



The University of Hong Kong

Personal Development and Counselling Centre

Annual Report

2002-2003

Supporting students

THE UNIVERSITY OF HONG KONG
Personal Development and Counselling Centre
Annual Report 2002-2003

1. Executive summary

The Personal Development and Counselling Centre aims to promote effective living and learning in the University community. Throughout the 02/03 academic year we were able to offer 102 different types of developmental and training groups for 1,551 students. We were able to assist students maintain their mental health and general well being by providing 545 students with face to face counselling: an increase of 20.1% as compared with the past year. The increase follows world trends in dealing with clinical problems like depression and anxiety, adjustment and relationship problems. These trends have prompted us to develop more developmental skills training and prevention strategies. New services also include Drop-in Clinic, Wellness Exhibition, Halls Support Programme and Parents Talks.



Dr. Gracemary Leung
Acting Director of PDCC

In a time of rapid change, the needs of our own staff have also been uppermost in our minds. Staff development has assumed a much higher priority for all grades of staff, and we have addressed issues such as Personal Safety, ISO Quality Control and Staff Appraisal.

I joined the Personal Development and Counselling Centre in November 2002, as Acting Director, one day a week, from the Psychological Service Unit in the Department of Psychology.

I am thankful to all the staff in the Personal Development and Counselling Centre and to the Dean of Student Affairs who have been working terribly hard in the past challenging year 2002-03.

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2. Student Support Services

a. Personal Development Programmes

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 training.

A Mini-Survey of Students' Needs was carried out in January 2003. Personal development programmes were developed and tailored according to the needs of the students.

A total of 102 groups were offered to enhance:-

i) Communication and Interpersonal Skills

- Advanced Public Speaking
- Culture Adjustment
- Developing Negotiating Skills: How to Deal with Impossible Situations
- Global Citizenship: Interacting with People from Different Cultures
- Living & Working with Different Cultures (LLSEP)
- Making the Best Impression: Public Communication for Postgraduate Students
- MBTI Interpersonal Relationship Workshop
- Toastmaster's Session

ii) Learning

- Learning Programmes
- Teaching Yourself How to Think

iii) Personal Growth

- How to be a Winner? Take the Step from Being a Loser to a Winner
- How to Stay "on Top"? Maximizing Your Positive Self and Facing Up to Stress and Anxiety
- Migration from a Loser to a Winner
- MBTI Assessment/Feedback/Workshop
- MBTI Career Workshop
- MBTI Team Building Workshop
- NEO Assessment/Feedback
- Self-Enhancement Through Dance & Movement
- Sensitivity Training
- Summer@Peer – Managing Change
- The Art of Debate
- The Art of Speaking Up for Yourself
- To See & Be Seen – The Secret of Social Success

iv) Leadership Skills

- Leadership and Life Skills Enhancement Programme (LLSEP)
It was developed as an alternative model to the "Leadership and Life Skills Course" (LLS) because of the outbreak of SARS. Unlike the traditional LLS, this new model adopted a more flexible approach which allowed

students to register for the different modules that help to strengthen their vocational needs. 88 students in total had applied for this programme.

- v) *Intensified Learning Opportunity Programme (ILOP)*
- The Centre was again invited by the ILOP Steering Committee to conduct workshops for the 7th round of ILOP students, together with General Education Unit.

For each semester, groups varied according to students' demands and their own schedules. In total there were 31 groups (1st Semester) with 642 students attending. For the 2nd semester there were 42 groups with 489 students and 199 students attending 17 groups in the third semester. Invited speakers and 12 topical groups were also run with 221 students throughout the year (refer to Table 1)

Table 1 Summary of Personal Development Programmes

Group Work	No. of Group(s)	Total No. of Session(s)	Hour(s) Taken	No. of Students Attended
a) 1st Semester (Sept - Dec 2002)				
<i>Personal Development Programmes</i>				
Cultural Adjustment for Non-Jupas, Overseas, Non-Local, International Learning Programme	6	6	13.5	--
MBTI Assessment/Feedback/Workshop	2	5	18.5	77
Migration from a Loser to a Winner	1	7	15	12
NEO Assessment/Feedback	2	4	6.5	47
<i>Leadership Training</i>				
Leadership and Life Skills Course (LLS)	1	5	10	36
Project Meeting (LLS)	1	10	21.75	36
<i>Supportive/Networking Group</i>				
Orientation for freshman	13	13	23	336
Peer Support Group	3	3	4.5	12
Thinking Skill On-going Group	1	4	7.5	8
Sub Total	31	58	124.25	642
b) 2nd Semester (Jan - May 2003)				
<i>Personal Development Programmes</i>				
Cultural Adjustment	14	14	31.5	--
How to be a Winner? Take the Step from Being a Loser to a Winner	2	17	26.5	17
How to Stay "on Top"? Maximising Your Positive Self and Facing up to Stress and Anxiety	1	8	16.25	9
MBTI Assessment / Feedback	2	4	6.5	61
MBTI Career Workshop	1	1	3.25	22
MBTI Interpersonal Relationship Workshop	1	1	3.25	11
MBTI Team Building Workshop	1	1	3.25	4
Self-Enhancement Through Dance & Movement	1	6	14	17
Sensitivity Training	1	6	19.75	10
The Art of Speaking Up for Yourself	1	1	2.75	20

Group Work	No. of Group(s)	Total No. of Session(s)	Hour(s) Taken	No. of Students Attended
<i>Leadership Training</i>				
Leadership and Life Skills Course (LLS)	1	1	0.75	47
Intensified Learning Opportunity Programme (ILOP)	1	6	34	33
<i>Supportive/Networking Group</i>				
Hall Programme	1	4	13	136
ITSA Training	1	1	2.5	16
Peer Support Group	11	11	15.75	48
Thinking Skill On-going Group	1	4	12.25	8
Undergraduate Mentor Workshop	1	1	3	30
Sub Total	42	87	208.25	489
c) Summer (Jun - Aug 2003)				
<i>Personal Development Programmes</i>				
Cultural Adjustment	2	2	8	--
How to Stay "on Top"? Maximising Your Positive Self and Facing up to Stress and Anxiety	1	8	16	8
How to be a Winner? Take the Step from Being a Loser to a Winner	1	6	15	9
Self-Enhancement Through Dance & Movement	1	7	12.25	16
Teaching Yourself How to Think	3	3	13.5	53
Summer@PEER - Managing Change	1	3	7.5	5
<i>Leadership Training</i>				
Leadership and Life Skills Enhancement Programme (LLSEP)	7	10	46.25	88
<i>Supportive/Networking Group</i>				
Thinking Skill On-going Group	1	7	19.5	20
Sub Total	17	46	138	199
d) Guest Speaker - Elfed Roberts (Jan – Jun 2003)				
<i>Personal Development Programmes</i>				
Advanced Public Speaking	1	1	6	21
Developing Negotiating Skills: How to Deal with Impossible Situations	1	1	6	15
Global Citizenship: Interacting with People from Different Cultures	1	1	5	13
Making the Best Impression: Public Communication for Postgraduate Students	1	1	6	13
The Art of Debate (Beginners)	1	1	6	17
The Art of Debate (Advanced)	1	1	6	15
To See & Be Seen - The Secret of Social Success	2	2	8	50
Toastmaster's Session	2	2	12	40
<i>Leadership Training</i>				
Living & Working with Different Cultures (LLSEP)	2	2	14	37
Sub Total	12	12	69	221
TOTAL	102	203	539.5	1,551

b. Individual Counselling

This past year the counselling service has attracted a larger and more diverse student population (see Figure 1). There were 545 students for face to face counselling, each student would have seen the counsellor for a mean number of ten sessions. There was an increase of 20.1% in new cases from postgraduates, international students and exchange program students, in line with the student population profile (see Figure 5).

We have separated the ongoing cases (from previous academic year) and new referrals during the year 02-03. New referrals included urgent cases and Drop-in Clinic cases (see Figure 3) where students can see counsellors without appointment. There were more females than males who presented themselves to our counselling service (see Figure 4).

Figure 1 Statistic of Cases

	2003	2002	% Increase
New Cases - Intake (Urgent)	49	40	22.5
- Intake	247	238	3.8
- Drop-in* (since Feb 03)	38	NA	NA
Total Number of New Case	334	278	20.1
Ongoing Cases	211	229	-7.9
Total Number of Student	545	507	7.5
Sex Male	172	188	-8.5
Female	373	319	16.9
Year Undergraduate	354	374	-5.3
Postgraduate	134	86	55.8
Other	57	47	21.3
Total Number of Student Seen	545	507	7.5

* New initiative (see P.11)

Figure 2 Individual Counselling

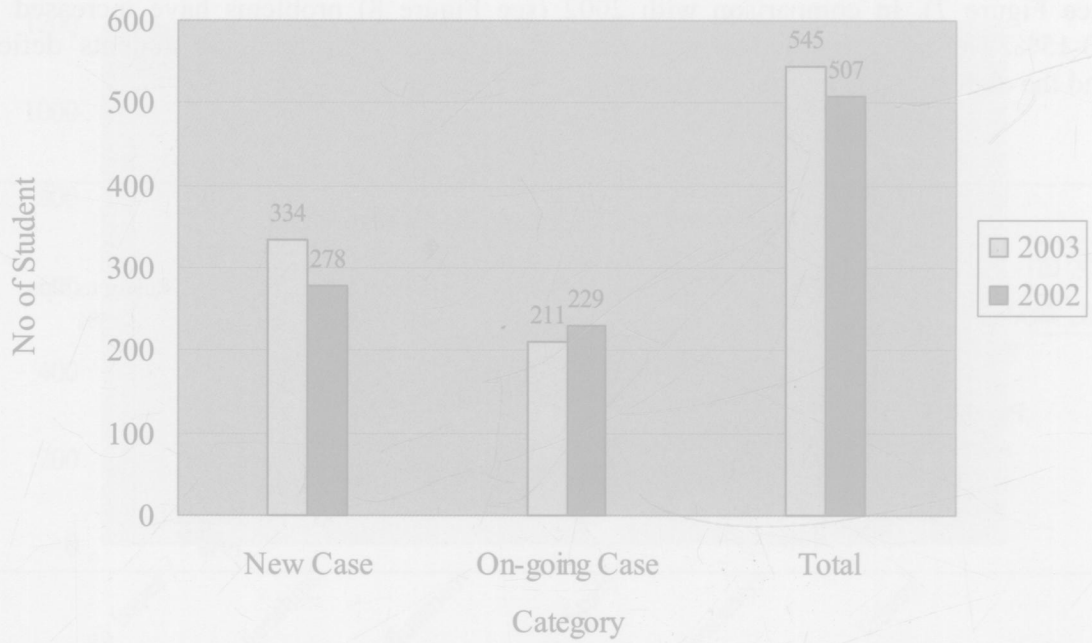


Figure 3 New Case Distribution

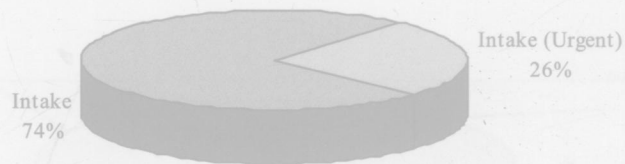
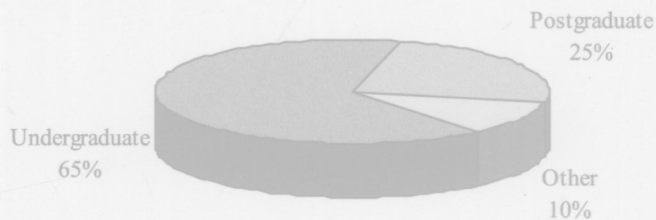


Figure 4 Gender Distribution



Figure 5 Student Distribution



The most common problems include depression, anxiety about examinations, mood swing, relationships and personal adjustment issues (see Figure 6). Other difficulties lie in choosing careers, supervision, planning of courses and legal or administrative issues. (see Figure 7). In comparison with 2002 (see Figure 8) problems have increased by 10-15%. This would guide the service in looking ahead in bridging the students' deficits and the demanding economic world crisis.

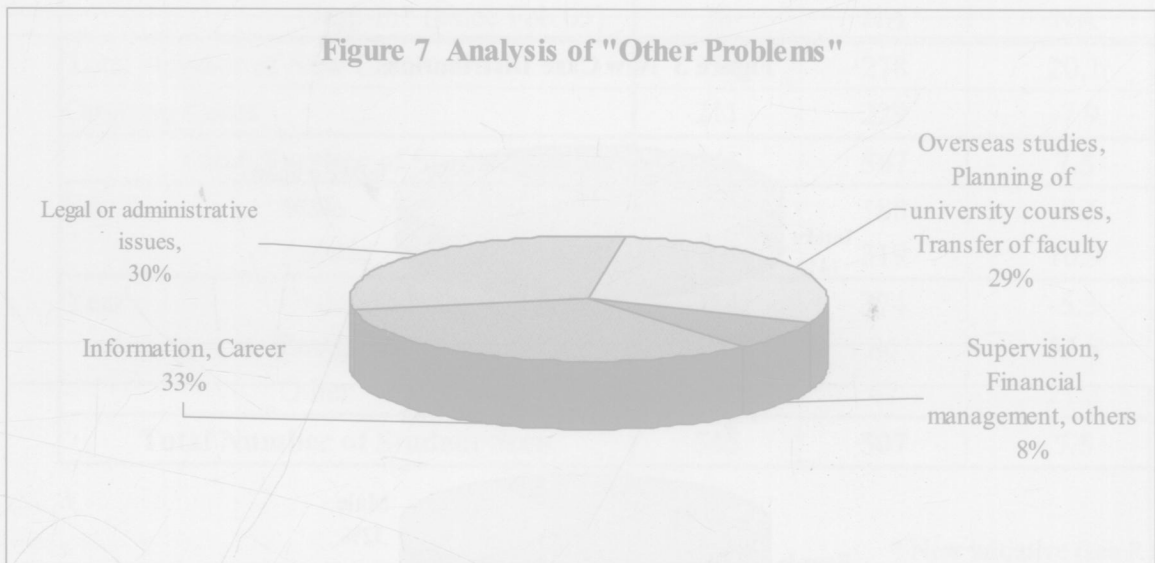
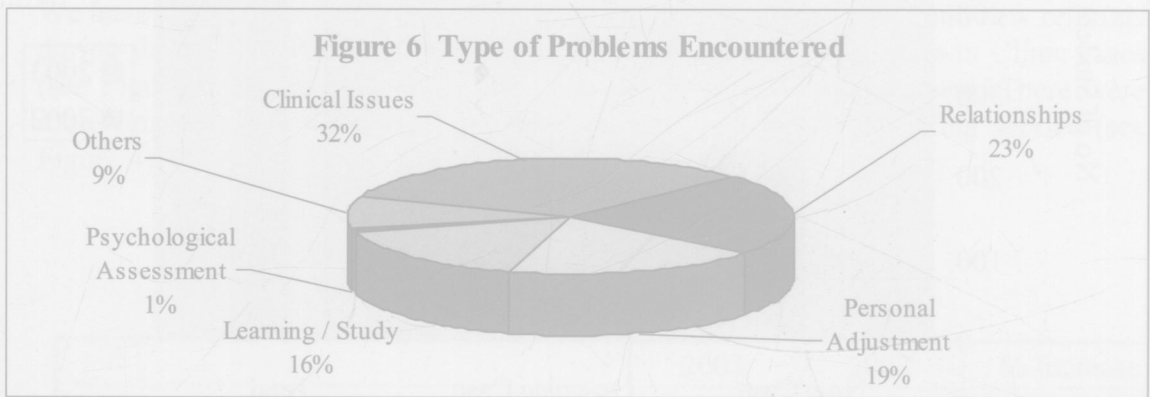
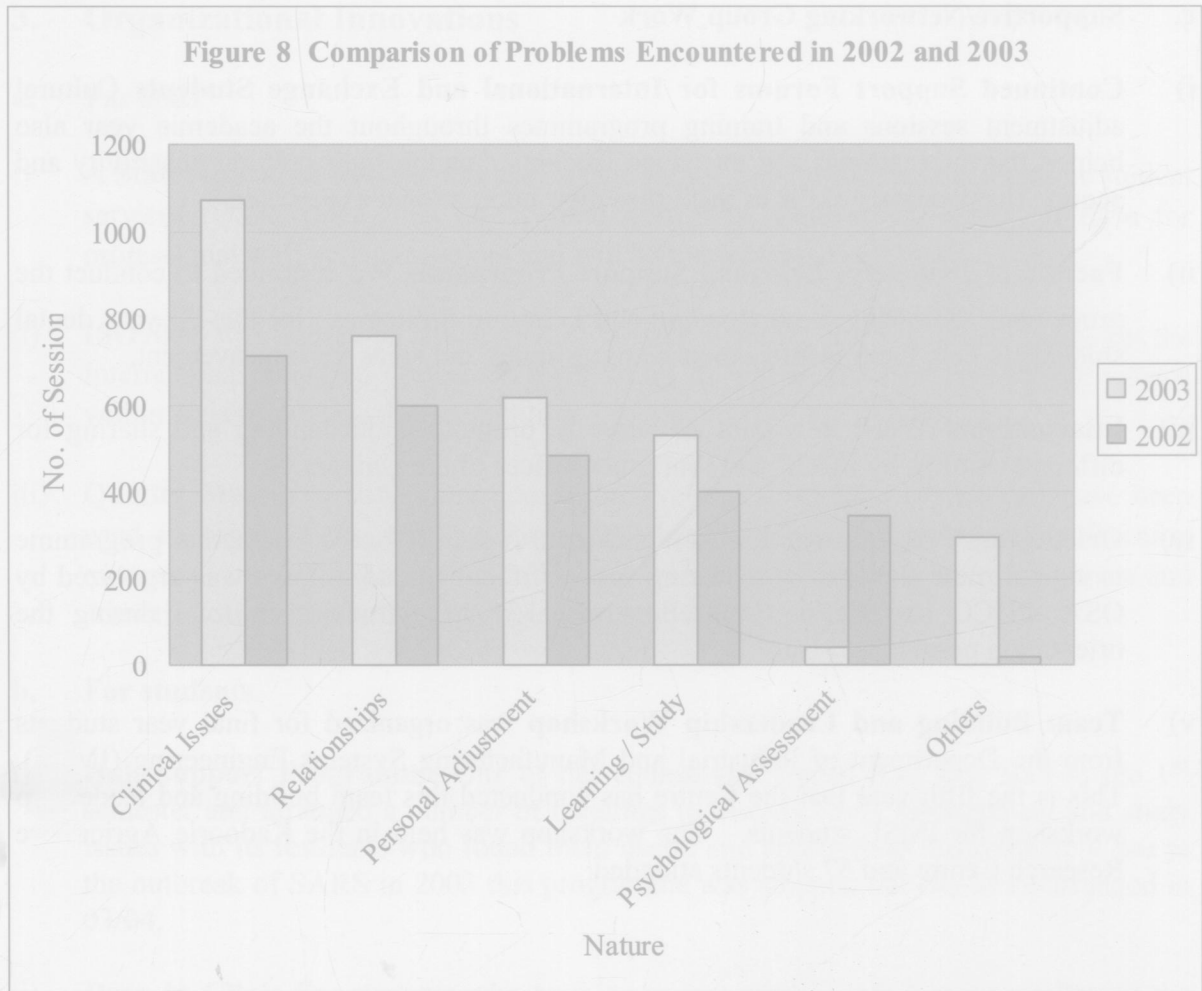


Figure 8 Comparison of Problems Encountered in 2002 and 2003



Future Plan

The service needs to provide more training in developing students' natural capacity (innate/inherent) in order to cope with adjustment and relationship. At the same time, the service will develop more ways to enhance self efficiency problem solving and coping strategies so that they are more equipped to face the adversities of life events with a more positive approach.

c. Supportive/Networking Group Work

- i) **Continued Support Forums for International and Exchange Students** Cultural adjustment sessions and training programmes throughout the academic year also helped the international and exchange students develop their cultural sensitivity and acquire the necessary skills to maximise their international experience.
- ii) **Faculty of Dentistry: Learning Support Programme** We continued to conduct the programme “Knowing Your Reading and Learning Strategies” for the 1st year dental students to help them identify their learning styles and areas for improvement.
- iii) **International Week** is a joint initiative to promote understanding and sharing for different cultures by PDCC and four other offices of the University.
- iv) **Orientation Programmes for New Students** A faculty-based orientation programme to support new students in achieving successful college adjustment was organized by OSA, PDCC and CePc. Counsellors met 336 new students in total during the orientation period.
- v) **Team Building and Leadership Workshop** was organized for final year students from the Department of Industrial and Manufacturing Systems Engineering (IMSE). This is the fifth year that the Centre has conducted this team building and leadership workshop for IMSE students. The workshop was held in the Kadoorie Agriculture Research Centre and 57 students attended.

3. Organizational Innovations

a. For staff

- i) **A Staff Appraisal System** was established for all general staff across the three student services (OSA, CePc, PDCC). A final draft was achieved for appraisal form for professional staff and counsellors and will be implemented in 03/04.
- ii) **ISO9001** was started in 2002. PDCC is now working towards certification by the International Standard Ordinance (ISO 9001). It will be the first counselling service within Asia to achieve this recognition.
- iii) **Quality Measurements** More comprehensive and systematic evaluations have been used in place of the existing format so that detailed analysis regarding learning outcomes, content, presentation styles and student satisfaction on all programmes and activities can help plan future programmes.

b. For students

- i) **Hall Support Programme** One of our counsellors visited R.C. Lee Hall in the 1st semester and arranged a number of meetings to discuss stress management and study issues with its residents who found them useful and appropriate. Unfortunately due to the outbreak of SARS in 2003 this programme was stopped but can be re-arranged in 03/04.
- ii) **Drop-in Clinic** For students who have an urgent need to talk to a counsellor on the day (2-5 pm daily) without appointment, or immediate referral by Faculty Staff who feel the student needs immediate and urgent attention during lessons.
- iii) **Information Hour** During lunchtime, for students to visit and find out more about personal development programmes and how PDCC's services can match their situational needs. There is also website on the information after office hours.
- iv) **Wellness Exhibition** was a joint effort by three student service units, the Institute of Human Performance and University Health Services. It aimed at raising the campus community's awareness of the various aspects of physical, emotional, social, intellectual, spiritual, environmental and occupational wellness. The PDCC contributed to the design and execution of the activities held in that week.
- v) **Parents Talks** were organised to give an understanding to new and potential parents about university life. The feedback has been encouraging. This supplements work already done for parents of first year students for the past three years.

4. Feedback from Users

The full report of users' feedback is available on www.hku.hk/epdcc. Overall we are delighted to report an average of 70% of satisfaction with our services.

a. Views from Users

Summer@PEER - Managing Changes

"This workshop enhanced my knowledge and skills to manage the stress of change."



Individual Counselling

"I appreciate very much the help provided by the Counsellor who is kind and is willing to give help and support. Thanks so much!"

Adventure Camp - LLSEP03

"The camp lets me try many new things that I have never thought I could achieve before. This experience is really unforgettable."



b. Overall Evaluations from Programme Users

A standardized evaluation form in the format of a 5-point scale was created in the academic year 2002-03 to enable the Centre to collect students' feedback systematically for the continuous improvement of all its programmes.

On average, 92 % of the evaluation forms received have indicated point 3 or above for questions about the expected learning outcomes and have commented on its appropriateness and usefulness to self enhancement. This has inspired us to continue to develop more student centered skills group in the next academic year, and to prepare our students better with skills required to compete in their career paths.

5. Future Developments

- a. There appears to be a need for our new incoming students to find out their own assets and deficiencies, expectation of themselves and of the University, so that they can pursue further training to reach their goals. Small funding has been obtained for developing an Assessment Profile for new entrants so that they may become aware of their personal and intellectual assets and deficiencies. With this tool, students may have more insight in their future planning and development of their aspirations in advancing their career paths.
- b. As reviewed by the statistical analysis in Figure 8 we need to concentrate more on expanding personal development training groups, group counselling, and prevention strategies as well as individual counselling.
- c. To develop on-line personal development programmes for easy, student-directed access.
- d. To facilitate more liaison and run joint programmes with staff of other departments, in order to carry out more preventive work in the student group.
- e. To develop and monitor professional competencies in counselling and training work with students.
- f. To establish a clearer and more sensitive outcome evaluation for all the services conducted in Personal Development and Counselling Centre.



Centre Staff

From Left: Ms Melissa Wong, Ms Enid Fung, Ms Wenny Chow, Ms Kenra Chan, Ms Alice Yu, Mr. Wong Kwan Yeung



Counsellors

From Left: Ms Sylvia Acevedo, Dr. Larry Ng, Mr. T.K. Kang, Ms Ida Cheung, Ms Josanna Lai (P/T), Mrs. Peggy Miu

Thank you for taking the time to read this Report. Do you have any comments to make? If so, please send them to Dr. Gracemary Leung, Acting Director, Personal Development and Counselling Centre, the University of Hong Kong.

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