

One Session, Real Impact: Building a Single Session Service Model at Portland State University

Attendance Check In Code

86738



One Session, Real Impact: Building a Single Session Service Model At Portland State University

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SHAC – Portland State University

Portland State University: Who We Are

Student Diversity (Fall 2025)

- **White:** 49%
- **BIPOC:** 42% (Latino 19%, Asian 9%)
- **First-Generation Students:** 48%
- **First-Gen BIPOC Students:** 63%
- **Non-Binary Students:** 529

Top Undergraduate Majors

Psychology, Computer Science, Accounting, Biology, and Pre-Clinical Health Studies

Top Graduate Degrees

Social Work, Electrical & Computer Engineering, Counseling Education, Computer Science, and Business Administration

Enrollment & Engagement

- **Total Enrollment:** 19,687
(15,426 Undergrad)
- **Students housed on campus** 2,000
- **Status:** 62% Full-time / 38% Part-time
- **Local Impact:** 75% from Portland metro area
- **Retention:** 77% (One-year rate)
- **Ratio:** 18:1 Student-to-Faculty

Our Challenge at PSU



The Struggle

Utilization Dip (AY 24/25)

Staff burnout and low morale persist despite lower numbers due to:

- Post-pandemic schedule shifts (4-day in-office, 1 remote)
- Higher acuity clients (resulting in more referrals off campus)
- Increased campus & political/societal tensions
- First-year initial access team operations
- Need for better student awareness of SHAC services

Brainstorming Ideas for a Solution

The Need

A low-barrier, easy-access service offering across campus.

- Increase variety of work for staff without adding to workload.
- Disseminate accurate information to the general student body.

The low-barrier single service model supports institutional priorities of equity and belonging for this diverse student body

Limitation: Based on a mostly commuter setting; may not generalize to high-resident populations.

Comparing Service Options

Let's Talk Consultation

Definition: A one-time, usually 20-30 minute consultation to explore the experience of talking to a clinician. Usually no informed consent completed.

Purpose:

- Brief informal consultation about a specific concern or therapy in general.
- Offers direction or minimal resourcing.
- Experience "therapy" without it being formal therapy.

Value & Utility:

Offered on campus in various locations as drop-in only; utilizes existing available clinical time.

Comparing Service Options

Single Session Service

Definition: A one-time, 45-50 minute clinical appointment; required informed consent.

Purpose:

- Address immediate, non-crisis concerns.
- Foster resilience, reduce demand for ongoing therapy.
- Increases access without triage bottlenecks.
- Provide a specific, goal-oriented intervention to get students "unstuck".

Value & Utility:

Offered on campus in various locations; allows for drop-in or scheduled appointments; utilizes existing clinical time. Focused on solutions to specific concerns, or a general destigmatization of care

Why This Matters for UCCs

Key Drivers for Change

- A flexible care Model that includes a single service offering can support meeting the needs of a changing and complex population
- Traditional Models of care are outdated and not meeting the needs of this current generation
- Demand for services (that appeal to Gen Zers) are increasing
- Ensuring that our services meet the needs of students is how we can stay relevant and essential to the health of our campuses during uncertain times for Higher Education

What the Research Shows

Key Research Findings

- Single Session services have positive outcomes in addressing **anxiety, depression, and substance use**
- These outcomes are **comparable to multi-session therapy** in some cases
- Single session services **improve engagement** in ongoing care

Filling the Gap



What I've shared with you so far is a lot of data that supports the benefits of a single session service offering.

There is little to no research and limited guidance on implementation

I will share with you our process of implementing a single service offering at PSU as well as how things went this year and our plans for next year.

Our Implementation Plan



Staff Support

Evaluate current partnerships

Pre-existing staff Liaisons in Housing, and International Student Services, part-time staff in Athletics.

Ensure confidential spaces/Flexible Scheduling

All locations host staff in private, office spaces. Housing location upgraded with new locks and window treatments; includes 2 private offices for future inclusion of trainees.

Our Implementation Plan



Service Integration

01

Scope Expansion

Added single session services into our existing Scope of Practice

02

Clinical Framework

Created SOP, documentation template in EHR, and informed consent materials

03

Marketing & Outreach

Integrated new services into print and digital marketing collateral

04

Patient Portal

Finalized online booking options within the Patient Portal

ASSESSMENT

Presenting Problem / Relevant History

Presenting Concerns

- | | | |
|--|--|--|
| ☐ Academic problems | ☐ Family concerns | ☐ Religious/ spiritual concerns |
| ☐ Adjustment to university | ☐ Financial problems | ☐ Safety concerns |
| ☐ Alcohol/ Drug concerns | ☐ Gender identity/ expression | ☐ Self-esteem/ Self-confidence |
| ☐ Anxiety, fear, nervousness | ☐ Harm to Others | ☐ Self-harm |
| ☐ Body image issues | ☐ Irritability, anger, hostility issues | ☐ Sexual, sexuality concerns |
| ☐ Concentration, attention issues | ☐ Learning problem or disability | ☐ Shyness/ social discomfort |
| ☐ Death of a significant person | ☐ Physical health problems | ☐ Sleep problems |
| ☐ Depression | ☐ Procrastination/ motivation | ☐ Stalking, bullying, harassment issues |
| ☐ Eating concerns | ☐ Rape/ sexual assault | ☐ Stress |
| ☐ Ethnic/ racial discrimination | ☐ Relationship concerns | ☐ Other presenting concern |

Enter text here



Narrative

(Describe the nature of the session and relevant history.)

Enter text here



RISK ASSESSMENT (required)

Allergies, Medications and Problem List

Graphs/ Photos

[Insert Diagram](#)

[Insert Graph](#)

[Insert Photo](#)

Students Action Plan



Search



Students Action Plan

Plan could include Future Counseling Options and resources. Share Crisis Card for future Questions

Enter text here



DIAGNOSTIC IMPRESSIONS

Enter text here



[Diagnoses](#) *(required)*

[Promote Diagnoses to Problem List](#)

[Encounter Code](#) *(required)*

I provided psychotherapy for minutes during this session.

TREATMENT PLAN / GOALS

Enter text here



[Treatment Plan](#)

[Orders](#)

[Disposition](#)

[Handouts](#)



- Home
- Profile
- Health History
- Appointments
- Consent Forms
- Referrals
- Handouts
- Messages
- Letters
- Forms
- Insurance Card
- Survey Forms
- Account Summary
- Lab and Radiology Orders
- Medical Records
- Personal Records
- Immunization History
- Log Out

If you are experiencing a mental health crisis, please come into SHAC for a same day walk in appointment. If it is after hours, please call the Multnomah County Crisis Line at 503-988-4888.

-To start counseling services, schedule an in person or virtual initial consult/triage appointment.

-Please call 503-725-2800 for additional scheduling times if you can't find something that fits into your schedule.

- Select One**
- ☐ Schedule virtual initial consult/triage appointment
 - ☐ Schedule in person initial consult/triage appointment
 - ☐ Single Session (ISSS)
 - ☐ Single Session (Odine Second Floor)
 - ☐ Long Term Therapy Resources

Continue Cancel

Cancel

Schedule Appointment

Appointment Search Criteria Collapse

Visit Type: **CS SINGLE SESSION-ISSS**

System will search from the start date to the 1 to 8 (max) days following.

Start Date

05/15/2026

Time Range:

7:00 AM

to 9:00 PM

Days/Times:

☒ Su ☒ M ☒ T ☒ W ☒ Th ☒ F ☒ S☒ AM ☒ PM

Show Additional Provider Search Criteria

Search for appointments

You are eligible for appointments [03/30/2026 - 06/21/2026]

Cancel

If none of these times are suitable, please call the Student Health and Counseling Services during normal business hours to arrange an alternative time. The phone number to call is (503) 725-2800.

- ## Schedule Appointment

Appointment Search Criteria [Expand](#)

Expand

You are eligible for appointments [03/30/2026 - 06/21/2026]

Continue

Cancel

5/18/2026 11:00 AM

at Counseling Location

Continue

Cancel

If none of these times are suitable, please call the Student Health and Counseling Services during normal business hours to arrange an alternative time. The phone number to call is (503) 725-2800.

- Home
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Almost There...

Please confirm the appointment date and time:

Date/Time: **Monday, May 18, 2026 11:00 AM**

With:

Location: **Counseling Location**

Callback Number:

- | | |
|---------|--|
| Confirm | Confirm the selected appointment.
Proceed to Form |
| Retry | Return to the previous page
and select another appointment. |
| Cancel | Cancel selection of this appointment
and return to your appointment listing. |

You must complete a form prior to your appointment.
This form provides your healthcare provider with important details pertinent to your health status. Please fill out the form as best as possible at this time.
Please fill out the questionnaire at this time.

Our Implementation Plan



Campus Partners

- ✓ Evaluated current active campus collaborators
- ✓ Evaluated space options in three different locations to ensure confidentiality
- ✓ Aligned scheduling and staffing with partner operations
- ✓ Identified target student segments for location-based marketing

Our Implementation Plan



Screening

- ✓ **LOC Assessment:** Distinguish single-session needs from urgent crisis Walk-in support.
- ✓ **Protocol Adherence:** Align screening with standard operating procedures.
- ✓ **Targeted Response:** Ensure specific processes are in place for all offered services at all locations.

The word got out!

After we featured this service on our website and a few students started talking, a student journalist at our School's newspaper asked to interview me and write an article about our single session services!

Vanguard Article - <https://psuvanguard.com/shac-offers-new-counseling/>

If you're interested in reading it!



Performance Metrics & Insights

Successes

- Increased appointment volume at online bookable locations
- Successfully served 33 out of 40 scheduled students
- Identified "Drop-in only" as an area for growth due to underutilization

Areas for Development

- Address 18% No-Show (NS) rate - currently above target levels
- Enhance outreach and marketing strategies
- Identify high-traffic locations to boost drop-in session attendance
- Reduce cancellation rates at online bookable sites

Performance Metrics & Insights

Session Location	Scheduled	Kept Appts	No Show
Intl Student Services	20	15	5
Student residence hall	11	10	1
Athletics Building	9	8	1
TOTAL	40	33	7

Stories of Success: PSU Insights

Increased Utilization

Significant growth in service engagement across student demographics.

Positive Response

High satisfaction rates and enthusiastic feedback from the campus community.

Expanded Outreach

Successfully reaching students who were previously disconnected from services.

Athletics Specialist Support

Providing critical, tailored assistance to our dedicated Athletics department.

Changing the Mindset, Not Just the Model

A Shift in Perspective

Single Session service is more than a model; it is a core mindset.

The Power of One

Research consistently highlights that the most frequent number of therapy sessions attended is exactly one.

1

Session is the Mode

Increasing Accessibility

Traditional care models often exclude students who:

- Cannot commit to ongoing therapy
- Only desire a single targeted session
- Require immediate, low-barrier support

Critical for our diverse student population.

Your first move: Designing Single Session services at your center

- Let's talk through this:
 - Where would this live (operationalize) in your current system?
 - What's your biggest barrier to trying a single session service offering?
 - What's one step you could take in the next 30 days to explore Single session implementation further?

We will share, after about 10ish Minutes - GO!

Discussion and Q&A

Any Questions?

If you didn't get a handout and want one or want a blank copy for future use here's the link!



Thank you!

**From Portland State University in
Portland, Oregon:**

**Sarah Williams, LMFT -
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Attendance Check Out Code

18761

Also, please remember to complete the session evaluation in the app by clicking on “External QA/Survey.” Thank you!