do it and that it was recommended for me. Best decision."

"Great experience. A nice space to vent about things happening. Forced me to think about what is happening in my life and how I feel, which is good because sometimes I ignore things or don't catch how they affect me until it's too late".

"I LOVED THIS GROUP!!!! It was so special to me, and I felt seen and heard by its members."

"Thank you for helping me with this experience, and if I ever feel the need to do this again, I'll come to you. This was my first group therapy session ever, so it was memorable."

"Awesome!" I really liked everyone in it. I thought everything said was very helpful and relatable."

SECTION 2

Outreach

	Appts	Hours	Ppl Served
Total Outreach	403	477.5	18,964
CAPS Signature Events, Awareness Days, and Developed Programing	168	184	3,007
Programing Requested By Other Departments • Communication to the Public • Direct Liaison Support • Parent Orientation • Referral Developments • Requested Presentations and Tablings • Response to Acute Needs/Crisis	235	293	15,957
Signature CAPS Programming	85	102.5	9,739
Field of Memories	7	8.5	269
Healthy Knight Expo	5	5	188
PAWS Event	11	14	492
Suicide Prevention (QPR)	11	11	162
UCF Orientation	45	55	8,548
Type 1 Diabetes	6	9	80
Satellite Campus Engagement	34	55.5	2,011
Rosen	7	9	370
Downtown	27	46.5	1,641
Social Media Impact (Facebook, Instagram, and YouTube)	Instagram Followers 3,239	Total Engagement 113,274	
Mental Health Online Platform Registrations	TAO 488	Togetherall 301	

SIGNATURE PROGRAMMING HIGHLIGHTS

Paws-a-tively Stress-Free Events

Continues to be a huge success and beloved by students.

- 492 students in attendance
- 11 total events (Main Campus & Downtown)
- 95% strongly agreed or agreed to "My mood was positively impacted." (n=362)
- 88% strongly agreed or agreed to "I feel less stressed." (n=362)
- 85% strongly agreed or agreed to "I am more likely to utilize CAPS services in the future." (n=362)



Wellbeing Online Workshops (WOW)

Academic Year	Total Attendance	Average Attendance (Fall & Spring)
Fall 2022 - Summer 2023	1,510	13.37
Fall 2023 - Summer 2024	1,722	18.27
Fall 2024 - Summer 2025	1,095	11

(All) Outreach Evaluation Comments:

- "I found the questions he'd ask were engaging and allowed me to do some inner work, which I liked"
- "I thought it was great, very informative and interesting! I will use this in my life."
- "I was unaware with how much our school provides for us."

- "The mindfulness exercise that we did during the workshop helped to put what we were talking about in practice."
- "I found it helpful hearing other students talk about their feelings and how they are dealing with their own relationships. It helps me know that other people are also dealing with similar stuff and that I'm not alone."

SECTION 3

Training

- 4 Masters Level Trainees
- 3 Doctoral Interns

UCF CAPS provided supervision and training to 3 Doctoral Interns and 4 Masters level trainees. The training program focused on the development of clinical skills, outreach and consultation skills, supervision, and/or program development and evaluation. In addition, each doctoral intern presented a professional development workshop.

Masters Level Trainees

SIERRA COLLINS
Rollins College
Masters in Mental Health Counseling
(GRADUATED)

ANA BELTRAN
Rollins College
Masters in Mental Health Counseling

MAX RAINEY
University of Central Florida
Masters in Social Work
(GRADUATED)

VIRGINIA MONTEIRO
Rollins College
Masters in Mental Health Counseling



Trainee Cohort from left to right:

Max Rainey, Virginia Monteiro, Ana Beltran, Sierra Collins



Doctoral Interns pictured from left to right:
Elizabeth-Ann Viscione, Jesse Merise, Alexandra Perrine

Doctoral Interns

JESSE MERISE, PSY.D.

Steton Hall University

Professional Development Presentation:
"Concerns about the Real World?" Exploring Career Maturity & Self-Efficacy when working with Underserved Populations"
(GRADUATED)

Completing Post-Doctoral Fellowship at Indiana University's Intercollegiate Athletics

ALEXANDRA PERRINE, PSY.D.

Nova Southeastern University

Professional Development Presentation:
"Substance Use Disorder among Hispanic College Students"
(GRADUATED)

Completing Post-Doctoral Fellowship at the University of South Florida Counseling Center

ELIZABETH-ANN VISCIONE, PSY.D.

University of Rhode Island

Professional Development Presentation:
"Problematic pornography use: Psychosocial factors and Therapeutic Interventions"
(GRADUATED)

Completing Post-Doctoral Fellowship at a Providence Behavioral Health Associates

SECTION 4

Staff Highlights

Licensure and Certifications:

The following staff successfully completed all the requirements of the state of Florida and obtained licensure or obtained certification in an area of specialization.



MEGAN ASMUSSEN,
LICENSED MENTAL
HEALTH COUNSELOR

April 2025



JEFFREY MCCARY,
LICENSED CLINICAL
SOCIAL WORKER

April 2025



KRISTIN LASH, LMHC
Qualified Supervisor with
the state of Florida

December 2024



KAYLA BESWICK, LMFT
Qualified Supervisor with
the state of Florida

December 2024



DARLENE RAMIREZ,
LICENSED MENTAL
HEALTH COUNSELOR

February 2025



CODY FLIEHM,
LICENSED MENTAL
HEALTH COUNSELOR

February 2025



MARIAH MORRIS,
LICENSED CLINICAL
SOCIAL WORKER

December 2024

Student Success and Well-Being Awards:



LARRY MARKS

Above, Beyond and
Consistent



GLENDIA BROWN

Employee of the Year
(USPS)

National Conference Participation:



ANNATOLEE KING,
PSY.D.

Annatolee King, Psy.D., Diane Stoebner-May, Ph.D., Katy Dorsheimer, Ph.D. (September 2024). *Trends in Doctoral Internship Programs in University Counseling Centers.* ACCTA Conference

Diane Stoebner-May, Ph.D., **Annatolee King, Psy.D.,** Katy Dorsheimer, Ph.D., Dan Elreda, Ph.D., & Annette Peters, Ph.D., (September 2024). *UCC Innovation Strategies to Attract and Retain Staff.* ACCTA conference



VANESSA STEIN, MSW

Roling, M., **Stein, V.,** Nelson, J., (2025). *Field of Memories: Transforming Campus Culture Through Suicide Prevention.* 18th Annual Association of University and College Counseling Center Outreach (AUCCCO) conference, San Antonio, TX.



KAREN HOFMANN, PH.D.

Cerullo, C., Diaz, F., Fitzpatrick, N., **Hofmann, K.,** Sahgal, A., Singleton, K., Trujillo, E., Sherman, L., (2024). *Surviving and Thriving as a New Director: An introductory Leadership Institute.* Association of University and College Counseling Center Directors (AUCCCD) conference. Phoenix, AZ.

Chin, C., **Hofmann, K.,** Tau, T. (2024). *How to Manage Misalignment between Counseling Center, Students, Staff and Higher Administration.* Association of University and College Counseling Center Directors (AUCCCD) conference. Phoenix, AZ



Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

FOR MORE INFORMATION:



WWW.CAPS.SSWB.UCF.EDU



407.823.2811

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UNIVERSITY OF CENTRAL FLORIDA

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