



22 MAY 2003

**The University of Hong Kong**  
**Personal Development and Counselling Centre**

**Annual Report**  
**2001-2002**

*Supporting students*

**THE UNIVERSITY OF HONG KONG**  
**Personal Development & Counselling Centre**

Annual Report 2001/2002

**MISSION AND AIMS**

In keeping with the University's mission:

- to provide a comprehensive education, developing fully the intellectual and personal strengths of its students ; and
- to produce graduates of distinction committed to lifelong learning, integrity and professionalism, capable of being responsive leaders and communicators in their fields ;

the Personal Development and Counselling Centre aims:

- To promote effective living and learning in the University community;
- To provide opportunities for students to develop their personal skills; and
- To assist students maintain their mental health and general well being.

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## **Foreword**

The Centre has gone through a challenging year in which the number of counsellors has been at its lowest, and the budget deficit at its highest, in the 30 years of the service. Despite this, we believe the quality of service to our students remained high. Apart from the core services, new initiatives were introduced: offering orientation talks for parents of first year students; making better use of the internet to impart psycho-educational information to students; and launching an abbreviated version of the Leadership and Life Skills course.

This year a series of violent and disruptive behaviours by a student brought the issue of staff safety to the fore. Improvements have been made in the reception area and a resource room was set up for students. The Centre completed the preliminary draft of a Development Plan and has worked closely with its sister units in the promotion of an integrated set of student support services.

For the purpose of this report, the services of PDCC are grouped under three main areas: preventive initiatives; personal development and skills acquisition; and therapeutic support.

<b>1. Delivering the Services of PDCC – Preventive Initiatives</b>
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The purpose of preventive programmes is to forestall problems before they arise. Services mainly took the form of talks, orientation workshops and identification procedures. This year the Centre also made better use of the Web to convey psycho-educational information to students. A total of 893 students participated in the following preventive initiatives.

### **1.1 Orientation for Incoming Students**

The PDCC played an important role in the Orientation programmes for incoming students. Presentations were designed to assist students adjust to the different expectations and responsibilities of University life. In particular, academic integrity and intellectual originality, personal independence and self-reliance were addressed. Presentations also emphasized the diversity of social contact and the varied opportunities for personal development in University life.

Orientation sessions were offered to eight Schools and Faculties in the first semester. As in the past, the Centre also responded to Faculty invitations for orientation talks. This year invitations were received from the Faculties of Medicine, Law, and Dentistry and the Graduate School.

Orientation talks and cultural adjustment programs were also offered to Overseas and Mainland students at the request of the Registry. These programmes were jointly organised with the Office of Student Affairs.

## **1.2 Learning Programmes**

The aim of Learning Support activities is to ensure that students have acquired the necessary skills and correct attitude to be independent learners. An assessment process “Knowing Your Reading and Learning Strategies: Identification and Assessment” was offered in the first semester.

## **1.3 Psychological Assessment**

The Centre offered a variety of psychological measures to help students know more about their adjustment level, coping style, personality, emotions and other specific needs. This year, the Centre continued its focus on the Myer Briggs Type Indicator (MBTI). This instrument has proved a useful tool for self-understanding. It also offers specific information and insight into interpersonal relationships, career choice, leadership styles and teamwork. Two sessions on “Knowing your Personality Preferences through the MBTI” were offered in the first semester.

## **1.4 PDCC Web**

To address students’ needs and concerns, psycho-educational materials were made available through the web. A “Self-Help Info Corner” was launched in October 2001, offering topics on Making Friends at U, Coping with Stress, and Managing Your Emotions. Over 2500 hits were recorded for this initiative over the year.

## **1.5 Parents’ Talk**

To help parents better understand the university life of their sons and daughters, the Centre initiated and organised talks for parents of first year students. Held during the University Open Days in November 2001, this Pilot exercise was funded by the Dean of Student Affairs, and delivered in collaboration with colleagues in the Careers Education and Placement Centre. Over 700 parents and family members attended and additional parallel sessions were held to meet the demand. Positive feedback was received and an expanded version will be presented in 2002, with additional information on student finances and Hall life.

<h2><b>2. Delivering the Services of PDCC – Personal Development &amp; Skills Acquisition</b></h2>
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Our objective is to provide opportunities for students to develop their personal skills in a strategic and relevant way. Support is delivered through group programmes in the areas of Personal Development and Leadership. Programmes conducted by special request are also reported under this section. (Appendix I)

## 2.1 Personal development programmes

A total of 13 different growth programmes were offered:

### *Communication and Interpersonal Skills*

- Toastmaster's Session
- Dealing with People from Other Cultures
- MBTI workshop in Interpersonal Relationships
- Lunch Time Sharing Session on Friendship

### *Learning*

- Reading Improvement Course
- Teaching Yourself How to Think
- Time Management Workshop
- Thinking Skills Group (On-Going)

### *Personal Growth*

- @ Peer
- MBTI Workshop on Careers
- Nurture Yourself Through Dance and Movement
- Leadership in Virtual Teams
- Summer @Peer managing Change

Student feedback on courses are available.

## 2.2 Leadership Programmes

The Centre continues to contribute to the two, specially funded, leadership programmes: the Leadership and Life Skills Course (LLS) and the Intensive Learning Opportunities Programmes (ILOP).

### *2.2.1 Leadership and Life Skills Course (LLS)*

The course adopts an integrated approach to leadership development, comprising training at the intra-personal, inter-personal, physical and societal levels. The course consists of three elements: (i) 170 workshop hours, (ii) a project experience of not less than 90 hours; and (iii) a three-day adventure camp.

The PDCC gratefully acknowledges the support of colleagues from the University's English Centre, the Institute of Human Performance and the Careers Education and Placement Centre. Support was also provided by colleagues from the City University of Hong Kong and other experts in specific skill areas.

This year, 41 students were recruited out of 79 applicants, with 39 completing the course. This group was very hard-working and committed. All 39 students recorded an attendance rate of over 90%, with 21 students having 100% attendance.

A detail evaluation of the course is available in the LLS 2001-2002 Report.

### *2.2.2 Intensified Learning Opportunity Programme (ILOP)*

This is the sixth year the Centre has conducted this intensive, high profile programme jointly with the Careers Education and Placement Centre and the General Education Unit. Our Centre is responsible for the sessions on personal development and leadership training. 49 students enrolled in this 18 months training.

## **2.3 Programmes by Special Request (within University)**

### *2.3.1 Faculty of Dentistry: Learning Support Programme*

In 2001-02, the PDCC continued to work with the Faculty of Dentistry to provide learning support services to its entire first year intake: a total of 52 students. All these BDSI students were put through the “Knowing Your Reading and Learning Strategies: Identification and Assessment Programme”. The programme aims to help students gain insight into their own learning style and apply the findings to their specific situations.

### *2.3.2 Department of Industrial and Manufacturing Systems Engineering: Team Building and Leadership Training for Final Year Students*

This is the fourth year that PDCC has conducted the Team Building and Leadership programme. The use of MBTI was well accepted by students and, in a new arrangement, sessions were given for MBTI feedback before the actual day workshop; this arrangement proved to be more effective. This year the workshop was again conducted at the Kadoorie Agricultural Research Centre. 58 final year students attended.

### *2.3.3 Simon K Y Lee Hall: Training of Orientation Camp Leaders*

A two hour workshop was held for 15 participants. The focus of the workshop was on team building strategies and communication skills.

### *2.3.4 Office of Student Exchange, Registry: Training of Buddies for Overseas Students*

A two and a half hour training session was given to 40 students enrolled in the buddy support system for overseas students.

**During 2001-2002, total of 788 students attended developmental programmes. This, together with the 893 students attending the preventive initiatives, makes a total of 1681 students participating in group programmes.**

## **2.4 Program by Special Request (outside University)**

### *2.4.1 Prince Philip Dental Hospital: Study Skills Workshop for Dental Trainees*

A half day workshop on study skills, learning styles and time management was provided to the dental surgery assistant, dental hygienist and dental technician students at the Prince Philip Dental Hospital. A total of 59 students attended.

### *2.4.2 English Department, Lingnan University : Research project using the MBTI*

The Centre assisted in a research project of the English Department of the Lingnan University in conducting MBTI assessment for their first year and second year students.

### *2.4.3 Hong Kong Polytechnic University: Workshop on Dance Movement*

A half-day “Dance Movement Workshop” was offered to the Hong Kong Polytechnic University as part of their two-week “Wellness in Action 2002” programme. The programme was well received and has achieved the objective of promoting the notion of total health within the Hong Kong Polytechnic University community.

<h2><b>3. Delivering the Services of PDCC – Therapeutic Support</b></h2>
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The Centre continues to support students who wish to manage problems which significantly interfere with their academic progress and/or personal wellbeing. The objective of this service is to provide prompt and effective counselling to students in need.

### **3.1 Counselling Service**

This year 507 individuals attended individual counselling: 460 were students (374 undergraduates and 86 postgraduates) and 47 were non-students (graduates, staff members and family members of students). 56% were new cases. A total of 2166 counselling sessions were offered. The average number of sessions per student is 3.5.



### 3.1.1 Case Distribution

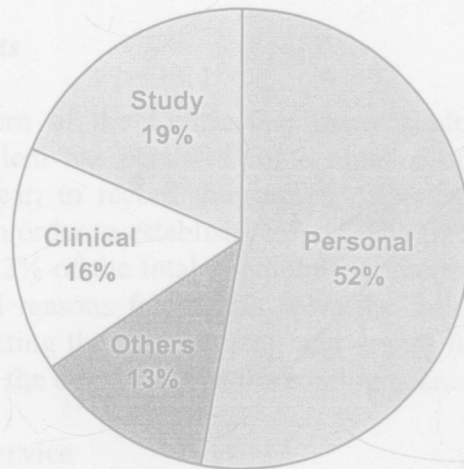
Table 1. Distribution of Counselling Cases by Faculty and by Year

Faculty of Study	Year								Faculty Enrolment*	% of Faculty Enrolment
	I	II	III	IV	V	Post-grad.	Others	Total		
Architecture	4	2	8	-	-	14	-	28	764	3.7
Arts	21	33	31	-	-	8	-	93	1,868	5.0
Business & Economic	11	12	9	-	-	1	-	33	1,295	2.5
Dentistry	6	1	1	4	1	2	-	15	316	4.7
Education	6	4	1	5	-	15	-	31	1,815	1.7
Engineering	11	16	9	2	-	4	-	42	2,602	1.6
Law	6	2	14	11	-	6	-	39	856	4.6
Medicine	11	7	7	6	5	6	-	42	1,558	2.7
Science	14	9	17	1	-	9	-	50	1,783	2.8
Social Sciences	12	27	25	2	-	21	-	87	1,546	5.6
Others	-	-	-	-	-	-	47	47	-	-
Total	102	113	122	31	6	86	47	507	14,403	3.5

\* Figures provided by Registry as at 31 December 2001

### 3.1.2 Case Nature

The four major categories of students' concerns.



52 % of counselling sessions were on personal issues. The four most common concerns reported in this category were:

- personal growth;
- family problems;
- intimate relationships and
- peer relationships.

19 % of reasons focused on learning issues, including:

- study pressures;
- study-related anxiety; and
- failure in examination.

16 % of reasons were spent on the management of clinical problems: i.e. mood disorder was the most frequently reported problem.

A variety of advisory issues including career, financial, legal and other administrative matters, made up the remaining 13 %.

### 3.2 Crisis Management

One emergency request for suicidal prevention was made by a department in October 2002. Upon request, a series of group counselling and individual therapy sessions was provided, starting from on-the-spot crisis intervention through to post-crisis re-adjustment, both for the suicidal subject and for the staff team traumatically impacted.

This year also saw a rare case of student violence resulting in a minor injury to a counsellor and the involvement of University Security Office and the Police. Dealing

with this incident, and a series of disturbances arising from the same student, tested the crisis management skills of the centre staff. As a result, special measures have been taken to make the Centre a safer place to work. In addition to physical changes within the Centre, two workshops on workplace violence were organised by the Dean of Student Affairs for all staff in the student support sector.

### 3.3 Default appointments

It is an on-going concern of the Centre that many students fail to turn up for appointments. This problem has persisted for a number of years and a deliberate effort was made, this year, to record the number of default appointments and to follow up the incidents in order to establish reasons. The figure was alarmingly high. Defaults accounted for 22% of the total appointments made in 2001/02. Among the most frequently reported reasons for default were the following: not feeling well; clash with classes; forgetting the appointment; and urgent family matters. Measures have to be taken to lower the default rate in the coming year.

### 3.4 Emergency Pager Service

The emergency pager service has been manned by four members of the counselling team after office hours since 1995. 13 calls were received this year. As in previous years, the service was mostly misused. None of the 13 calls were of an urgent nature. The Centre intends to review the current emergency service for students.

### 3.5 Email Contact

The number of students seeking information and advice through emails continued to grow. Students were encouraged to attend sessions at the Centre and emails have been used mainly as a supplementary communication link.

## 4. Staffing Issues

### 4.1 Staff Members

Professional Staff		
Mrs Peggy R. Miu	Acting Director	(Clinical Psychologist)
Ms Sylvia A. Acevedo	Counsellor	(Clinical Psychologist)
Ms Ida Cheung	Counsellor	(Counselling Psychologist)
Mr Kang Tsi Kit	Counsellor	(Clinical Psychologist)
Mrs. Irene Kwan	Counsellor (part-time) (Nov 01-June 02)	(Counselling Psychologist)

Administrative Staff	
Ms. Enid Fung	Executive Officer
Ms. Melissa Wong	Secretary I
Mr. Francis Tsang	Clerk I
Ms. Kenra Chan	Clerk II
Ms. Alice Yu	Clerk II

Ms. Wenny Chow	Clerical Assistant
Mr. Wong Kwan Yeung	Clerical Assistant
Ms. Ivy Wong	Clerical Assistant (Part-time)
Ms. Leung Siu Ha	Cleaner (Part-time)

## 4.2 Staff Development

Staff members attended conferences and workshops as follows:

MBTI Training on Team Building and Leadership, November 7, 2001 (Ms Sylvia Acevedo, Ms Ida Cheung, Mr. T. K. Kang)

Visit to Taiwan Universities, December 5 – 8, 2001 (Mrs. Peggy Miu)

Seminar on Information Technology (IT) Project Management for the Social Welfare Sector, January 21, 2002 (Mr. T. K. Kang)

The Development of Mediation in Hong Kong: Therapeutic and Facilitative Paradigms, Hong Kong Psychotherapy Association, January 23, 2002 (Mr. T. K. Kang, Mrs. Peggy Miu)

Seminar on Suicide - An Update, Suicide Prevention in the United States Air Force, January 24, 2002 (Ms Ida Cheung, Mrs. Peggy Miu)

Training Course on Eye Movement Desensitization and Reprocessing (EMDR Level I), May 23 – 25, 2002 (Ms Ida Cheung, Mrs. Peggy Miu)

Basic Critical Incident Stress Management (CISM) Training, July 23 & 27, 2002 (Mrs. Peggy Miu)

Workshop on Quality Service Delivery, 24 July 2002 (Ms. Wenny Chow)

Talk on Office Violence and follow-up Workshop on Breakaway Techniques Training, January 19, 2002 (all staff members)

Student Affairs Workshop: A culture for change organised by the Dean of Student Affairs with Bentley Porter Novelli Ltd.

Operation S.M.I.L.E. organised by the Dean of Student Affairs on awareness, benchmarking, communications. Provided by Bentley Poter Novelli Ltd.

## 4.3 Community Service by Staff Members

*Mr. T. K. Kang*

Member, Joint Committee on Information Technology for the Social Welfare Sector, Social Welfare Department, Hong Kong SAR.

IT Consultant, Christian Family Service Centre

*Mrs. Peggy Miu*

Registrar of the Registration Board, Council member, member of the Membership and Professional Standard Committee, member of the Preparatory Committee on Statutory Registration, of the Hong Kong Psychological Society  
Member of the Disciplinary Committee Panel, Social Workers Registration Board  
Chairman, Hong Kong Tertiary Institutions Psychological Counselling Working Group, of the Hong Kong Student Services Association  
中國心理衛生協會大學生心理諮詢專業委員會委員

## 5. Visitors

The Centre received visitors from the following institutions:

佛山科技學院	Foshan Polytechnic
華東理工大學（上海）	East China University of Science & Technology (Shanghai)
南京大學及香港城市大學	Nanjing University and The City University of Hong Kong
珠江三角洲院校訪問團	Institutes of Pearl River Delta
廣東教育學院	Guangdong Institute of Education
深圳職業科技學院	Shenzhen Polytechnic

## 6. Future Directions

### *A Business Plan for PDCC*

The Centre has virtually eliminated its historical deficit. This was achieved by keeping vacant the post of Director and a full time counsellor for more than one year. The debt has been resolved, but the problem of matching demands with resources will continue to occupy our thinking. A Business Plan for the PDCC is in preparation.

In the interim, to alleviate the strain upon staff, and to facilitate the Business Plan, the Dean of Student Affairs has allocated funding for additional part-time counselling hours.

A first draft of the Plan has been produced by the Counsellors, concentrating on conceptual and strategic issues. This draft is currently being quantified and costed with the assistance of a new Acting Director (Dr. Gracemary Leung), with a target date for completion in December 2002.

### *The next Director of PDCC*

In consultation with the Dean of Student Affairs and the Heads of Office of Student Affairs and Careers Education and Placement Centre, a job description and person

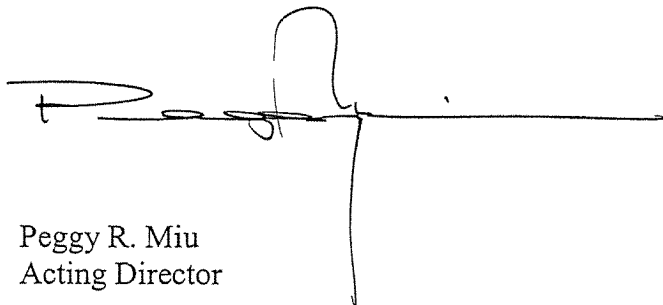
specification for a new Director (PDCC) has been drafted. Upon completion of the Business Plan in December 2002, it is expected that the recruitment exercise will begin.

*Quality Control and Quality Improvement*

In common with other areas of the University, quality control and quality improvement procedures have occupied our attention. It is clear that further work will be required in these areas. The administrative team of PDCC are considering ISO accreditation, and a decision in this matter is pending.

*Student Support Sector*

There will be continued integration and co-operation between the PDCC, OSA and CePc. With increased unemployment and financial hardship facing our students, it is essential that the expertise of PDCC be also made available to our colleagues in the student support sector.

A handwritten signature in black ink, appearing to read 'Peggy R. Miu', is written over a horizontal line. The signature is stylized and extends above and below the line.

Peggy R. Miu  
Acting Director

October 2002

## Group Programmes 2001-2002

Programmes		First Term Programme				Second Term Programme				Summer Programme			
		No of Sessions		No of Participants	Overall Attendance Rate	No of Sessions		No of Participants	Overall Attendance Rate	No of Sessions		No of Participants	Overall Attendance Rate
		Consecutive	Independent			Consecutive	Independent			Consecutive	Independent		
<b>I PREVENTIVE INITIATIVES</b>													
<b>Orientation Programmes</b>													
Study at University	Faculty of Architecture	-	1	10	NA	-	-	-	-	-	-	-	-
	Faculty of Arts	-	1	111	NA	-	-	-	-	-	-	-	-
	Faculty of Business & Economics	-	1	54	NA	-	-	-	-	-	-	-	-
	Faculty of Education (F/T)	-	1	0	NA	-	-	-	-	-	-	-	-
	Faculty of Education (P/T)	-	1	35	NA	-	-	-	-	-	-	-	-
	Faculty of Engineering	-	1	115	NA	-	-	-	-	-	-	-	-
	Faculty of Medicine	-	1	108	NA	-	-	-	-	-	-	-	-
	Faculty of Science	-	1	85	NA	-	-	-	-	-	-	-	-
	Faculty of Social Sciences	-	1	30	NA	-	-	-	-	-	-	-	-
			Total:	548									
	Cultural Adjustment Session for Overseas Students	-	1	65	NA	-	1	30	NA	-	-	-	-
	Orientation for Dental Students (whole day)	-	1	52	NA	-	-	-	-	-	-	-	-
	Orientation for Law Students	-	1	28	NA	-	-	-	-	-	-	-	-
	Orientation for Mainland Students	-	-	-	-	-	-	-	-	-	1	50	NA
	Orientation for Simon KY Lee Hall: Talk for O-Camp Leaders	-	-	-	-	-	-	-	-	-	1	15	NA
	Talk by invitation: Medical Students (170)												
	Talk by invitation: Postgraduate students Induction (60)												
<b>Learning Programmes</b>													
	Knowing Your Reading and Learning Strategies: Identification and Assessment	-	2	42	NA	-	-	-	-	-	-	-	-
	- Individual Feedback Consultation	-	42	NA	NA	-	-	-	-	-	-	-	-
<b>Psychological Assessment</b>													
	Knowing Your Personality Preferences through the MBTI												
	Group 1	2	-	27	96%	-	-	-	-	-	-	-	-
	Group 2	2	-	36	97%	-	-	-	-	-	-	-	-
<b>II. PERSONAL DEVELOPMENT AND SKILLS ACQUISITION</b>													
<b>Personal Development Programmes</b>													
Communication & Interpersonal Skills	Dealing with People from Other Cultures (6 hrs.)	-	-	-	-	-	1	13	NA	-	-	-	-
	Lunch Time Sharing Session on Friendship	-	1	8	NA	-	1	6	NA	-	-	-	-
	MBTI Workshop on Career Choice	-	-	-	-	-	1	12	NA	-	-	-	-
	MBTI Workshop on Interpersonal Relationship	-	1	21	NA	-	-	-	-	-	-	-	-
	Toastmaster's Session (7 hrs.)	-	-	-	-	-	1	20	NA	-	1	20	NA

Programmes		First Term Programme				Second Term Programme				Summer Programme			
		No of Sessions		No. of Participants	Overall Attendance Rate	No of Sessions		No of Participants	Overall Attendance Rate	No of Sessions		No of Participants	Overall Attendance Rate
		Consecutive	Independent			Consecutive	Independent			Consecutive	Independent		
Learning	Reading Improvement Course	3	-	22	90%	-	-	-	-	-	-	-	-
	Teaching Yourself How to Think	-	-	-	-	-	-	-	-	5	79	NA	-
	Time Management Workshop	-	1	8	NA	-	-	-	-	-	-	-	-
	Thinking Skills On-going Group	7	-	8	NA	1	-	4	NA	-	-	-	-
Personal Growth	@PEER (2 hrs.)	-	-	-	-	-	-	6	NA	-	-	-	-
	Summer @PEER Managing Group (3 hrs.)	-	-	-	-	-	-	-	-	2	-	7	86%
	Nurture Yourself Through Dance and Movement (9 hrs.)	-	-	-	-	3	-	19	84%	3	-	10	100%
	Leadership in Virtual Teams	-	-	-	-	3	-	11	97%	-	-	-	-
<b>Leadership Programmes</b>													
Leadership and Life Skills Course (LLS) 2001-02		3	-	35	98%	3	-	39	94%				
Leadership and Life Skills Course (LLS) 2002 (Recruitment Talk)		-	-	-	-	-	1	53	NA	-	-	-	-
Leadership and Life Skills Course (LLS) 2002		-	-	-	-	-	1	34	NA	3	-	30	94%
Intensified Learning Opportunity Programme (ILOP) 2000-02		2	-	31	63%	3	-	37	100%	-	-	-	-
Intensified Learning Opportunity Programme (ILOP) 2001-03		-	-	-	-	13	-	36	95%	-	-	-	-
<b>Programmes by Special Request (within University)</b>													
Department of Industrial and Manufacturing System Engineering: MBTI Workshop		3	-	58	NA	-	-	-	-	-	-	-	-
Faculty of Dentistry: Learning Support Programme		-	1	52	NA	-	-	-	-	-	-	-	-
Faculty of Social Sciences: Summer Programme for F6 Students		-	-	-	-	-	-	-	-	-	-	-	-
Focus Group with Non-Jupas		-	-	-	-	-	1	7	NA	-	-	-	-
Library Staff Supporting Group		-	1	12	NA	-	-	-	-	-	-	-	-
Overseas Student Farewell Gathering		-	1	25	NA	-	1	15	NA	-	-	-	-
Stress Management Talk for Lady Ho Tung Hall Tutors		-	-	-	-	-	1	10	NA	-	-	-	-
Training Session for Buddies of Overseas Students		-	-	-	-	-	-	-	-	-	1	40	NA
<b>Programmes by Special Request (outside University)</b>													
Prince Philip Dental Hospital: Study Skills Workshop for Dental Trainees		-	-	-	-	-	-	-	-	-	-	-	-
English Department of Lingnan University: Research Project Using the MBTI		-	-	-	-	-	-	-	-	-	-	-	-
Hong Kong Polytechnic University: Workshop on Dance Movement		-	-	-	-	-	-	-	-	-	-	-	-
<b>Special Programme</b>													
Parents Talk		-	-	-	-	-	-	-	-	-	-	-	-

No. of students attending preventive programmes : 893

No. of students attending programmes on personal development and skills acquisition: 788

Total no. of students attending group programmes: 1681



No. of students attending group programmes and individual counselling in the past five years

Year	Group Programmes (a)	Individual Counselling (b)	Total No. of Students Receiving Service	% of University Enrolment
2001-2002	1,681	507	2,188	15.19%
2000-2001	2,055	624	2,017*	14.05%
1999-2000	1,798	653	1,991*	13.70%
1998-1999	1,175	613	1,586*	11.33%
1997-1998	2,061	507	2,422*	17.16%

\* The figures are not equal to (a) + (b) as some students attended both group and individual sessions.

