



Undergraduate Honors Project: Differences in Telehealth and In-Person College Counseling.

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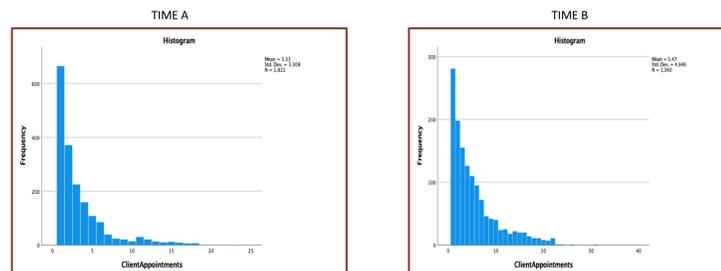
Objective

The aim of this project is to examine the treatment dosage rates of two different campus counseling delivery methods: in-person counseling and telehealth counseling. It will also aim to determine the differences in collegiate mental health outcomes between patients who received treatment in-person, and those who received treatment via telehealth.

Background

The 2019 COVID-19 pandemic has contributed to declines in collegiate mental health, and caused changes in how universities operate their campus counseling services, with most universities' counseling centers switching to telehealth methods. Telehealth is "the delivery of psychological and mental health services via telecommunication technologies" (Reay et al., 2020). The traditional method of counseling is in-person counseling, which is defined as a face-to-face delivery of mental health services. (King et al., 2020). During the height of the pandemic in 2020, attending in-person appointments was not possible due to recommendations for social distancing. The brief treatment model is also utilized in a majority of counseling centers. This model uses less frequent appointments versus traditional counseling, though research shows it is still moderately effective (Draper et al., 2002).

Question 1 Data



Treatment Dosage			
		Count	Column N %
Treatment Dosage 2018	low dose	1036	56.9%
	adequate dose	492	27.0%
	high dose	294	16.1%
	Total	1822	100.0%
Treatment Dosage 2020	low dose	479	35.2%
	adequate dose	391	28.7%
	high dose	490	36.0%
	Total	1360	100.0%

Question 2 and 3 Data

Paired Samples Test									
Paired Differences									
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig. (2-tailed)
					Lower	Upper			
Pair 1	DepressionBaseline - DepressionLast 2018	.28934	.77832	.02299	-.24423	.33445	12.585	1145	<.001
Pair 3	AnxietyBaseline - AnxietyLast 2018	-.29533	.71754	.02120	-.25374	-.33692	13.933	1145	<.001
	DepressionBaseline - DepressionLast 2020	-.39869	.79251	.02428	-.35103	-.44634	16.417	1064	<.001
Pair 4	AnxietyBaseline - AnxietyLast 2020	-.45540	.78706	.02412	-.40808	-.50272	18.882	1064	<.001

Depression			
Depression		Count	Column N %
Depression Baseline Time A	low	424	37.0%
	moderate	242	21.1%
	high	481	41.9%
Depression Post-Treatment Time A	low	575	50.0%
	moderate	237	20.6%
	high	339	29.5%
Depression Baseline Time B	low	371	34.7%
	moderate	231	21.6%
	high	468	43.7%
Depression Post-Treatment Time B	low	547	51.3%
	moderate	243	22.8%
	high	277	26.0%

Generalized Anxiety			
Anxiety		Count	Column N %
Anxiety Baseline Time A	low	312	27.2%
	moderate	342	29.8%
	high	493	43.0%
Anxiety Post-Treatment Time A	low	474	41.2%
	moderate	314	27.3%
	high	363	31.5%
Anxiety Baseline Time B	low	234	21.9%
	moderate	334	31.2%
	high	502	46.9%
Anxiety Post-Treatment Time B	low	449	42.1%
	moderate	297	27.8%
	high	321	30.1%

Method

This study analyzes secondary data, which comes from a large southeast university's counseling center, at two different time points: Fall 2018 (n=1,328) and Fall 2020 (n=1,080). Treatment dosage was examined by analyzing the typical sessions clients attended. Dosage was categorized into low, adequate, and high dosage. This study also utilized The Counseling Center Assessment of Psychological Symptoms-34 (CCAPS-34) test scores from counseling center clients to compare student mental health outcomes from the Depression and Generalized Anxiety subscales. Data analysis compared the effectiveness of each delivery method by subtracting the baseline mental health score of each participant from their final post-treatment score. Descriptive statistics were also used to find the low, moderate, and high distress ranges of clients.

Research Questions

1. What are the typical treatment dosages clients who received in-person treatment versus clients who received telehealth treatment?
2. What are the differences in college student selected depression outcomes between clients who received treatment in-person and those who received treatment via telehealth?
3. What are the differences in college student selected generalized anxiety outcomes between clients who received treatment in-person and those who received treatment via telehealth?

Results

Question 1, treatment dosage: The telehealth delivery method (2020) had more patients attend an adequate number of appointments, versus the in-person delivery method (2018) More patients attended the center within the range of 1 to 5 appointments.

Question 2 and 3: The paired t-test compared the difference of the baseline and post-treatment means of each time period. All pairs showed significant differences ($p < .001$). The results suggest that the general treatment course at the university counseling center is effective for Time A and Time B.

Depression: The distress ranges offer a clinical interpretation of the CCAPS-34 subscale scores. The data suggests Time B's clients experienced more distress. Both time periods experienced a percentage jump of more clients within the low distress ranges, from baseline to post-treatment.

Generalized anxiety: Time B clients experienced more distress. Both time periods had clients improve their mental health outcomes through treatment, with Time B showing more improvement.

Acknowledgements

Dr. Ladanya Ramirez Surmeier (Faculty Mentor)
Dr. Carlos Gomez (Committee Member and Subject Expert)
Dr. Helen Mahony (Committee Member)
Dr. Annette Peters (Subject Expert)
FSU's Honors in the Major Program