Student Support Services
Mental Wellness and Personal Development Unit

2019
ANNUAL REPORT OF PROGRAM DATA

UNIVERSITY of HAWAI'I®
HAWAI'I
COMMUNITY COLLEGE

1. Program Description

Statement and brief description of the program including a listing of the program level Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs).

Catalog Statement:

The Mental Wellness and Personal Development Service assists students of Hawaiʻi CC to enhance their resiliency while building on existing strengths and honoring individuality. Services are available for all students on Hawaiʻi Island. Mental health services benefit campus communities by assisting students to manage stress and become more engaged in their education. This ultimately leads to increased student retention and program completion rates. Therapeutic services are brief in nature and referrals to community resources will be given as appropriate. Mental Wellness and Personal Development Services is also the Confidential Resource for any Title IX related concerns. Students can access this service to receive confidential support and information regarding Title IX.

Unit Outcomes:

1. Through participation in the Mental Wellness and Personal Development Service, students will report that they have increased insight into their concerns and the personal resources and skills they can utilize to move forward.
2. Students will have the ability to seek out campus and community services as necessary.
3. Faculty /staff will report that they feel supported and encouraged to seek clinical consultation with the Mental Wellness and Personal Development Service as they develop a deeper understanding of mental health/abuse-related issues and how they impact students.

2. Analysis of the Program

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the Quantitiative Indicators and surveys (located in the Appendix).

The MWPD service aims to service Hawaiʻi CC on many facets. MWPD offers direct and indirect resources to students (online resources, online mental health screening, therapeutic services, workshops and mental health awareness activities). MWPD also offers support to the campus as a whole through professional development opportunities, newsletters, and consultations. The data for these activities will be analyzed under the following categories:

A. Direct Student Services

B. Student Focused Campus Services

C. Indirect Student Services

D. Faculty/Staff Focused Services

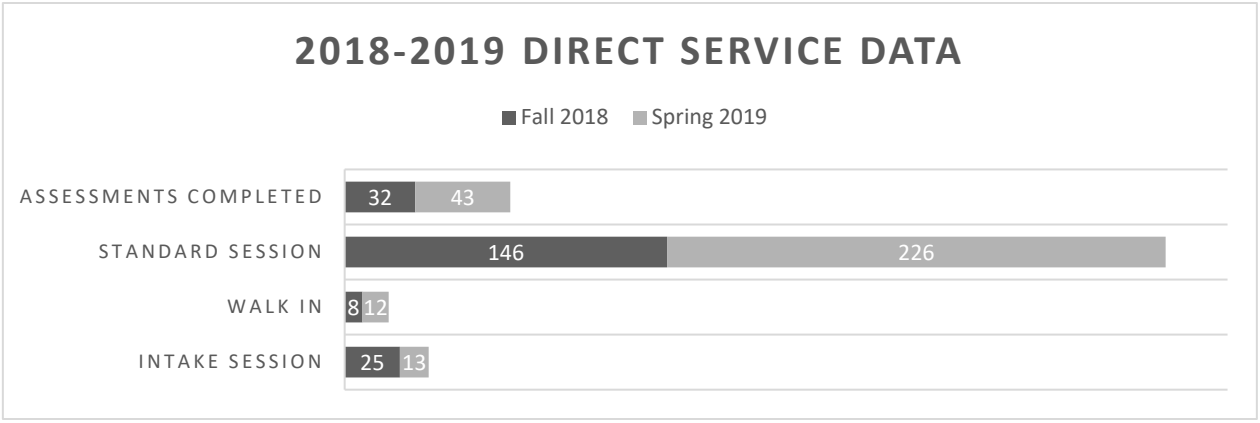
A. Direct Student Services:

Figure 1. Students Serviced:

STUDENTS SERVICED	Amount	New to the Program

Fall 2018	35	33
Spring 2019	47	37
TOTAL	**82**	**70**

During AY 2018-2019, 82 students were serviced by MWPD. Based on the census data, enrollment for Hawai'i Community College in AY2018 was 2632 students. MWPD serviced 3% of the student population, which is in line with national averages (1-5%). Services provided to Pālamanui students represents 3.6% of MWPD data. During AY18-19, the therapist was at



Pālamanui every two weeks. This schedule was determined based on the percentage of hours that could be solely dedicated to Pālamanui based on their enrollment. Students at Pālamanui were additionally serviced from a distance via phone sessions, email communication, and through consultation with Pālamanui faculty/staff and CARE Team.

Figure 2. Fall vs. Spring Utilization:

The MWPD session type data (see Figure 3) shows that during AY18-19, 505 sessions were provided. The Fall vs. Spring Utilization data (see Figure 2) trends demonstrate that Spring semester is busiest in regards to total sessions held, while Fall semester is when majority of the new clients for the year enter into services.

Figure 3. Session Type Data

Semester	Intake Session	Walk In	Standard Session	Assessments Completed	**TOTAL**
Fall 2018	25	8	146	32	**211**
Spring 2019	13	12	226	43	**294**
TOTAL	**38**	**20**	**372**	**75**	**505**

Session Definitions:

- Intake Session: Initial sessions where consent forms are completed, but time does not allow for a session
- Walk In: Sessions where an individual has requested to be seen within 24 hours.
- Standard Session: Typical psychotherapy session where treatment planning, and interventions are provided.
- Assessments: Diagnostic Evaluations that are provided, diagnosis given if student's request it.

Figure 4: Documentation Calculation

Session Type	Standard Documentation Time	ESTIMATED TOTAL Documentation Time Performed (Standard Time x Number of Sessions)
Intake (AY18-19=38)	15	9.5 hours
Walk-In (AY18-19=20)	15	5 hours
Standard (AY18-19=372)	15	93 hours
Assessment (AY18-AY19=75)	60	75 hours
	TOTAL 182.5 Hours	

For the sake of context, Figure 4 is provided to summarize the estimated time utilized to complete documentation of direct services. Due to legal and ethical requirements, mental health services provided must be documented within a medical record. This process takes significant time as demonstrated by the estimated 182.5 hours spent on documentation. In general, every new student requires 1.25 hours of documentation to start their case; each subsequent visit requires 15 minutes of documentation post-session.

CCAPS Initial Distress Data (see attachment)

The CCAPS is a commonly used psychometric measure that is designed specifically for college counseling centers. One of the reports offered by CCAPS is a measure of students' initial distress at the first administration of the tool. This measure assesses students' scores in comparison to current national trends. Data was collected from 2017, 2018, and 2019 academic years (up to the date of this annual report). Unfortunately, in 2018 MWPD transitioned record keeping systems and this led to the loss of the 2018 CCAPS data. Attached to this report are the 2017 and 2019 (August-October 2019) statistics. Based on this reporting, and the self-assessment that MWPD has seen no major changes in the issues students present with, it is reasonable to conclude that during the 2018 AY, Hawai'i CC students experience levels of distress in various categories that are typically higher than their peers at other colleges across the country. The data shows differing levels when you do a categorical comparison (2017 Depression vs. 2019 Depression), but of significance is that across the two data scales, the group of surveyed students have consistently scored higher than the national average in all areas at one point or another. This shows the strength of MWPD in that not only is the unit servicing numbers that align with national expectations, but that the individuals we service are often experiencing higher levels of distress than what is commonly seen in counseling centers across the country.

Mandated Violence Risk Assessment

In collaboration with Student Conduct and Care Team, MWPD is responsible for performing Violence Risk Assessments on students who have demonstrated patterns of concerning behavior that may or may not put them at future risk of engaging in violence towards the campus community. These assessments are rare and none were performed during the 2018-2019 AY. In order to perform these assessments, MWPD maintains a collaborative relationship with West Oahu Psychologist and must stay up to date on violence risk assessments. Assessments range from 4-6 hours, a 2-4 hour write up is completed separately.

B. Student Focused Campus Services

Figure 5: Campus Prevention/Awareness Events

Event	Frequency	Estimated Student Attendance
Decompress This	11 (Manono and Pālamanui)	110
Fresh Check Day	1	84
Stress Reduction Workshop	5	75

Decompress This is a stress reduction event that aims at enhancing students mind and body connection through mindfulness and stress relief activities. Students engaged in activities such as meditation, vision boarding, stress ball making, and art. Events last 1-2 hours and were offered in central campus locations.

Fresh Check Day is a festival like event that aims to reduce the stigma around mental health, increase suicide prevention knowledge, and engage students in self-care activities. This event was created by the Jordan Porco Foundation and is offered in collaboration with them. Fresh Check consists of 7 different booths with volunteers from Hawaiʻi CC offices and RISO's. This event requires significant planning and organization.

Stress Reduction Workshop: A Holistic Perspective is a 45 minute presentation given to classes per the instructor's request. This workshop offers students a chance to create a wheel of life that identifies the various areas they have resources in that can assist them in coping with stress. Students are then given stress reduction activities to engage in that are grounded in mindfulness practices, creativity, and increasing social equity.

C. Indirect Student Services

MWPD services student indirectly by developing and collaborating with external resources to provide resources to students via the web. During this report year, MWPD updated it's website to include new videos from HalfofUs.com and a suicide prevention music video. Additionally, campus and national online resources were shared through the website. Once of the main resources that students are encouraged to utilize if ULifeline. This website offers mental health information and a self-screening tool. Ulifeline provides data reports specific to users who designate Hawaiʻi CC as their campus.

Figure 6: Ulifeline Usage by Topic

ULifeline Content Management System

Dashboard Administration Using ULifeline My Account Log Out

Custom Data Reports

Topic Based Usage Report

From Date: 07/01/2018
To Date: 06/30/2019
Get Report
Download CSV Version

Topic/Feature Usage Report

School: Hawaii Community College

Period: 07/01/2018 - 06/30/2019

Breakdown by Page Views

THIS SCHOOL: 24

Breakdown by Unique Visitors

THIS SCHOOL: 541

Percent Breakdown by Topics and Features

TOPIC/FEATURE	THIS SCHOOL
Alcohol & Drugs	3
Anxiety Disorders	3
Bipolar Disorder	1
Borderline Personality	1
Cutting	2
Depression	2
Eating Disorders	0
Emotional Health	6
Schizophrenia	1
Stress	1
Suicidal Behavior	1

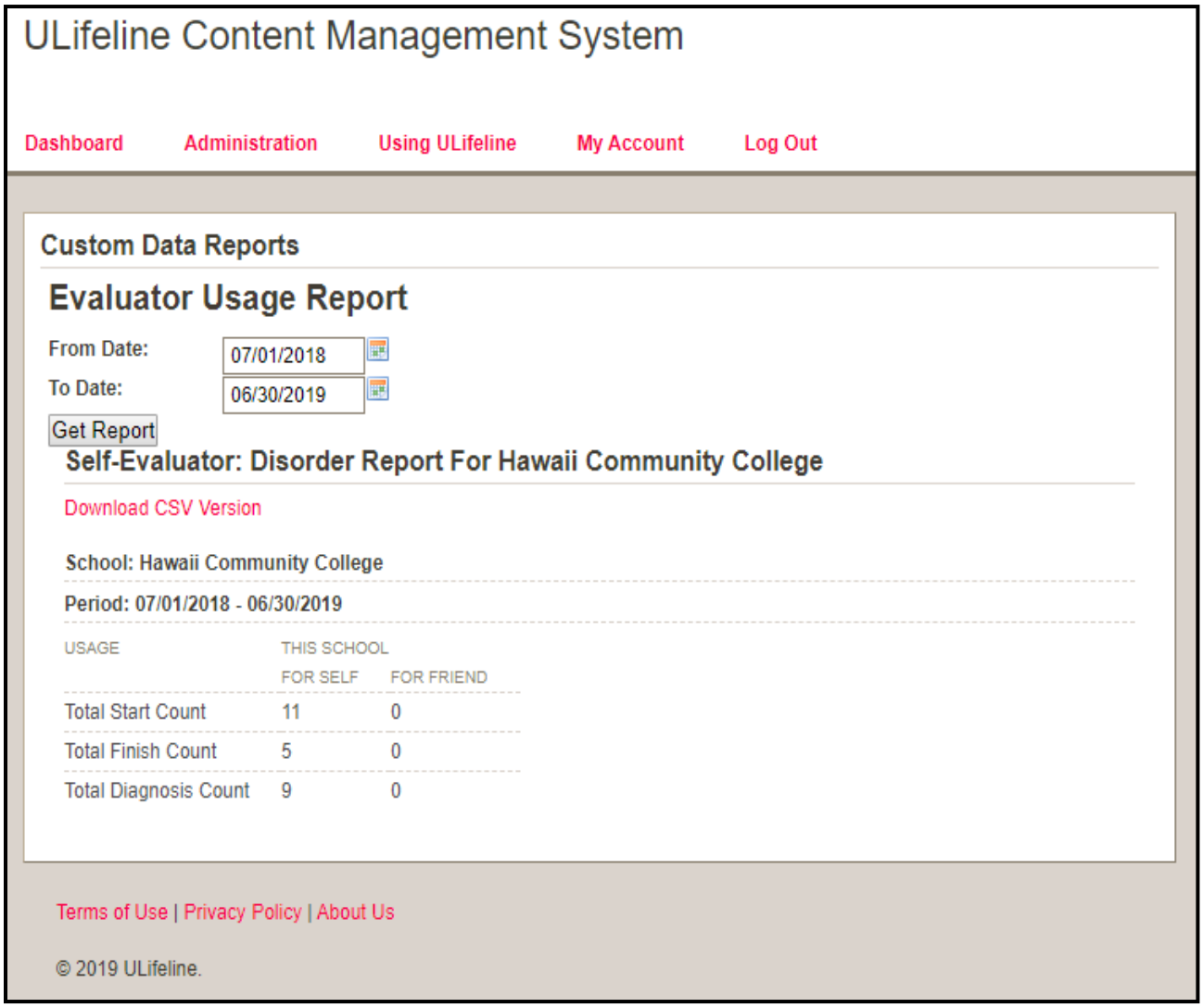
Breakdown by Help Pages

PAGE TITLE	THIS SCHOOL
Get Help Now	2
Help a Friend	0
Wellness	1

Figure 6 shows that over the course of the 2018-2019 AY, the Hawai'i CC Ulifeline site was utilized by 541 unique visitors. Visitors viewed various pages, most frequently on the topic of

emotional health. Two visitors clicked on get help now, which refers students to the Crisis Line of Hawaiʻi and MWPD.

Figure 7: Ulifeline Evaluator Usage



During this reporting period, 11 students started the self-evaluation and 5 finished it. This resulted in 9 diagnoses which are broken down in Figure 8. Of importance is that 3 out of the 5 assessed received suicidal as one of their diagnoses/results. When moderate-high risk results are received, this website will give the results to the student with strong language recommending professional help be sought.

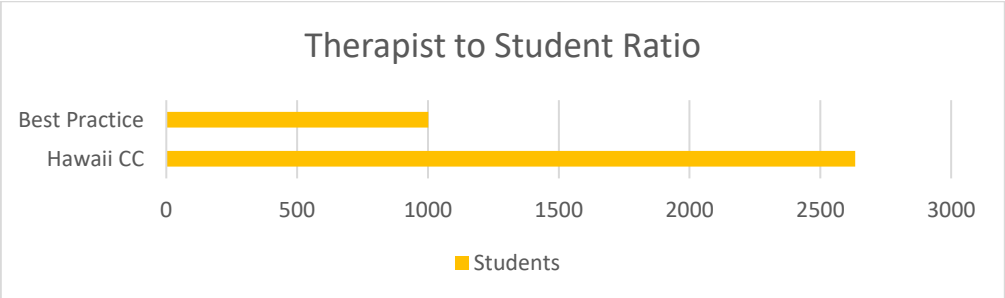
Figure 8: Ulifeline Diagnostic Breakdown

DIAGNOSIS	FOR SELF	FOR FRIEND
Agoraphobia	1	0
Alcohol Abuse	0	0
Alcohol Dependence	0	0
Alcohol Withdrawal	0	0
Anorexia Nervosa	0	0
Bipolar Disorder	1	0
Bulimia Nervosa	1	0
Depression	2	0
Minor Depression	0	0
No Symptoms	0	0
Obsessive-Compulsive Disorder	0	0
Panic Disorder with Agoraphobia	1	0
Panic Disorder without Agoraphobia	0	0
Posttraumatic Stress Disorder	1	0
Showing Risk Factors	0	0
Social Phobia	2	0
Substance Abuse	0	0
Substance Dependence	0	0
Suicidal with Major Depression	2	0
Suicidal without Major Depression	1	0

Analysis of Student Focused Services

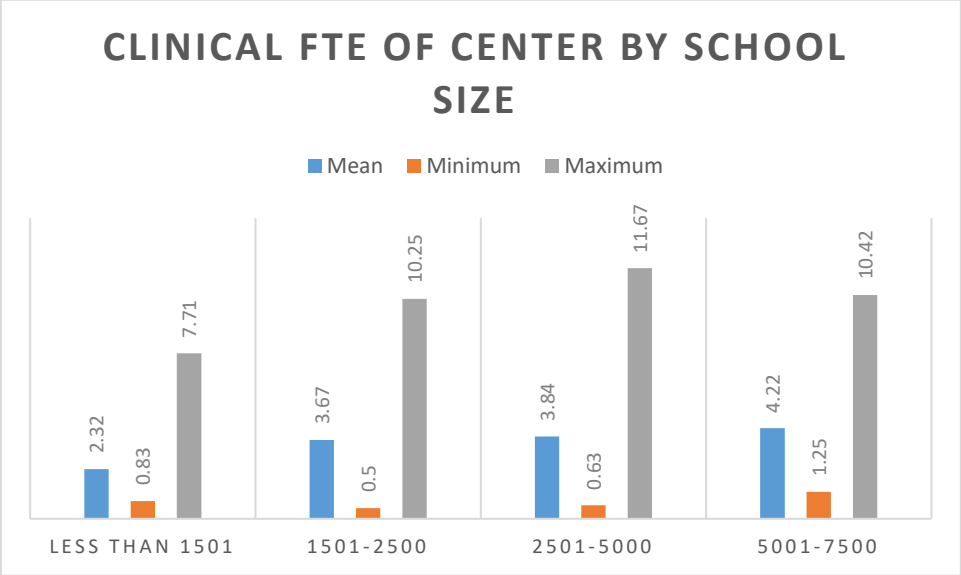
Over the 2018-2019 Academic Year, MWPD provided direct and indirect services and support to the students of Hawaiʻi CC. MWPD provided services to 70 students who had not received MWPD services in the past. Two additional students carried over from the previous year and 10 students carried over from Fall ‘18 to Spring ‘19 semester. The total percentage of students serviced is in alignment with national standards (1-5% of campus population). The ability to maintain alignment with national standards is a strength of the program and a testament to the need for mental health services at Hawaiʻi CC. This success is in light of a major staffing shortage.

Figure 9: Best Practice vs. Hawaiʻi CC



The American College Counseling Association has identified 1:1000 as the best practice ratio. Based on this ratio, MWPD should have another 1.5 FTE to best service students. This best practice ratio does not take into account our college's unique format of having multiple sites 1-2 hours away. Travel time does take away from the ability of MWPD overall availability for clinical services.

Figure 10: Clinical FTE by School Size



The Association for University and College Counseling Center Directors Annual Survey (2018) collected a vast amount of data on what mental health services look like on college campuses. A total of 571 counseling centers responded to the annual survey. One of the areas assessed was how many clinical FTE were designated based on campus size. During 2018, Hawaiʻi CC enrollment was 2632. The mean Clinical FTE for the comparable schools was 3.84. For colleges with less than 1501 students enrolled, the mean Clinical FTE was 2.32. Hawaiʻi CC is vastly short. In addition, of those surveyed, only 3.7% of counseling centers are considered "one-person counseling centers" (where the director of the program is also the only clinical staff member). So while having 1 clinician per college is the norm within the University of Hawaiʻi Community Colleges, it is vastly out of alignment with national standards.

Demand, efficiency, and effectiveness demonstrate progress and success within existing limitations. MWPD did provide services to all students that requested services. This does not mean though that services were as thorough as they could have been or that they didn't come at a cost to the effectiveness of the program. At many points during the last year, the one-person unit of MWPD had to choose between offering direct services and offering campus programming/events. Efforts to mediate the need to align with best practice (which requires prevention programming, stigma reduction, and direct services) were made by MWPD accepting Master level interns. In 2018-2019, MWPD supervised two Master of Social Work Interns who each provided 16 hours per week. While this did increase campus services (Decompress This and Fresh Check Day), it did not increase the availability of clinical hours. The ability to provide clinical services is capped by the availability of a suitable therapeutic office space. MWPD has one office. Interns were housed in the Hāʻawi Kōkua lab and the clinician and 2nd year intern shared the clinical space for sessions.

D. Faculty/Staff Focused Services

In addition to services for students, MWPD provides services to faculty/staff with the ultimate goal of creating a healthier campus culture by building up our kauhales ability to be support and refer appropriately those who may be experiencing mental health problems. Services provided consisted of: clinical consultation regarding students of concern (to faculty, staff, and administrators), CARE team membership, and workshop/professional development opportunities.

Individual Consultation: Occurs regularly throughout the year as instructors, APT staff, and administrators seek support in addressing students' behaviors and reports of concern related to mental health.

CARE Team: MWPD clinician sits on the CARE team and provides consultation on every case. See the attached CARE team report for CARE team data and demographic information of those referred. As a part of this team, MWPD advocates for effective campus processes and responses. CARE team met biweekly for 1.5 hours and held ad hoc meetings as needed for emergency concerns.

Workshops: Multiple workshops and PD opportunities were offered by MWPD to the campus. See Figure 11 for details.

Figure 11: Faculty and Staff Workshops/Professional Development

Title	Frequency	Estimated Attendance
How to Support Those in Crisis (1 hour training)	1	4
New Tips for Instructors (in collaboration with Faculty Staff Development-15 minute presentation)	1	6
Students with Disabilities and Mental Health Services Overview (in collaboration with Hāʻawi Kōkua-1 hour training)	3	14
Mental Health First Aid (8 hour certification course)	3	39

2017-2018 Action Plan Results

1. Provide direct services to the students of Hawaiʻi CC.
    a. Faculty will reserve 20 appointment slots per week to ensure students continued access to a range of appointment times.

    20 appointment slots were reserved for student's majority of the time. Barriers arose as campus programming, intern supervision, and committee meetings increased.

b. Blocking of direct service time will include record keeping time.

Record keeping time was not blocked as clinician's schedule was often back to back. Documentation of clinical sessions was behind and the office was forced to close for partial days to complete medical record documentation requirements.

2. Violence Risk Assessment trainings to be sought out and completed.
    a. MWPD will enhance its ability to provide Hawaiʻi CC with assessments aimed at mitigating threats of mass violence.

The HCR-20 training was completed and an informal agreement has been established with West Oahu Psychologist to collaborate as needed. Risk assessment is a unique skillset and due to the liability involved, consultations with experts in this field are beneficial.

3. Mental health awareness to be increased.
    a. MWPD has obtained the certification to provide Mental Health First Aid.
    b. MHFA to be strategically launched.

During 2018-2019, three MHFA certification courses were offered. One of these courses was open to the community to ensure that the seats were filled. 39 individuals were trained in total. Clinician must teach three courses a year to maintain facilitator certification.

3. Program Student Learning Outcomes

a) List of the Program SLOs/SAOs
b) Program SLOs/SAOs that have been assessed
c) Assessment Results
d) Changes that have been made as a result of the assessments

Unit Outcomes

1. Through participation in the Mental Wellness and Personal Development service, students will report that they have increased insight into their concerns and the personal resources/skills they can utilize to move forward.
2. Students will have the ability to seek out campus and community services as necessary.
3. Faculty/staff will report that they feel supported and encouraged to seek clinical consultation with the Mental Wellness and Personal Development service as they develop a deeper understanding of mental health/abuse-related issues and how they impact students.

During the 2018 AY all Unit Outcomes were assessed. Assessment results are below:

Unit Outcome #1
Measures:
a) The following outputs will be tracked and analyzed for the purpose of determining student participation in services:

i) # of students who completed an intake appointment
ii) # of walk-ins serviced
iii) # of sessions provided
iv) # of assessments completed

**Assessment: Please see section 2, analysis of the program for relevant output data.*

b) Student participation will be measured against national averages and will be expected to increase over time.

**Assessment: Please see section 2, national ACCA and AUCCCD statistics.*

c) Evaluations will be collected from students via an anonymous drop box and/or an anonymous online survey. Surveys will be administered on a random basis at various points of services. The following data will be collected:

*See Figure 12 and 13 for the data related to UO1, Measure C.

i) Students will report an increased understanding of their current stressors.

ii) Students will report that services helped them identify barriers to moving forward.

iii) Students will report that they recognize the personal skills/resources they possess that will help them move forward.

Figure 12: Student Evaluation Completion Data

Semester Completed	Number Completed	Number Administered
Fall 2018	4 (18%)	22
Fall 2019	15 (33%)	46
TOTAL	**19 (28%)**	**68**

Figure 13: Summary of Student Evaluations

1. Do you feel that you left session with an improved understanding of what brought you in?	
Yes	16/19 (84%)
No	3/19 (16%)
2. Do you feel that services helped you identify barriers to moving forward or progressing?	
Yes	13/19 (69%)
No	4/19 (21%)
There are no barriers to me moving forward or progressing.	2/19 (10%)
3. Do you feel that you have personal strengths/resources/skills that can help you address your concerns?	
Yes	8/19 (42%)
No	1/19 (5 %)

I think I do, but I'm not sure I can do this on my own yet.	10/19 (53%)
4. How confident are you in your knowledge of and ability to access campus or community resources in the future?	
Extremely Confident	5/19 (26%)
Confident	10/19 (53%)
Unsure	4/19 (21%)
Not Confident	0

Survey completion rate remains low at 28%. Surveys were administered via a google form at random points during the academic year. Results were generally positive in that 84% of students reported feeling like they had increased insight into their stressors/what brought them in for services. 69% reported feeling that services had helped identify barriers. Due to surveys being administered at various points of service, this data does not necessarily reflect the effectiveness of MWPD services. This issue also causes problems when interpreting data regarding whether students feel that they have the personal strengths/resources/skills to address their concerns. In general though, regardless of administration timing, majority of students responded positively to this question.

Unit Outcome #2

Measures:

a) The following outputs will be tracked and measured to determine if staff are assisting in increasing students' awareness of campus and community resources:

i) # of referrals to campus resources

*34 Referrals were made to campus resources (Hāʻawi Kōkua, Counseling, and Tutoring)

ii) # of referrals to community resources

*12 referrals were made to community resources (TANF, SNAP, QUEST, and Private Practice Therapists)

b) Student evaluations will be analyzed to determine if students' report possessing the knowledge of the campus/community resources available to them.

*See figure 13, question 4: 79% of students' surveyed reported feeling confident to extremely confident in their ability to access campus or community resources in the future. 21% reported feeling unsure.

Ongoing referrals are an essential component to successful services since campus based counseling is only accessible to students while they are enrolled at Hawaiʻi CC. By increasing their knowledge and confidence in help seeking behaviors, overall resiliency is increased and therapeutic effects are likely to be longer lasting.

Unit Outcome #3

Measures:

a) The following outputs will be tracked to determine the amount of services the Mental Wellness and Personal Development Service has provided to faculty/staff:

i) # of clinical consultations provided

*This data was not tracked as clinical consultation was broadened to include consultations provided via CARE Team. Tracking this number became difficult and so it was discontinued.

ii) # of trainings provided

*8 trainings were provided (see figure 11).

iii) # of psycho-educational materials shared with faculty/staff

No new psycho-educational materials were developed during 2018-2019 as the need did not arise as other forms of education were increased (trainings).

b) Evaluations will be distributed to faculty/staff who have engaged in training or clinical consultation with the Mental Wellness and Personal Development Service. Data will be collected and assessed on the following questions:

i) How did you hear about our services?

***All training participants became aware of the trainings via email announcement.

ii) Do you feel that you have a better understanding of how the issue may impact your students?

*Trainings offered that were homegrown occurred in collaboration with other campus resources and so this question was not evaluated. In addition, MHFA requires the utilization of their evaluation tool and so this specific question was not administered.

iii) How likely are you to seek out consultation/training again in the future? (5pnt Likert Scale)

***This question was not assessed during AY 18-19.

4. Action Plan

Include how the actions within the plan support the college's mission.

1. Establish new learning outcomes for upcoming assessment cycle in coordination with assessment coordinator and VCSA.

HGI Action Strategy 2: This action will support strengthen and align the unit assessment process to reflect meaningful data as it relates to the impact Mental Health services have on students ability to persist. Demographic is to be gathered regularly to assess MWPD impact on the persistence on specific populations such as: Native Hawaiʻi ans, Filipinos, Pacific Islanders, Veterans, Adult Learners, and Part-Time Student.

2. Network and maintain MWPD as a viable clinical learning site for master level interns from various counseling programs.

> **HGI Action Strategy 2:** This goal will provide a diverse offering of clinicians that can work with students. It is critical that the diversity of the students we service be mirrored in order to continue the de-stigmatizing of mental health and wellness. The community college services not just ethnically diverse students, but also students from many different cultures and socioeconomic backgrounds. While clinicians are trained to be flexible and responsive to the cultural needs of the clients, personal experience and the perception of relevancy of a clinician does help.
>
> **HGI Action Strategy 4:** Due to the limited FTE of clinical staff/faculty, maintaining MWPD as a learning site is key to increasing services beyond the current 1 FTE capacity.
>
> **HI2 Action Strategy 2:** By offering internship opportunities, MWPD aims to enhance the educational opportunities of University of Hawaiʻi students. It is often difficult for master level students to find clinically grounded placements. My working collaboratively with the Masters of Social Work Program at Mānoa, MWPD has become one of the few truly clinical internship sites on Hawaiʻi Island (which also addressed **HI2 Action Strategy 3)**.

5. Resource Implications

(physical, human, financial)

The following requests are submitted for consideration as they relate to Health and Safety concerns.

1. Wellness Center: MWPD is requesting a larger space that will permit for Hāʻawi Kōkua and MWPD to be housed together. Both units function with limited staffing while serving inherently higher risk populations. In addition, MPWD has taken on the responsibility of assessing our campuses students who present as potential safety risks to our campus, while Hāʻawi Kōkua's counselor has assumed additional responsibilities as a TIX investigator and Deputy Coordinator. MWPD should not be a single office, MWPD needs to be embedded within a larger support center. By permitting space and resources to develop a Wellness Center, MWPD and Hāʻawi Kōkua employees can collaborate and support each other when crises arise that require trained professionals to respond. The Wellness Center will also aim to offer students a safe and calm place to be. Many of our students require breaks and they would benefit from having a center that they can go to that specializes in wellness, stress reduction, emotional regulation, and resources. The Wellness Center would also be a centralized space where social service agency information (TANF, SNAP, QUEST, Housing applications, Food Pantry Information, Non-Profit Agency information, etc.) can be accessed and peer mentors can support students in submitting applications and accessing community based services.

2. Office Assistant Position (1FTE): Should the Wellness Center not be fiscally or physically feasible due to space limitations, MWPD would like to request an assistant. At this time, MWPD informally relies on Hāʻawi Kōkua's Instructional Support Specialist for support. MWPD needs in office clerical support as it will help streamline MWPD services to students. By adding an

office assistant, MWPD will increase its accessibility and efficiency. The assistant would assist in scheduling students, and having them complete online consent forms and assessments while the clinician is busy. An assistant could also create and monitor a waiting area that would increase student confidentiality. Without this position, MWPD students are required to wait in a central hallway for their session time. This undermines the confidentiality of sessions and poses a health and safety risk at times. If a student is walking in for services due to a crisis, they are often met with a closed door as the MWPD clinician is in sessions or in other meetings. On multiple occasions, students in need have been forced to turn to nearby offices (often the Chancellor's) to seek assistance, at other times, students have left and disengaged from services as they project a feeling of rejection onto the therapist as a result of this dynamic. Without this position, students are faced with unnecessary barriers to engaging in services and they are often confused as they are asked to access services by reaching out to Hāʻawi Kōkua for support, which is in a different building. An office assistant would set the foundation for supportive and private interactions that would be preferable to current trends which have shown that majority of MWPD's student communication occurs via email.

3. Case Manager Position: This position is needed to service both campuses. Due to increased MWPD and CARE team referrals, it has been identified that there are many students on our campus who are in crisis or on the brink of it and our campus has no designated person to provide them resources and care. CARE team is staffed by faculty who have full-time duties and who are primarily on CARE to assist with assessment. A case manager position would support both CARE and MWPD by being the primary follow-up person. This position would allow for services to be scaled based on students assessed level of risk. For example, if a student scores at moderate risk they could be required to meet with a case manager "x" number of times. Since this is not a clinical service, informed consent and confidentiality would not be a barrier, allowing for the case manager to communicate back to the CARE team, VCSA, Student conduct committee freely and MWPD therapist freely. This position is needed to reduce liability to the campus as we do have a responsibility to attempt to support students in crisis and prevent escalation. This position would provide key follow-up to issues that do not rise to the level of therapeutic intervention. Collaboration between the campus and therapist would also be improved as coordination of care would occur with the case manager. It is important that releases of information from the therapist be for as few people as possible. Having students sign releases so that the therapist can update the CARE Team as a whole is not in line with professional expectations that releases will be as narrowly defined as possible.

4. 1 FTE Mental Health Professional: As discussed in the program analysis section, MWPD is grossly understaffed. This is a health and safety issue as MWPD often services high risk individuals. The amount of suicidal students has increased each year. Our community has very limited mental health resources and so it is essential that Hawaiʻi CC offers these services to students. By adding 1 additional mental health professional, MWPD's availability to coordinate and facilitate critical programming around mental health stigma reduction, suicide prevention, and Drug and Alcohol Abuse would improve. Based on the requirements of 34 CFR Part 86 (see attached white paper), all higher education institutions receiving federal funds, must provide educational campaigns and early identification of at-risk students for drug and alcohol abuse. Should we be found out of compliance with this issue, we may be forced to forfeit our eligibility for Federal Aid. MWPD is already stretched thin and additional staffing is needed if any more responsibilities are to be taken on such as designing initiatives that would fulfill the responsibilities described in 34CFR Part 86. An additional clinician would also increase

accessibility to mental health providers for Pālamanui and NHERC while minimizing the impact on existing programming and services.

Appendix: Community College Survey of Student Engagement (CCSSE)

Data last updated: 10/4/2019

#	Community College Survey of Student Engagement (CCSSE)	Survey Year 2014	Survey Year 2016	Survey Year 2018 *
1.	Support for Learners Benchmark (Percentile)	70	0	
2a.	Academic Advising – Frequency	1.79	1.88	1.45
2b.	Academic Advising – Satisfaction	2.26	2.38	1.46
2c.	Academic Advising – Importance	2.58	2.56	2.62
3a.	Career Counseling – Frequency	1.59	1.55	0.82
3b.	Career Counseling – Satisfaction	2.11	2.18	1.42
3c.	Career Counseling – Importance	2.43	2.42	2.45
4a.	Job Placement Assistance - Frequency	1.31	1.36	0.24
4b.	Job Placement Assistance – Satisfaction	1.84	2.01	1.08
4c.	Job Placement Assistance – Importance	2.20	2.21	2.09
5a.	Financial Aid Advising - Frequency	1.86	1.83	0.99
5b.	Financial Aid Advising – Satisfaction	2.18	2.26	1.37
5c.	Financial Aid Advising – Importance	2.54	2.48	2.50
6a.	Student Organizations – Frequency	1.41	1.49	0.63
6b.	Student Organizations – Satisfaction	1.99	2.17	1.33
6c.	Student Organizations – Importance	2.01	2.16	2.05
7a.	Transfer Credit Assistance - Frequency	1.41	1.56	0.54
7b.	Transfer Credit Assistance – Satisfaction	1.97	2.15	1.35
7c.	Transfer Credit Assistance – Importance	2.28	2.25	2.23
8a.	Services for People with Disabilities – Frequency	1.31	1.39	0.22
8b.	Services for People with Disabilities – Satisfaction	2.12	2.14	1.21
8c.	Services for People with Disabilities – Importance	2.20	2.24	2.18

* 2018 uses different scales, therefore only Importance is comparable.

The Association for University and College Counseling Center Directors Annual Survey 2018

Reporting period: July 1, 2017 through June 30, 2018

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AUCCCD

The Association for University and College Counseling Center Directors (AUCCCD) is an international organization comprised of colleges and universities from the United States and its territories, Armenia, Australia, Canada, China, France, Grenada, Ireland, Japan, Oman, Qatar, St. Kitts Nevis Anguilla, Uganda, and the United Kingdom. AUCCCD works to be the higher education leaders for collegiate mental health.

AUCCCD Mission Statement

"We are a professional community that fosters director development and success. To advance the mission of higher education, we innovate, educate and advocate for collegiate mental health. We are committed to inclusive excellence and the promotion of social justice."

The AUCCCD Annual Survey Overview

In 2006, AUCCCD first developed and administered the Annual Survey to its membership as a means to increase the objective understanding of factors critical to the functioning of college and university counseling centers.

In December 2018, all members of AUCCCD, plus about 50 non-members who asked to participate, were invited to complete the annual survey. Unique survey links were sent to 930 verified email accounts via a secure internet interface. A total of 571 counseling center administrators responded to the 2018 survey, 542 of which were AUCCCD members. This represented 61.2% of the 886 total AUCCCD members as of December 2018.

The reporting period for the information on the 2018 Annual Survey was July 1, 2017 through June 30, 2018. This monograph serves to provide a summary of data trends reported in the AUCCCD Annual Survey. AUCCCD members have access to a separate monograph with identical tables that also includes responses to questions about ethical dilemmas and legal issues experienced by centers.

For the first time this year, center staff and salary data were collected via spreadsheets sent to each center (aka the "2018 Staff and Salary Survey"), rather than including these questions on the online survey. One hundred and seventy of the 886 AUCCCD members (a 19.2% response rate) completed and sent back staff and salary spreadsheets. It is expected that the response rate to the staff and salary spreadsheets will increase substantially in future years. In this monograph, most of the staff demographic questions, and staff FTE data are from the 170 completed spreadsheets.

A separate "College and University Counseling Center Salary Tables" monograph has been prepared using the salary data from the 170 spreadsheets, and is available on the members-only section of the AUCCCD website (https://www/aucccd.org).

Please direct all questions, comments, and clarifications to the AUCCCD Survey Coordinator:

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Table of Contents

EXECUTIVE SUMMARY 1

DIRECTOR INFORMATION 3
- Director Racial/Ethnic Background 3
- Director Gender 3
- Director Sexual Orientation 3
- Director Documented Disability 3
- Director Highest Degree 4
- Director Professional Identity 4
- Director License or Board Certification 4
- Director: Years of Experience as Director In Current Position 4
- Director: Total Years of Professional Experience 5
- Is Director Position Full-Time 12 Months 5
- Director: Hours Works Per Week 5
- Director Country of Citizenship 5
- AUCCCD Membership Status 6
- One-Person Centers 6
- Time Spent by Directors 6
- Areas / Functions Director Oversees 7

INSTITUTIONAL INFORMATION 8
- Country Institution is Located In 8
- State Institution is Located In 8
- School Location 9
- School Size (Enrollment Categories) 9
- School Status 9
- Percent of Enrolled Undergraduate Students Who Live On-Campus 10
- Campus Teams and Policies 10
- Types of Enrolled Students 11
- Affiliations of Institution 11

CENTER INFORMATION 12
- Institutional Division Center is Part of 12
- Months of Year That Center is Open for Counseling Services 12
- Time First Clinical Appointment Began at Center 12
- Does Center Offer Any Clinical Appointments on Weekends 12
- Time Last Clinical Appointment Ended at Center 13
- Center Policy About Frequency of Individual Counseling Appointments 13
- Integral Parts of Centers' Mission 14
- Tele-Health Services: Any Provided 14
- Tele-Health Services: Types Provided 14
- Embedded Counselors: Centers That Have Any 15
- Embedded Counselors: Location 15
- Average Time Spent by Staff Counselors 16

CLINICAL MODEL, CLINICAL CAPACITY, CLINICAL FTE, AND CLINICAL LOAD INDEX ..17
CLINICAL MODEL USED AT CENTER 17
CLINICAL MODEL BY SIZE OF INSTITUTION 17
CLINICAL CAPACITY OF CENTER BY SIZE OF INSTITUTION AND CLINICAL MODEL 18
CLINICAL FTE (CFTE) OF CENTER BY SIZE AND CLINICAL MODEL 18
CLINICAL CAPACITY OF CENTER BY SIZE OF INSTITUTION 19
CLINICAL FTE OF CENTER BY SIZE 19
CLINICAL LOAD INDEX (CLI) BY SIZE 20
STAFF TURNOVER IN PAST YEAR 20
STAFF TURNOVER: WAS LOW SALARY A FACTOR 21
STAFF TURNOVER: WERE CENTER WORK CONDITIONS A FACTOR 21

CENTER BUDGET INFORMATION 22
CENTER SALARY AND BENEFITS BUDGET 22
CENTER OPERATING EXPENSES BUDGET 22
CENTER PROFESSIONAL DEVELOPMENT BUDGET 23
PERCENT OF CENTER BUDGET PROVIDED BY MANDATORY FEE 23
SOURCE OF MANDATORY FEE 24
NO-SHOW FEES 24
FEES CHARGED FOR NO-SHOWS 25

PERCENT OF CAMPUS SERVED BY COUNSELING SERVICES 26
PERCENT OF CAMPUS SERVED BY COUNSELING SERVICES* 26
PERCENT OF CAMPUS SERVED BY COUNSELING SERVICES: COMMUNITY COLLEGES ONLY 26

CENTER CLINICAL SERVICES PROVIDED 27
CRISIS APPOINTMENTS: CENTERS IN THE U.S. 27
CRISIS APPOINTMENTS: CENTERS NOT IN THE U.S. 27
CRISIS APPOINTMENTS AFTER-HOURS: CENTERS IN THE U.S. 28
CRISIS APPOINTMENTS AFTER-HOURS: CENTERS NOT IN THE U.S. 28
TRIAGE APPOINTMENTS: HOW CONDUCTED 29
TRIAGE APPOINTMENTS: HOW MANY WERE ATTENDED 29
TRIAGE APPOINTMENTS: TYPICAL LENGTH 30

"TALK THERAPY" APPOINTMENTS 31
TALK THERAPY: UNIQUE CLIENTS WHO ATTENDED 31
TALK THERAPY: NUMBER OF APPOINTMENTS ATTENDED 31
TALK THERAPY: AVERAGE APPOINTMENTS ATTENDED PER CLIENT 32
TALK THERAPY: PERCENT APPOINTMENTS ATTENDED PER CLIENT 32
TALK THERAPY: PERCENT APPOINTMENTS NO-SHOWED 33
TALK THERAPY: PERCENT APPOINTMENTS CANCELLED OR RESCHEDULED BY CLIENTS 33
TALK THERAPY: PERCENT APPOINTMENTS CANCELLED OR RESCHEDULED BY COUNSELORS 34
TALK THERAPY: 34
PERCENT APPOINTMENTS SCHEDULED FOR < 50 MIN 34

PSYCHIATRIC APPOINTMENTS 35
PSYCHIATRIC SERVICES: ANY AVAILABLE AT CENTER 35
PSYCHIATRIC SERVICES: UNIQUE CLIENTS WHO ATTENDED 35
PSYCHIATRIC SERVICES: APPOINTMENTS ATTENDED 36
PSYCHIATRIC SERVICES: APPOINTMENTS ATTENDED PER CLIENT 36
PSYCHIATRIC SERVICES: PERCENT APPOINTMENTS ATTENDED PER CLIENT 37

PSYCHIATRIC SERVICES: APPOINTMENTS NO-SHOWED BY CLIENTS 37
PSYCHIATRIC SERVICES: PERCENT OF APPOINTMENTS NO-SHOWED BY CLIENTS 38
PSYCHIATRIC SERVICES: APPOINTMENTS CANCELLED OR RESCHEDULED 38
PSYCHIATRIC SERVICES: PERCENT OF APPOINTMENTS CANCELLED OR RESCHEDULED 39
PSYCHIATRIC SERVICES: SUFFICIENCY OF AVAILABLE HOURS 39

GROUP THERAPY 40
GROUP THERAPY: NUMBER OF GROUPS CENTER RAN 40
GROUP THERAPY: UNIQUE STUDENTS WHO ATTENDED 40

CLIENT PRESENTING PROBLEMS 41
CLIENT PRESENTING PROBLEMS 41

ACADEMIC IMPACT OF COUNSELING 42
CLIENTS REPORTING COUNSELING HELPED THEIR ACADEMIC PERFORMANCE 42
CLIENTS REPORTING COUNSELING HELPED THEM STAY IN SCHOOL 42

OTHER SIGNIFICANT EVENTS 42
CLIENTS WHO TOOK A LEAVE FOR PSYCHOLOGICAL REASONS 42
CLIENTS SENT TO HOSPITAL FOR PSYCHOLOGICAL REASONS 43
CLIENTS ADMITTED TO HOSPITAL FOR PSYCHOLOGICAL REASONS 43
INVOLUNTARY HOSPITALIZATIONS 44
CLIENTS WHO ATTEMPTED SUICIDE 44
CLIENTS WHO DIED BY SUICIDE 45
CLIENTS WHO DIED IN AN ACCIDENT 45

SESSION LIMITS 46
ANY SESSION LIMIT 46
TYPE OF SESSION LIMIT 46
SESSION LIMIT TIME FRAME 46
SESSION LIMIT NUMBER 47

WAIT LISTS 48
CENTERS THAT HAD ANY CLIENTS ON A WAITLIST 48
WEEKS WAITLIST WAS IN EFFECT 48
MAXIMUM NUMBER OF CLIENTS ON WAITLIST 49
WHEN CLIENTS ARE PUT ON WAITLIST 49
WHO HAS RESPONSIBILITY FOR WAITLIST CLIENTS 49
AVERAGE WAIT FOR FIRST APPOINTMENT (ALL CLIENTS) 50
AVERAGE WAIT FOR FIRST APPOINTMENT AFTER TRIAGE APPOINTMENT 50
AVERAGE WAIT FOR FIRST APPOINTMENT (WAITLIST CLIENTS ONLY) 51
FIRST APPOINTMENT WAS A CRISIS 51

FTE OF CLINICAL STAFF 52
PROFESSIONAL / CLINICAL ("TALK THERAPY") FTES 52
PROFESSIONAL / CLINICAL ("TALK THERAPY") TRAINEES FTES 52
PSYCHIATRIC PROVIDER FTES 53
CENTERS THAT HAVE ANY PSYCHIATRIC PROVIDER 53
SUPPORT STAFF FTES 54

DEMOGRAPHICS OF STAFF EMPLOYEES 55

CASE MANAGERS 56

CASE MANAGERS: CENTERS THAT HAVE ANY 56
CASE MANAGERS: HOW MANY ON THE CAMPUS 56
CASE MANAGERS: SERVICES PROVIDED BY 57
OTHER CAMPUS OFFICES WITH CASE MANAGER(S) 57

CENTER POSITIONS GAINED AND LOST 58

STUDENT TO STAFF RATIOS 59
STUDENT TO COUNSELING STAFF RATIO ("TALK THERAPY" FTE STAFF ONLY) 59
NUMBER OF STUDENTS SERVED PER FTE "TALK THERAPY" STAFF AND TRAINEES 59

COUNSELING AND HEALTH SERVICES COLLABORATION 60
COUNSELING SERVICES' PROXIMITY TO HEALTH SERVICES 60
RESOURCES COUNSELING AND HEALTH SERVICES SHARE IN COMMON 60
NUMBER OF CLIENTS WHO REQUIRED COORDINATION OF CARE 61
COORDINATION OF CARE BETWEEN COUNSELING AND HEALTH SERVICES 61
SHARING OF RECORDS BETWEEN COUNSELING AND HEALTH SERVICES 61
CURRENT ARRANGEMENT BETWEEN COUNSELING AND HEALTH SERVICES 62
SUPERVISOR'S PROFESSIONAL BACKGROUND 62
DEGREE OF COLLABORATION BETWEEN COUNSELING AND HEALTH SERVICES 62
QUALITY OF COLLABORATION BETWEEN COUNSELING AND HEALTH SERVICES 63
RECORD-KEEPING SYSTEM USED BY COUNSELING SERVICES 63
RECORD-KEEPING SYSTEM USED BY HEALTH SERVICES 63

PARTICIPATING COLLEGES AND UNIVERSITIES 64

Executive Summary

A total of 571 counseling center directors responded to the 2018 AUCCCD survey. Among participants, 542 indicated current membership to the Association for University and College Counseling Center Directors (AUCCCD). This represents a 61.2% response rate from AUCCCD members, the second highest ever for this survey.

Counseling services improve student academic performance:

Counseling services have a positive impact on academics, as measured by student self-report: 65.8% of clients stated that counseling services helped with their academic performance.

Counseling services improve student retention:

Counseling services have a positive impact on retention, as measured by student self-report: 63.2% of clients stated that counseling services helped them stay in school.

Institutions continue to invest additional resources in counseling services:

43.3% of centers gained staff positions, while only 8.6% lost staff positions. Counseling centers continue to gain staff member FTE at a much higher rate than those losing staff.

For the 538 centers who responded to this question, a total of 323.9 FTE staff positions were gained, while 34.9 positions were lost, for a net gain of 289.0 FTE counseling positions.

Anxiety continues to be the most frequent concern among college counseling center clients

The most frequent concern for counseling center clients was anxiety (58.9%), followed by depression (48.0%), stress (46.9%), specific relationship problems (29.5%), family concerns (29.0%), suicidal thoughts (28.4%), academic performance difficulties (28.2%), sleep disturbance (19.1%), social isolation / loneliness (18.5%), significant previous mental health treatment history (16.5%), and adjustment to a new environment (15.8%).

Stepped Care

35.9% of centers used a version of stepped care, which refers to offering a campus-wide menu of service options ranging from no care at all to weekly therapy at the counseling center (options may include appropriate forms of self-help, wellness coaching, support groups, mindfulness classes, appropriate apps and online resources etc.).

Case Managers in the Counseling Center

24.5% of centers have one or more case managers on their staff.

Turnover in Counseling Center Staff

51.8% of centers had one or more counseling center positions turnover during the past year. Low staff salaries and problematic center work conditions were factors in a significant proportion of this turnover.

Clinical Models Used at Centers

At 37.3% of centers, clinical staff are expected to evaluate and then assume primary clinical responsibility for a specific number of new clients each week, regardless of how many clients they were currently responsible for. (Absorption model)

At 24.3% of centers, clinical staff are expected to evaluate a specific number of new clients per week (triage, screening, intake, etc.) but were not expected to assume primary clinical responsibility. (Standard Treatment Model A)

At 38.4% of centers, clinical staff are expected to accept a new client for an initial assessment and subsequently assume primary clinical responsibility for a client ONLY if there is an available space on their schedule. (Standard Treatment Model B)

Clinical Load Index

A new measure, the Clinical Load Index (CLI) was introduced on the survey this year. The CLI, along with associated new measures (clinical capacity, and clinical FTE) may prove to be an improved method for evaluating and comparing counseling center clinical resources.

Psychiatric Services on Campus

46.6% of directors reported that psychiatric services are offered on their campus. 57.0% of directors whose centers have psychiatric services reported that they need more hours of psychiatric services than they currently have to meet student needs.

Session Limits

54.3% of centers do not have a session limit, another 44.5% have a flexible session limit (state a limit but exceptions are made), and only 1.2% have a “hard” session limit (no exceptions).

Wait for a First Appointment

The average wait for all clients for a first appointment was 6.5 business days.

Waitlist

66.3% of centers reported that they did NOT have a waitlist. For centers that have a waitlist, the average wait for a first appointment for clients on the waitlist was 17.7 business days.

Counselors Embedded in Other Campus Locations

19.2% of centers have counselors embedded in other offices on campus. Larger centers are more likely to have embedded counselors.

Counseling Clients Requiring Coordinated Care with Medical Providers

95.8% of counseling center clients did NOT require coordination of care with medical providers (except for psychiatric providers). 18.4% required coordination of care with psychiatric providers (often located in the counseling center).

Director Information

Director Racial/Ethnic Background

Director Racial/Ethnic Background (check all that apply)	Count	Percent
American Indian / Native American	0	0.0%
Arab / Middle Eastern	1	0.6%
Asian / Asian American	7	4.5%
Black / African American	5	3.2%
Latinx	5	3.2%
Multiracial	5	3.2%
White / Caucasian	134	85.4%
TOTAL	**157**	**100.0%**

Director Gender

Director Gender (check all that apply)	# of Centers	Percent
Cis-Female	110	68.3%
Cis-Male	49	30.4%
Gender non-binary / non-forming / fluid	2	1.2%
TOTAL	**161**	**100.0%**

Director Sexual Orientation

Director Sexual Orientation	# of Centers	Percent
Bisexual	8	5.4%
Gay man	7	4.7%
Heterosexual	123	82.6%
Lesbian	8	5.4%
Queer	1	0.7%
Other	2	1.3%
TOTAL	**149**	**100.0%**

Director Documented Disability

Director Documented Disability (check all that apply)	# of Centers	Percent
No disability	131	91.0%
Attention deficit disorder	6	4.2%
Learning disability	1	0.7%
Medical / health	1	0.7%
Neurological disorder	1	0.7%
Psychological / psychiatric disorder / condition	1	0.7%
Visual impairment	2	1.4%
Other	1	0.7%
TOTAL	**144**	**100.0%**

Director Highest Degree

Director Highest Degree	# of Centers	Percent
Ed.D.	1	0.6%
M.A.	11	6.8%
M.D.	2	1.2%
M.Ed.	3	1.9%
M.S.	4	2.5%
M.S.W.	8	4.9%
Ph.D.	103	63.6%
Psy.D.	30	18.5%
TOTAL	**162**	**100.0%**

Director Professional Identity

Director Professional Identity	# of Centers	Percent
Counseling	25	15.6%
Higher Education Administration	1	0.6%
Marriage & Family Therapy	1	0.6%
Medicine	2	1.3%
Psychology, Clinical	59	36.9%
Psychology, Counseling	60	37.5%
Social Work	10	6.3%
Other	2	1.3%
TOTAL	**160**	**100.0%**

Director License or Board Certification

Director Has Appropriate Professional License or Board Certification	# of Centers	Percent
No	0	0%
Yes	163	100.0%
TOTAL	**163**	**100.0%**

Director: Years of Experience as Director In Current Position

Total Completed Years AS DIRECTOR in Current Position (NOT Including Other Positions Held in the Past)	# of Centers	Percent
0 (first year as director)	23	14.9%
1 to 5 years	63	40.9%
6 to 10 years	25	16.2%
11 to 15 years	26	16.9%
16 or more years	17	11.0%
TOTAL	**154**	**100.0%**

Director: Total Years of Professional Experience

Total Completed Years of PROFESSIONAL EXPERIENCE After Earning Last Relevant Degree	# of Centers	Percent
0 years (first year since obtaining degree)	1	0.7%
1 to 5 years	6	4.0%
6 to 10 years	23	15.4%
11 to 15 years	34	22.8%
16 to 20 years	36	24.2%
21 to 25 years	18	12.1%
26 to 30 years	18	12.1%
31 to 35 years	11	7.4%
36 or more years	2	1.3%
TOTAL	**149**	**100.0%**

Is Director Position Full-Time 12 Months

Is Your (Director) Position Full-Time, 12-Months?	# of Centers	Percent
No	25	15.8%
Yes	133	84.2%
TOTAL	**164**	**100.0%**

Director: Hours Works Per Week

Hours Worked Per Week	# of Centers	Percent
Less than 35	4	2.4%
35	15	9.1%
36 to 39	29	17.7%
40	116	70.7%
TOTAL	**158**	**100.0%**

NOTE: The data on the tables from page 3 up to this point are taken from the 2018 Staff and Salary Survey. Beginning with the next table, the rest of the data reported in this monograph are from the Director Survey (unless clearly marked otherwise).

Director Country of Citizenship

Director Country of Citizenship	# of Centers	Percent
Australia	2	0.4%
Canada	17	3.0%
Japan	4	0.7%
United States of America	539	94.4%
Other	9	1.6%
TOTAL	**571**	**100.0%**

"Other" included one each from Austria, Germany, Macedonia, Mauritius, Singapore, South Korea, St. Kitts, Trinidad & Tobago, and Turkey.

AUCCCD Membership Status

Were / Are You a Member of AUCCCD?	No Count	No Percent	Yes Count	Yes Percent	Total
Last Year (2017-18)	81	14.4%	483	85.6%	564
This Year (2018-19)	26	4.6%	542	95.4%	568

One-Person Centers

Do You Consider Your Center a One-Person Counseling Center (i.e., The Director is the Only Clinical Staff Member)?	# of Centers	Percent
No	548	96.3%
Yes	21	3.7%
TOTAL	**569**	**100.0%**

Time Spent by Directors

Average Percent of Time Spent by Counseling Center Directors					
School Size	**# of Centers**	**Direct Services**	**Indirect Services**	**Adminis-tration**	**Other**
Under 1,501	64	51.1%	19.2%	24.3%	5.4%
1,501 – 2,500	69	46.1%	18.3%	32.1%	3.6%
2,501 – 5,000	93	43.6%	21.0%	30.2%	5.2%
5,001 – 7,500	58	36.6%	18.8%	41.4%	3.3%
7,501 – 10,000	44	30.2%	20.8%	44.3%	4.8%
10,001 – 15,000	58	25.7%	21.1%	47.8%	5.4%
15,001 – 20,000	47	23.6%	18.6%	53.9%	3.9%
20,001 – 25,000	38	18.5%	20.3%	57.5%	3.7%
25,001 – 30,000	24	22.6%	23.4%	51.4%	2.6%
30,001 – 35,000	17	15.9%	16.8%	62.8%	4.4%
35,001 – 45,000	19	13.0%	15.2%	68.7%	3.2%
45,001 and over	19	15.3%	17.1%	64.5%	3.2%
TOTAL	**550**	**33.9%**	**19.6%**	**42.3%**	**4.3%**

NOTE: Direct Service includes contact by a clinician with (an) identified client(s) where the clinician is providing a therapeutic intervention; INCLUDING, for supervisors, supervision of trainees and unlicensed staff.

Indirect Service includes outreach, RA/peer/clinical training, consultation, case conferences, case notes and other case management activities).

Administrative Service includes staff business meetings, committee work, center management, and professional development).

Other includes research, teaching, etc.

Areas / Functions Director Oversees

Areas / Functions The Counseling Center Director OVERSEES (Is in Charge of) on Campus	# of Centers	Percent
Academic Advising	6	1.1%
AOD education and prevention	113	20.0%
BIT or CARE team	38	6.7%
Career services	14	2.5%
Conduct/Judicial office	1	0.2%
Counseling services	551	97.7%
Dean of student services	3	0.5%
Dental services	0	0%
Disability services	61	10.8%
Educational support services	7	1.2%
Enrollment services	1	0.2%
First-Year seminars	1	0.2%
Food insecurity services	16	2.8%
Health services	92	16.3%
Health promotion services	81	14.4%
Homelessness services	10	1.8%
Immunizations	39	6.9%
Occupational therapy	1	0.2%
Pharmacy	3	0.5%
Psychiatric services	230	40.8%
Recreation services	4	0.7%
Sexual misconduct education and prevention	39	6.9%
Spiritual life	7	1.2%
Student affairs	4	0.7%
Testing center	42	7.4%
Threat assessment team	13	2.3%
Title IX	6	1.1%
TRIO services	1	0.2%
Tutoring	2	0.4%
Veterans services	9	1.6%
Violence prevention	29	5.1%
Women's resource center	5	0.9%
Other	36	6.4%
TOTAL CENTERS RESPONDING	**564**	**100.0%**

Institutional Information

Country Institution is Located In

Country in Which College or University is Located	# of Centers	Percent
Australia	2	0.4%
Canada	17	3.0%
Grenada	1	0.2%
Japan	4	0.7%
Qatar	1	0.2%
St. Kitts	1	0.2%
United States of America	545	95.4%
TOTAL	571	100.0%

State Institution is Located In

State University is Located	# of Centers	State University is Located	# of Centers	State University is Located	# of Centers
Alabama	7	Massachusetts	32	South Dakota	0
Alaska	0	Michigan	13	Tennessee	5
Arizona	2	Minnesota	11	Texas	26
Arkansas	2	Mississippi	1	Utah	9
California	38	Missouri	14	Vermont	2
Colorado	12	Montana	2	Virginia	26
Connecticut	5	Nebraska	3	Washington	7
Delaware	2	Nevada	1	West Virginia	4
Florida	20	New Hampshire	2	Wisconsin	12
Georgia	20	New Jersey	18	Wyoming	1
Hawaii	0	New Mexico	2		
Idaho	5	New York	57	District of Columbia	4
Illinois	25	North Carolina	20		
Indiana	13	North Dakota	1	Puerto Rico	1
Iowa	8	Ohio	24		
Kansas	5	Oklahoma	3		
Kentucky	6	Oregon	5	Not in U.S.A.	26
Louisiana	4	Pennsylvania	34		
Maine	7	Rhode Island	4	TOTAL	571
Maryland	14	South Carolina	6		

School Location

School Location	# of Centers	Percent
Metropolitan Inner-City Campus	70	12.3%
Urban Campus – inside a city or town	243	42.6%
Urban Adjacent Campus – Easy access to urban envir.	110	19.3%
Rural Campus – More distant access to urban envir.	146	25.6%
Other	2	0.4%
TOTAL	**571**	**100.0%**

School Size (Enrollment Categories)

School Sizes of Survey Respondents	# of Centers	Percent		School Sizes of All AUCCCD Members*	Percent of All AUCCCD Members*
Under 1,501	69	12.1%		99	11.2%
1,501 – 2,500	71	12.4%		129	14.6%
2,501 – 5,000	99	17.3%		180	20.4%
5,001 – 7,500	59	10.3%		81	9.2%
7,501 – 10,000	47	8.2%		81	9.2%
10,001 – 15,000	59	10.3%		91	10.3%
15,001 – 20,000	47	8.2%		64	7.2%
20,001 – 25,000	38	6.7%		44	5.0%
25,001 – 30,000	25	4.4%		42	4.8%
30,001 – 35,000	17	3.0%		20	2.3%
35,001 – 45,000	21	3.7%		30	3.4%
45,001 and over	19	3.3%		23	2.6%
TOTAL	**571**	**100.0%**		**884**	**100.0%**

* Based on the December, 2018 AUCCCD membership list

Centers that participated in the survey are very similar to the entire AUCCCD membership in terms of percent in each school size category.

School Status

School Status	# of Centers	Percent
Art School only (e.g., Culinary, Music, Design, etc.)	10	1.7%
Community college (e.g., 2-year)	21	3.7%
Health prof. school only (e.g., Chiropractic, Nursing, etc.)	19	3.3%
Science, Technology, Engineering and Math (STEM) institution only	13	2.3%
Four-year public university	209	36.6%
Four-year public college	49	8.6%
Four-year private university	152	26.6%
Four-year private college	92	16.1%
Other	6	1.1%
TOTAL	**571**	**100.0%**

Percent of Enrolled Undergraduate Students Who Live On-Campus

Percent of ALL Enrolled Undergraduate Students Who Live On-Campus				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	62.8%	43	0%	99%
1,501 – 2,500	71.5%	51	0%	100%
2,501 – 5,000	57.7%	55	0%	100%
5,001 – 7,500	41.5%	38	0%	90%
7,501 – 10,000	35.3%	26	0%	99%
10,001 – 15,000	38.6%	42	1%	98%
15,001 – 20,000	28.5%	35	0%	98%
20,001 – 25,000	27.0%	22	0%	94%
25,001 – 30,000	17.7%	13	0%	50%
30,001 – 35,000	25.2%	10	0%	45%
35,001 – 45,000	27.2%	10	9%	60%
45,001 and over	25.9%	13	2%	61%
Total	**45.6%**	**358**	**0%**	**100%**

Campus Teams and Policies

Does Your Campus Have: (Percent Responding "Yes")	BIT	TAT	Combined TAT & BIT	Version of Stepped Care	# of Centers
Under 1,501	91.2%	62.7%	55.2%	22.1%	68
1,501 – 2,500	91.5%	63.4%	56.5%	21.4%	71
2,501 – 5,000	90.8%	76.0%	48.5%	18.4%	98
5,001 – 7,500	93.1%	78.0%	56.9%	39.0%	58
7,501 – 10,000	91.5%	74.5%	63.8%	36.2%	47
10,001 – 15,000	96.6%	89.3%	49.1%	40.4%	58
15,001 – 20,000	100.0%	91.5%	63.0%	44.7%	47
20,001 – 25,000	94.6%	75.7%	44.4%	61.1%	37
25,001 – 30,000	91.7%	72.0%	52.0%	40.0%	24
30,001 – 35,000	100.0%	88.2%	52.9%	64.7%	17
35,001 – 45,000	100.0%	85.7%	52.4%	71.4%	21
45,001 and over	94.4%	88.9%	50.0%	66.7%	18
TOTAL	**93.6%**	**76.6%**	**53.9%**	**35.9%**	
TOTAL # of Centers Responding	**564**	**561**	**558**	**563**	**564**

"BIT" refers to Behavioral Intervention Team or CARE team or similar team
"TAT" refers to Threat Assessment Team"
"Combined TAT & BIT" means campuses where a single team handles both functions

Types of Enrolled Students

Types of Enrolled Students at Your Institution	# of Centers	Percent
Pre-college students (e.g., secondary students)	116	20.5%
Undergraduates	553	97.5%
Graduate students	468	82.5%
Professional school students	216	38.1%
Other	26	4.6%
TOTAL	**567**	

Affiliations of Institution

Indicate Which of the Following Affiliations Your Institution Has and/or Benchmarks With. (check all that apply)	# of Centers
AAU (Association of American Universities)	73
ACCU (Association of Catholic Colleges and Universities)	30
ACM (Associated Colleges of the Midwest)	8
ACS (Associated Colleges of the South)	9
AICAD (Association of Independent Colleges of Art & Design)	8
CI (Catholic Institution)	42
CCCU (Council for Christian Colleges and Universities)	13
COFHE (Council on Financing Higher Education)	22
GLCA (Great Lakes Colleges Association)	8
HBCU (Historically Black Colleges and Universities)	13
HLC (Higher Learning Commission)	8
HSI (Hispanic-Serving Institution)	38
Ivy League, or Ivy Plus	10
MSCHE (Middle States Commission on Higher Education)	5
NESCAC (New England Small College Athletic Conference)	20
National Liberal Arts College or University	30
Research 1 University	78
Research 2 University	5
Research 3 University	11
SACS (Southern Association of College and Schools)	8
Tribal College or University	1
Other benchmarking groups to which the institution belongs	68

Center Information

Institutional Division Center is Part of

Institutional Division that Center Is In	# of Centers	Percent
Student Affairs / Student Development	466	83.7%
Academic Affairs	12	2.2%
Academic & Student Affairs	19	3.4%
Enrollment Management & Student Affairs	24	4.3%
Health services (if not part of Student Affairs)	10	1.8%
Student Success / Support Services	16	2.9%
Other	10	1.8%
TOTAL	**557**	**100.0%**

Months of Year That Center is Open for Counseling Services

Number of Months of the Year that Center is Open for Counseling Services	# of Centers	Percent
8	5	0.9%
9	44	7.9%
10	53	9.5%
11	14	2.5%
12	431	77.5%
12 but only limited summer hours	9	1.6%
TOTAL	**556**	**100.0%**

Time First Clinical Appointment Began at Center

Time First Clinical Appointment Began					
School Size	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Before 8:00am	0.9%	0.6%	0.9%	0.9%	1.1%
8:00am	42.1%	41.2%	41.3%	41.1%	41.0%
8:30am	12.5%	11.3%	10.3%	10.7%	12.0%
9:00am	40.7%	42.4%	41.3%	42.0%	41.9%
Later than 9:00am	3.7%	4.5%	6.1%	5.2%	4.0%
Total # Centers	**558**	**556**	**552**	**552**	**549**

Does Center Offer Any Clinical Appointments on Weekends

School Size	Saturday Percent	Sunday Percent
No appts offered	96.6%	99.5%
Counseling appts	2.7%	0.4%
Groups offered	0.4%	0.0%
Psychiatric appts	0.4%	0.2%
Total # Centers	**555**	**559**

Time Last Clinical Appointment Ended at Center

Time Last Clinical Appointment Ended					
Time Appt Ended	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Before 4:00pm	5.4%	4.7%	5.2%	5.2%	8.5%
4:00pm	22.1%	21.0%	21.1%	22.8%	28.8%
4:30pm	11.0%	10.8%	10.1%	11.7%	13.5%
5:00pm	37.4%	34.2%	35.2%	36.8%	44.7%
5:30pm	2.5%	2.7%	2.5%	1.8%	1.3%
6:00pm	9.4%	9.7%	10.1%	9.0%	2.3%
6:30pm	1.1%	2.0%	1.6%	1.1%	0%
7:00pm	8.3%	10.4%	10.3%	8.3%	0.7%
Later than 7:00pm	2.9%	4.6%	3.8%	3.5%	0.2%
Total # Centers	556	556	554	557	555

Center Policy About Frequency of Individual Counseling Appointments

Center Policy About Frequency of Individual Counseling Appointments					
Size of Institution	**Number of Centers**	**Most Seen Weekly**	**Most Seen Every 2 Weeks**	**Almost All Seen Every 2 Weeks**	**Other**
Under 1,501	67	62.7%	25.4%	9.0%	3.0%
1,501 – 2,500	69	46.4%	42.0%	11.6%	0.0%
2,501 – 5,000	94	57.4%	25.5%	16.0%	1.1%
5,001 – 7,500	58	55.2%	31.0%	12.1%	1.7%
7,501 – 10,000	44	47.7%	29.5%	20.5%	2.3%
10,001 – 15,000	57	40.4%	38.6%	21.1%	0.0%
15,001 – 20,000	47	55.3%	31.9%	10.6%	2.1%
20,001 – 25,000	36	30.6%	33.3%	33.3%	2.8%
25,001 – 30,000	25	36.0%	44.0%	16.0%	4.0%
30,001 – 35,000	17	17.6%	35.3%	41.2%	5.9%
35,001 – 45,000	20	10.0%	55.0%	30.0%	5.0%
45,001 and over	18	16.7%	44.4%	33.3%	5.6%
TOTAL	**552**	**46.7%**	**33.7%**	**17.6%**	**2.0%**

Integral Parts of Centers' Mission

Areas That Represent an Integral Part of Centers' Mission	# of Centers	Percent
Campus outreach	541	96.1%
Career counseling	541	11.5%
Career testing	541	6.3%
Clinical supervision of trainees	541	76.3%
Clinical supervision of unlicensed staff employees	541	61.4%
Community outreach (i.e., off-campus)	541	19.4%
Couples therapy	541	44.2%
Crisis intervention	541	98.9%
Direct clinical service	541	99.6%
Institution committee work	541	81.0%
Meetings with other offices and departments	541	91.5%
Neuropsychological testing/assessment	540	11.1%
Psychoeducational groups/workshops	541	87.6%
Research, to understand trends/needs at your institution	538	54.1%
Research for potential publication	540	8.7%
Staff/faculty training	541	88.2%
Student affairs/student develop. committees/work groups	539	85.7%
Student worker training (e.g., RAs)	541	73.4%
Teaching courses for academic credit	541	9.2%
Teaching non-academic credit courses	541	5.2%
University committees or working groups	541	81.3%
Other	541	12.9%
TOTAL CENTERS	541	100.0%

Tele-Health Services: Any Provided

Did Center Provide Any Form of Tele-Health Provision of Clinical Services Last Year?	# of Centers	Percent Yes
No, center did NOT provide any form of tele-health service(s)	193	40.8%
Yes, center DID one or more forms of tele-health service(s)	280	59.2%
TOTAL	473	100.0%

Tele-Health Services: Types Provided

Which of the Following Forms of Tele-Health Provision of Clinical Services Did Your Center Provide Last Year?	# of Centers	Percent Yes
Mental Health Screening online	217	45.3%
Telephone COUNSELING sessions (NOT including scheduling appts, etc.)	54	11.3%
Interactive Screening Program for Suicide	49	10.3%
Therapist Assisted Online (TAO)	44	9.2%
WellTrack	21	4.4%
Video counseling sessions (e.g., using VSee)	17	3.5%
Silvercloud	6	1.3%

Embedded Counselors: Centers That Have Any

Counselors Embedded in Another Campus Office / Dept.	# of Centers That Responded	# of Centers That Have Any Embedded Counselors	% Yes
Under 1,501	52	2	3.8%
1,501 – 2,500	58	1	1.7%
2,501 – 5,000	80	3	3.8%
5,001 – 7,500	51	1	2.0%
7,501 – 10,000	38	4	13.2%
10,001 – 15,000	52	11	21.2%
15,001 – 20,000	43	17	39.5%
20,001 – 25,000	27	11	40.7%
25,001 – 30,000	22	8	36.4%
30,001 – 35,000	16	9	56.3%
35,001 – 45,000	19	10	52.6%
45,001 and over	16	13	81.3%
TOTAL	**474**	**90**	**19.2%**

Embedded Counselors: Location

Embedded Counselor Locations (for centers with embedded counselors only)	# of Centers	Mean
Athletic department	29	1.2
Residence hall(s)	23	1.5
School(s) or college(s) within the university	45	2.7
Under-represented student service office(s)	24	2.0
Health services	7	1.4
Other locations	8	1.3
TOTAL	**90**	

Average Time Spent by Staff Counselors

Average Percent of Time Spent by a Full-Time, Non-Administrative Staff Counselor					
Size of Institution	**# of Centers**	**Direct Services**	**Indirect Services**	**Adminis-tration**	**Other**
Under 1,501	49	63.3%	19.8%	13.5%	3.5%
1,501 – 2,500	62	69.5%	18.3%	10.9%	1.4%
2,501 – 5,000	80	65.7%	20.3%	11.5%	2.5%
5,001 – 7,500	54	65.3%	19.7%	13.4%	1.6%
7,501 – 10,000	42	63.9%	20.1%	13.2%	2.7%
10,001 – 15,000	55	61.5%	22.4%	13.3%	2.8%
15,001 – 20,000	42	63.4%	21.6%	13.5%	1.5%
20,001 – 25,000	33	61.6%	24.1%	12.2%	2.1%
25,001 – 30,000	24	57.0%	22.9%	15.7%	4.4%
30,001 – 35,000	17	61.3%	24.4%	12.2%	2.2%
35,001 – 45,000	17	61.3%	24.9%	10.6%	3.2%
45,001 and over	17	61.5%	23.2%	12.8%	2.5%
TOTAL	**492**	**63.9%**	**21.0%**	**12.6%**	**2.4%**

NOTE: Direct Services include contact by a clinician with a(n) identified client(s) where the clinician is providing a therapeutic intervention INCLUDING, for supervisors, supervision of trainees and unlicensed staff. Indirect Services include outreach, RA/peer/clinical training, consultation, case conferences, case notes and other case management activities. Administrative Services include staff business meetings, committee work, center management, and professional development. Other refers to research, teaching, etc.

Clinical Model, Clinical Capacity, Clinical FTE, and Clinical Load Index

Four new center metrics were included for the first time on the 2018 AUCCCD Survey: Clinical Model, Clinical Capacity, Clinical FTE, and Clinical Load Index.

Clinical Model Used at Center

Model of Clinical Care at Your Center		
School Size	**Count of Centers**	**% of Centers**
MODEL #1	203	37.3%
MODEL #2	132	24.3%
MODEL #3	209	38.4%
Total # Centers	**544**	**100.0%**

MODEL 1: Clinical staff were expected to evaluate and then assume primary clinical responsibility for a specific number of new clients each week, regardless of how many clients they were currently responsible for. (Absorption model)

MODEL 2: Clinical staff were expected to evaluate a specific number of new clients per week (triage, screening, intake, etc.) but were not expected to assume primary clinical responsibility. (Standard Treatment Model A)

MODEL 3: Clinical staff were expected to accept a new client for an initial assessment and subsequently assume primary clinical responsibility for a client ONLY if there is an available space on their schedule. (Standard Treatment Model B)

Clinical Model by Size of Institution

Clinical Model by Size of Institution				
Size of Institution	**Model #1**	**Model #2**	**Model #3**	**# of Centers**
Under 1,501	36.9%	7.7%	55.4%	65
1,501 – 2,500	34.8%	10.6%	54.5%	66
2,501 – 5,000	37.4%	17.6%	45.1%	91
5,001 – 7,500	41.4%	19.0%	39.7%	58
7,501 – 10,000	35.6%	24.4%	40.0%	45
10,001 – 15,000	32.8%	34.5%	32.8%	58
15,001 – 20,000	43.5%	37.0%	19.6%	46
20,001 – 25,000	33.3%	33.3%	33.3%	36
25,001 – 30,000	24.0%	36.0%	40.0%	25
30,001 – 35,000	31.3%	50.0%	18.8%	16
35,001 – 45,000	60.0%	30.0%	10.0%	20
45,001 and over	44.4%	55.6%	0.0%	18
TOTAL	**37.3%**	**24.3%**	**38.4%**	**544**

Model 2 was more frequent at centers at larger institutions. Model 3 was more frequent at centers at smaller institutions. Model 1 showed no clear pattern by size of institution.

Clinical Capacity of Center by Size of Institution and Clinical Model

Clinical Capacity of Center (Hours per Week) by Size of Institution and Clinical Model							
Size of Institution	**Model #1**	**# of Centers**	**Model #2**	**# of Centers**	**Model #3**	**# of Centers**	**Total # of Centers**
Under 1,501	55.0	20	41.6	5	58.7	27	52
1,501 – 2,500	78.5	23	105.3	7	98.0	31	61
2,501 – 5,000	86.0	28	106.9	16	90.0	30	74
5,001 – 7,500	100.1	19	91.4	10	109.3	21	50
7,501 – 10,000	151.4	11	151.7	8	121.0	11	30
10,001 – 15,000	247.3	15	275.0	14	178.9	14	43
15,001 – 20,000	243.4	12	237.8	13	182.9	7	32
20,001 – 25,000	329.4	9	346.9	10	239.0	8	27
25,001 – 30,000	432.8	5	282.8	5	174.4	7	17
30,001 – 35,000	295.3	3	310.4	7	302.5	2	12
35,001 – 45,000	427.0	8	352.7	3	-	0	11
45,001 and over	578.3	3	567.8	5	-	0	8
TOTAL	**171.0**	**156**	**220.2**	**103**	**116.9**	**158**	**417**

Clinical Capacity is defined as the number of hours per week a center has devoted to clinical services, NOT including psychiatric or case management services (computed by summing how many clinical service hours each clinician provides in a typical week when the center is fully operational).

Clinical FTE (CFTE) of Center by Size and Clinical Model

Clinical FTE (CFTE) of Center by Size of Institution and Clinical Model							
Size of Institution	**Model #1**	**# of Centers**	**Model #2**	**# of Centers**	**Model #3**	**# of Centers**	**Total # of Centers**
Under 1,501	2.29	20	1.73	5	2.45	27	52
1,501 – 2,500	3.27	23	4.39	7	4.08	31	61
2,501 – 5,000	3.58	28	4.45	16	3.75	30	74
5,001 – 7,500	4.17	19	3.81	10	4.55	21	50
7,501 – 10,000	6.31	11	6.32	8	5.04	11	30
10,001 – 15,000	10.31	15	11.46	14	7.46	14	43
15,001 – 20,000	10.14	12	9.91	13	7.62	7	32
20,001 – 25,000	13.73	9	14.45	10	9.96	8	27
25,001 – 30,000	18.03	5	11.78	5	7.27	7	17
30,001 – 35,000	12.31	3	12.93	7	12.60	2	12
35,001 – 45,000	17.79	8	14.69	3	-	0	11
45,001 and over	24.10	3	23.66	5	-	0	8
TOTAL	**7.13**	**156**	**9.17**	**103**	**4.87**	**158**	**417**

Clinical FTE (C-FTE) is computed by dividing a center's Clinical Capacity by 24.

Clinical Capacity of Center by Size of Institution

Clinical Capacity of Center (Hours per Week) by Size of Institution				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	55.7	53	20	185
1,501 – 2,500	88.0	64	12	246
2,501 – 5,000	92.1	74	15	280
5,001 – 7,500	101.4	51	30	250
7,501 – 10,000	141.6	32	35	362
10,001 – 15,000	234.1	43	40	864
15,001 – 20,000	229.4	33	20	450
20,001 – 25,000	309.1	27	60	835
25,001 – 30,000	282.3	17	50	845
30,001 – 35,000	345.7	13	65	830
35,001 – 45,000	406.7	11	171	804
45,001 and over	571.8	8	199	750
Total	**163.0**	**426**	**12**	**864**

There is a large amount of variability in the Clinical Capacity of centers within each size category.

Clinical FTE of Center by Size

Clinical FTE of Center by Size of Institution				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	2.32	53	0.83	7.71
1,501 – 2,500	3.67	64	0.50	10.25
2,501 – 5,000	3.84	74	0.63	11.67
5,001 – 7,500	4.22	51	1.25	10.42
7,501 – 10,000	5.90	32	1.46	15.08
10,001 – 15,000	9.75	43	1.67	36.00
15,001 – 20,000	9.56	33	0.83	18.75
20,001 – 25,000	12.88	27	2.50	34.79
25,001 – 30,000	11.76	17	2.08	35.21
30,001 – 35,000	14.40	13	2.71	34.58
35,001 – 45,000	16.95	11	7.13	33.50
45,001 and over	23.82	8	8.29	31.25
Total	**6.79**	**426**	**0.50**	**36.00**

Similarly, there is a large amount of variability in the Clinical FTE of centers within each size category.

Clinical Load Index (CLI) by Size

Clinical Load Index (CLI) of Center by Size of Institution				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	102.5	42	42.2	268.8
1,501 – 2,500	89.2	51	39.0	187.0
2,501 – 5,000	108.3	59	44.9	241.6
5,001 – 7,500	127.1	44	52.5	320.0
7,501 – 10,000	155.1	26	46.8	340.8
10,001 – 15,000	125.8	35	33.8	305.3
15,001 – 20,000	142.4	28	63.4	242.1
20,001 – 25,000	147.7	21	65.3	332.4
25,001 – 30,000	139.6	13	73.4	194.5
30,001 – 35,000	192.3	11	119.8	286.7
35,001 – 45,000	182.1	10	96.9	335.0
45,001 and over	194.5	8	134.7	343.2
Total	**125.5**	**348**	**33.8**	**343.2**

Clinical Load Index (CLI) is computed by dividing the total number of unique clients the center served by the centers Clinical FTE (C-FTE) number.

Staff Turnover in Past Year

Number of Center Mental Health Positions that Turned Over in Past Year (NOT Including Trainees)					
School Size	**None**	**1**	**2**	**3+**	**TOTAL Centers**
Under 1,501	72.5%	25.5%	0%	2.0%	51
1,501 - 2,500	61.7%	26.7%	6.7%	5.0%	60
2,501 - 5,000	56.4%	30.8%	7.7%	5.1%	78
5,001 - 7,500	49.0%	30.6%	16.3%	4.1%	49
7,501 - 10,000	54.1%	35.1%	8.1%	2.7%	37
10,001 - 15,000	32.7%	30.8%	28.8%	7.7%	52
15,001 - 20,000	39.0%	26.8%	19.5%	14.6%	41
20,001 - 25,000	50.0%	23.1%	11.5%	15.4%	26
25,001 - 30,000	38.1%	14.3%	33.3%	14.3%	21
30,001 - 35,000	18.8%	37.5%	25.0%	18.8%	16
35,001 - 45,000	11.1%	11.1%	38.9%	38.9%	18
45,001 and over	18.8%	6.3%	18.8%	56.3%	16
TOTAL	**48.2%**	**27.1%**	**14.6%**	**10.1%**	**465**

Staff Turnover: Was Low Salary a Factor

Number of Staff Who Said That LOW SALARY was a Factor in Their Decision to Leave the Center (Only for Centers That Had Turnover)		
Number of Staff	**Count of Centers**	**Percent of Centers**
0	153	59.1%
1	75	29.0%
2	19	7.3%
3	9	3.5%
4	1	0.4%
5 or more	2	0.8%
TOTAL	**259**	**100.0%**

40.9% of directors reported that staff who left the center said that low salary was a factor in their decision to leave.

Staff Turnover: Were Center Work Conditions a Factor

Number of Staff Who Said That CENTER WORK CONDITIONS were a Factor in Their Decision to Leave the Center (Only for Centers That Had Turnover)		
Number of Staff	**Count of Centers**	**Percent of Centers**
0	167	63.5%
1	66	25.1%
2	20	7.6%
3	7	2.7%
4	2	0.8%
5 or more	1	0.4%
TOTAL	**263**	**100.0%**

36.5% of directors reported that staff who left the center said that center work conditions were a factor in their decision to leave.

Center Budget Information

Center Salary and Benefits Budget

Center Salary and Benefits Budget (not including operating expenses)					
School Size	**# of Centers**	**Mean**	**Minimum**	**Maximum**	**Standard Deviation**
Under 1,501	41	$174,903	$47,459	$461,000	109,185
1,501 – 2,500	39	$293,135	$50,000	$1,001,768	239,489
2,501 – 5,000	61	$348,318	$87,000	$961,000	195,153
5,001 – 7,500	31	$552,492	$78,444	$1,815,200	372,953
7,501 – 10,000	27	$648,440	$121,080	$1,799,000	397,295
10,001 – 15,000	41	$979,035	$250,000	$4,671002	767,261
15,001 – 20,000	27	$1,372,720	$231,000	$4,418,319	996,851
20,001 – 25,000	20	$1,464,662	$350,000	$4,500,000	1,057,176
25,001 – 30,000	14	$2,047,804	$270,500	$7,300,000	1,707,437
30,001 – 35,000	14	$1,924,742	$500,000	$3,635,699	1,024,733
35,001 – 45,000	15	$2,951,300	$1,240,440	$5,800,533	1,387,507
45,001 and over	14	$3,702,622	$1,748,216	$5,800,000	1,225,494
Total	**344**	**$967,165**	**$47,459**	**$7,300,000**	**1,156,985**

Center Operating Expenses Budget

Center Operating Expenses Budget (not including salary and benefits)					
School Size	**# of Centers**	**Mean**	**Minimum**	**Maximum**	**Standard Deviation**
Under 1,501	45	$38,238	$0	$780,000	119,330
1,501 – 2,500	55	$42,657	$0	$330,000	64,844
2,501 – 5,000	68	$43,703	$3,200	$419,702	74,632
5,001 – 7,500	45	$62,913	$1,600	$763,568	138,775
7,501 – 10,000	29	$47,214	$1,000	$190,805	43,285
10,001 – 15,000	43	$111,272	$5,589	$971,632	196,179
15,001 – 20,000	27	$166,634	$5,518	$725,810	175,880
20,001 – 25,000	22	$100,955	$8,000	$623,543	151,382
25,001 – 30,000	14	$162,448	$2,500	$853,888	217,387
30,001 – 35,000	13	$252,817	$13,580	$1,000,000	271,925
35,001 – 45,000	15	$193,493	$20,172	$589,064	172,561
45,001 and over	13	$357,152	$41,825	$953,715	288,155
Total	**389**	**$92,159**	**$0**	**$1,000,000**	**161,378**

Center Professional Development Budget

Professional Development Budget for all staff (including travel, registration, related costs)					
School Size	**# of Centers**	**Mean**	**Minimum**	**Maximum**	**Standard Deviation**
Under 1,501	46	$2,915	$0	$16,000	3,571
1,501 – 2,500	56	$4,514	$0	$35,000	5,792
2,501 – 5,000	73	$5,106	$0	$45,000	5,813
5,001 – 7,500	43	$5,419	$0	$17,216	4,771
7,501 – 10,000	26	$7,229	$0	$31,445	8,915
10,001 – 15,000	48	$11,527	$0	$36,000	8,198
15,001 – 20,000	31	$17,405	$0	$80,000	16,526
20,001 – 25,000	24	$17,096	$1,800	$60,000	16,459
25,001 – 30,000	16	$20,375	$500	$75,000	18,581
30,001 – 35,000	14	$26,875	$3,000	$62,129	14,775
35,001 – 45,000	16	$29,240	$5,000	$50,000	15,038
45,001 and over	12	$40,564	$5,588	$85,605	26,135
Total	**405**	**$10,717**	**$0**	**$85,605**	**13,788**

Percent of Center Budget Provided by Mandatory Fee

School Size	# of Cen-ters	0%	1-24%	25-49%	50-74%	75-99%	100%	I don't know
Under 1,501	**56**	69.6%	5.4%	3.6%	5.4%	0.0%	10.7%	5.4%
1,501 – 2,500	**63**	81.0%	3.2%	1.6%	3.2%	1.6%	6.3%	3.2%
2,501 – 5,000	**86**	65.1%	3.5%	8.1%	2.3%	2.3%	15.1%	3.5%
5,001 – 7,500	**50**	50.0%	12.0%	8.0%	2.0%	4.0%	20.0%	4.0%
7,501 – 10,000	**39**	43.6%	0.0%	7.7%	10.3%	12.8%	20.5%	5.1%
10,001 – 15,000	**52**	53.8%	7.7%	3.8%	3.8%	13.5%	17.3%	0.0%
15,001 – 20,000	**36**	30.6%	8.3%	11.1%	0.0%	13.9%	33.3%	2.8%
20,001 – 25,000	**31**	38.7%	16.1%	6.5%	6.5%	12.9%	19.4%	0.0%
25,001 – 30,000	**22**	18.2%	4.5%	13.6%	13.6%	13.6%	31.8%	4.5%
30,001 – 35,000	**15**	20.0%	20.0%	0.0%	6.7%	20.0%	33.3%	0.0%
35,001 – 45,000	**17**	29.4%	0.0%	11.8%	11.8%	29.4%	11.8%	5.9%
Over 45,001	**14**	28.6%	7.1%	14.3%	7.1%	28.6%	14.3%	0.0%
AVERAGE		**53.0%**	**6.4%**	**6.7%**	**4.8%**	**8.5%**	**17.8%**	**3.1%**
TOTAL	**481**	**255**	**31**	**32**	**23**	**41**	**84**	**15**

Source of Mandatory Fee

School Status	NONE	CSF	SHS	HWSF	GSA/ SLF	Other	# of Centers
Art School only	50.0%	0.0%	12.5%	12.5%	12.5%	12.5%	8
Community college	37.5%	6.3%	31.3%	12.5%	12.5%	0.0%	16
Health profession school	50.0%	16.7%	16.7%	0.0%	16.7%	0.0%	12
STEM institution only	63.6%	0.0%	9.1%	18.2%	9.1%	0.0%	11
Four-year public University	30.4%	8.8%	20.4%	18.2%	17.1%	5.0%	181
Four-year PUBLIC College	46.8%	6.4%	19.1%	10.6%	12.8%	4.3%	47
Four-year PRIVATE university	64.7%	0.0%	8.3%	14.3%	10.5%	2.3%	133
Four-year PRIVATE college	65.4%	2.5%	7.4%	7.4%	11.1%	6.2%	81
Other	42.9%	0.0%	14.3%	14.3%	28.6%	0.0%	7
TOTAL	**48.8%**	**4.8%**	**14.7%**	**13.9%**	**13.7%**	**4.0%**	**496**

* NONE = Not supported by any mandatory fee
* CSF = Counseling Services Fee
* SHS = Student Health Services Fee
* HWSF = ALL Health & Wellness Services Fee
* GSA/SLF = General Student Activities/Student Life Fee
* Other = Funding received from other sources

No-Show Fees

Center Charged a Fee for No-Show Appointments	# of Centers	Percent
No, for no-showed individual counseling	412	79.8%
Yes, for no-showed individual counseling	104	20.2%
TOTAL OF CENTERS RESPONDING	**516**	**100.0%**
(For Centers That Had Psychiatric Services)		
No, for no-showed psychiatric appts.	186	65.5%
Yes, for no-showed psychiatric appts.	98	34.5%
TOTAL OF CENTERS RESPONDING	**284**	**100.0%**

Fees Charged for No-Shows

Fee Charged (For Centers That Charged For No-Show Appointments)						
Fee Amount	**Psychiatric No-Show Fee # of Centers**	**Percent**		**Fee Amount**	**Counseling No-Show Fee # of Centers**	**Percent**
$5	3	3.1%		$**5**	4	3.8%
$10	6	6.1%		$**10**	18	17.3%
$15	7	7.1%		$**15**	15	14.4%
$20	17	17.3%		$**20**	17	16.3%
$25	31	31.6%		$**25**	37	35.6%
$30	8	8.2%		$**30**	5	4.8%
$35	2	2.0%		$**35**	2	1.9%
$40	3	3.1%		$**40**	2	1.9%
$45	1	1.0%		$**45**	0	0%
$50	6	6.1%		$**50**	3	2.9%
$55	1	1.0%		$**55**	0	0%
$60	1	1.0%		$**60**	0	0%
$65	1	1.0%		$**65**	0	0%
$70	1	1.0%		$**70**	0	0%
$75	1	1.0%		**More than $70**	1	1.0%
$90	1	1.0%				
$100	2	2.0%				
More than $105	6	6.1%				
TOTALS	**98**	**100.0%**		**TOTAL**	**104**	**100.0%**

Percent of Campus Served by Counseling Services

Percent of Campus Served by Counseling Services*

Percent of Campus Served by Counseling Services*				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	21.6%	48	4.6%	48.2%
1,501 - 2,500	17.4%	51	2.6%	36.7%
2,501 - 5,000	11.8%	74	3.3%	33.3%
5,001 - 7,500	8.8%	49	2.0%	25.4%
7,501 - 10,000	9.8%	32	3.9%	25.1%
10,001 - 15,000	9.2%	49	2.3%	25.9%
15,001 - 20,000	8.6%	32	2.4%	19.6%
20,001 - 25,000	7.2%	25	3.9%	12.6%
25,001 - 30,000	7.2%	17	2.3%	20.1%
30,001 - 35,000	8.8%	11	4.5%	16.9%
35,001 – 45,000	8.6%	16	4.4%	14.4%
45,001 and over	8.6%	16	3.0%	15.2%
Total	**11.8%**	**420**	**2.0%**	**48.2%**

*Not including Community Colleges

Percent of Campus Served by Counseling Services: Community Colleges Only

Percent of Campus Served by Counseling Services: Community Colleges Only				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501		0		
1,501 - 2,500		0		
2,501 - 5,000	9.8%	1	-	-
5,001 - 7,500	4.8%	2	4.0%	5.6%
7,501 - 10,000	4.1%	1	-	-
10,001 - 15,000		0		
15,001 - 20,000	5.3%	3	2.0%	10.7%
20,001 - 25,000	2.4%	1	-	-
25,001 - 30,000	2.3%	1	-	-
30,001 - 35,000	5.9%	1	-	-
35,001 – 45,000		0		
45,001 and over		0		
Total	**5.0%**	**10**	**2.0%**	**10.7%**

Center Clinical Services Provided

Crisis Appointments: Centers in the U.S.

Number of CRISIS Appointments Attended at Center Last Year				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	40.4	44	2	163
1,501 – 2,500	94.6	55	2	661
2,501 – 5,000	76.8	67	5	340
5,001 – 7,500	103.7	47	10	262
7,501 – 10,000	178.0	32	10	755
10,001 – 15,000	288.1	46	11	800
15,001 – 20,000	319.2	29	13	1121
20,001 – 25,000	345.5	23	28	1084
25,001 – 30,000	257.5	15	38	857
30,001 – 35,000	384.2	13	40	1144
35,001 – 45,000	716.7	16	94	2900
45,001 and over	1358.3	12	264	5311
Total	**225.0**	**399**	**2**	**5311**

Crisis Appointments: Centers NOT in the U.S.

Number of CRISIS Appointments Attended at Center Last Year				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	32.0	2	20	44
1,501 – 2,500	-	0	-	-
2,501 – 5,000	10.0	1	10	10
5,001 – 7,500	-	0	-	-
7,501 – 10,000	56.3	3	3	88
10,001 – 15,000	75.0	1	75	75
15,001 – 20,000	262.0	1	262	262
20,001 – 25,000	8.0	1	8	8
25,001 – 30,000	43.0	2	3	83
30,001 – 35,000	-	0	-	-
35,001 – 45,000	-	0	-	-
45,001 and over	84.5	2	69	100
Total	**64.9**	**13**	**3**	**262**

Crisis Appointments After-Hours: Centers in the U.S.

How Many CRISIS Incidents Were Handled After Hours By Staff After Normal Office Hours Last Year?				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	5.7	44	0	50
1,501 – 2,500	14.6	49	0	94
2,501 – 5,000	12.6	64	0	118
5,001 – 7,500	10.0	42	0	67
7,501 – 10,000	26.6	25	0	145
10,001 – 15,000	42.9	41	0	723
15,001 – 20,000	42.0	29	0	291
20,001 – 25,000	45.8	24	0	369
25,001 – 30,000	17.3	17	0	87
30,001 – 35,000	76.0	11	0	583
35,001 – 45,000	33.1	15	0	217
45,001 and over	12.8	8	0	50
Total	**23.5**	**369**	**0**	**723**

Crisis Appointments After-Hours: Centers NOT in the U.S.

How Many CRISIS Incidents Were Handled After Hours By Staff After Normal Office Hours Last Year?				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	12.5	2	5	20
1,501 – 2,500	3.0	1	-	-
2,501 – 5,000	-	0	-	-
5,001 – 7,500	-	0	-	-
7,501 – 10,000	16.5	2	3	30
10,001 – 15,000	0	1	-	-
15,001 – 20,000	10.0	2	0	20
20,001 – 25,000	1.5	2	0	3
25,001 – 30,000	0	2	0	0
30,001 – 35,000	-	0	-	-
35,001 – 45,000	-	0	-	-
45,001 and over	3.5	2	0	7
Total	**6.5**	**14**	**0**	**30**

Triage Appointments: How Conducted

How are TRIAGE Appointments Conducted at Your Center?					
School Size	# of Centers	We don't offer triage appts	Triage appts done by phone	Triage appts done in person	Triage appts done by video/ other method
Under 1,501	59	54.2%	5.3%	45.6%	0%
1,501 – 2,500	65	52.3%	6.2%	49.2%	1.5%
2,501 – 5,000	83	45.8%	13.4%	52.4%	2.4%
5,001 – 7,500	55	43.6%	14.5%	56.4%	0%
7,501 – 10,000	39	41.0%	15.4%	56.4%	0%
10,001 – 15,000	54	38.9%	13.0%	57.4%	1.9%
15,001 – 20,000	41	22.0%	24.4%	70.7%	2.4%
20,001 – 25,000	31	32.3%	38.7%	58.1%	0%
25,001 – 30,000	21	19.0%	28.6%	71.4%	0%
30,001 – 35,000	15	33.3%	26.7%	60.0%	0%
35,001 – 45,000	18	33.3%	11.8%	58.8%	5.9%
45,001 and over	17	17.6%	37.5%	81.3%	0%
Total	**498**	**40.6%**	**16.0%**	**56.6%**	**1.2%**

Triage Appointments: How Many Were Attended

How Many Triage Appointments were Attended by Clients				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	92.3	22	10	275
1,501 - 2,500	156.5	24	3	600
2,501 - 5,000	196.3	32	8	854
5,001 - 7,500	282.8	22	4	880
7,501 - 10,000	327.2	19	22	1460
10,001 - 15,000	677.0	26	25	1662
15,001 - 20,000	919.8	27	20	2307
20,001 - 25,000	1099.9	18	13	2778
25,001 - 30,000	1923.9	13	83	4861
30,001 - 35,000	2070.3	9	133	5076
35,001 – 45,000	2548.5	11	619	4909
45,001 and over	3297.1	13	139	7664
Total	**852.9**	**236**	**3**	**7664**

Triage Appointments: Typical Length

Typical Length of TRIAGE Appointments Conducted at Your Center?					
School Size	**10 min**	**15 min**	**20 min**	**More than 20 min**	**TOTAL Centers Responded**
Under 1,501	6.9%	6.9%	34.5%	51.7%	29
1,501 – 2,500	3.3%	16.7%	33.3%	46.7%	30
2,501 – 5,000	11.9%	7.1%	31.0%	50.0%	42
5,001 – 7,500	9.7%	3.2%	29.0%	58.1%	31
7,501 – 10,000	0%	17.4%	26.1%	56.5%	23
10,001 – 15,000	0%	9.7%	35.5%	54.8%	31
15,001 – 20,000	6.5%	19.4%	22.6%	51.6%	31
20,001 – 25,000	4.8%	4.8%	38.1%	52.4%	21
25,001 – 30,000	6.3%	18.8%	31.3%	43.8%	16
30,001 – 35,000	0%	20.0%	50.0%	30.0%	10
35,001 – 45,000	0%	0%	27.3%	72.7%	11
Over 45,001	6.7%	20.0%	40.0%	33.3%	15
Total	**5.5%**	**11.4%**	**32.1%**	**51.0%**	**290**

"Talk Therapy" Appointments

Talk Therapy: Unique Clients Who Attended

Unique Clients Who Attended At Least One "Talk Therapy" Appointment				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	191.9	47	51	389
1,501 - 2,500	321.6	50	20	844
2,501 - 5,000	394.3	65	100	1064
5,001 - 7,500	501.9	51	110	1623
7,501 - 10,000	707.4	32	199	2033
10,001 - 15,000	1009.0	48	293	2967
15,001 - 20,000	1052.2	34	312	2881
20,001 - 25,000	1370.7	26	320	3087
25,001 - 30,000	1434.7	15	350	5639
30,001 - 35,000	2218.6	11	682	5457
35,001 – 45,000	2905.2	15	1291	6126
45,001 and over	3484.8	16	1287	8131
Total	**888.0**	**410**	**20**	**8131**

Talk Therapy: Number of Appointments Attended

Individual "Talk Therapy" Appointments Attended by Clients				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	1082.1	48	200	4523
1,501 - 2,500	1796.6	57	62	5650
2,501 - 5,000	1936.7	66	588	4972
5,001 - 7,500	2467.5	50	635	9427
7,501 - 10,000	3311.3	36	660	11604
10,001 - 15,000	4494.7	48	1027	10707
15,001 - 20,000	4599.0	34	1280	12044
20,001 - 25,000	5476.4	27	1430	11393
25,001 - 30,000	6112.6	21	810	21526
30,001 - 35,000	12500.0	11	3753	37147
35,001 – 45,000	10495.4	17	3834	22624
45,001 and over	13543.6	15	4768	27656
Total	**3935.3**	**430**	**62**	**37147**

Talk Therapy: Average Appointments Attended per Client

Individual "Talk Therapy" Appointments Attended by Clients				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	5.67	45	2.02	12.50
1,501 - 2,500	5.59	49	2.97	9.93
2,501 - 5,000	5.24	63	1.38	11.37
5,001 - 7,500	5.12	50	2.21	10.54
7,501 - 10,000	5.09	31	2.37	9.11
10,001 - 15,000	4.84	47	1.86	9.30
15,001 - 20,000	5.28	31	2.58	14.78
20,001 - 25,000	4.46	26	2.21	8.17
25,001 - 30,000	4.42	15	1.76	9.14
30,001 - 35,000	5.16	10	3.68	8.67
35,001 – 45,000	3.93	15	2.37	6.67
45,001 and over	4.25	15	2.60	5.92
Total	**5.09**	**397**	**1.38**	**14.78**

Talk Therapy: Percent Appointments Attended per Client

Percent of Individual "Talk Therapy" Appointments Attended by Clients				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	76.7%	31	56.9%	89.3%
1,501 - 2,500	75.3%	41	57.8%	90.3%
2,501 - 5,000	75.1%	52	56.1%	88.0%
5,001 - 7,500	74.0%	36	64.5%	93.9%
7,501 - 10,000	73.0%	27	57.0%	88.4%
10,001 - 15,000	72.6%	40	58.7%	85.2%
15,001 - 20,000	72.9%	28	61.6%	84.0%
20,001 - 25,000	71.7%	21	59.3%	88.8%
25,001 - 30,000	73.4%	15	54.6%	84.4%
30,001 - 35,000	74.7%	10	70.3%	82.0%
35,001 – 45,000	71.0%	11	64.8%	81.0%
45,001 and over	76.8%	9	71.8%	85.4%
Total	**74.1%**	**321**	**54.6%**	**93.9%**

Talk Therapy: Percent Appointments No-Showed

Percent of Individual "Talk Therapy" Appointments No-Showed by Clients				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,5012	9.5%	31	2.1%	19.4%
1,501 - 2,500	9.4%	41	2.8%	20.5%
2,501 - 5,000	9.3%	52	2.7%	19.9%
5,001 - 7,500	9.0%	36	2.5%	14.8%
7,501 - 10,000	10.7%	27	3.8%	21.7%
10,001 - 15,000	9.4%	40	3.5%	19.5%
15,001 - 20,000	9.0%	28	3.5%	14.9%
20,001 - 25,000	10.0%	21	3.8%	19.4%
25,001 - 30,000	9.1%	15	3.2%	23.2%
30,001 - 35,000	7.3%	10	4.6%	9.7%
35,001 – 45,000	7.2%	11	2.7%	12.2%
45,001 and over	6.7%	9	4.9%	10.3%
Total	**9.2%**	**321**	**2.1%**	**23.2%**

Talk Therapy: Percent Appointments Cancelled or Rescheduled by Clients

Percent of Individual "Talk Therapy" Appointments Cancelled or Rescheduled by Clients				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	11.1%	31	3.2%	21.2%
1,501 - 2,500	11.7%	41	4.4%	19.7%
2,501 - 5,000	11.2%	52	5.2%	26.0%
5,001 - 7,500	13.4%	36	2.3%	21.5%
7,501 - 10,000	12.3%	27	4.6%	22.9%
10,001 - 15,000	13.4%	40	5.5%	21.7%
15,001 - 20,000	14.2%	28	4.2%	21.0%
20,001 - 25,000	14.5%	21	4.7%	28.5%
25,001 - 30,000	12.8%	15	4.1%	20.1%
30,001 - 35,000	14.2%	10	7.9%	19.0%
35,001 – 45,000	16.6%	11	4.7%	25.7%
45,001 and over	12.5%	9	5.4%	17.8%
Total	**12.7%**	**321**	**2.3%**	**28.5%**

Talk Therapy: Percent Appointments Cancelled or Rescheduled by Counselors

Percent of Individual "Talk Therapy" Appointments Cancelled or Rescheduled by Counselors				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	2.7%	31	0	5.7%
1,501 - 2,500	3.6%	41	0.3%	8.5%
2,501 - 5,000	4.5%	52	2.2%	15.3%
5,001 - 7,500	3.6%	36	0.5%	7.6%
7,501 - 10,000	4.0%	27	0.7%	7.0%
10,001 - 15,000	4.6%	40	1.6%	12.8%
15,001 - 20,000	3.9%	28	1.3%	8.1%
20,001 - 25,000	3.9%	21	1.7%	6.7%
25,001 - 30,000	4.6%	15	1.0%	15.8%
30,001 - 35,000	3.8%	10	0.9%	6.5%
35,001 – 45,000	5.3%	11	2.9%	10.6%
45,001 and over	4.0%	9	1.4%	6.2%
Total	**4.0%**	**321**	**0**	**15.8%**

Talk Therapy: Percent Appointments Scheduled for < 50 Min

Percent of "Talk Therapy" Appointments Scheduled for Less Than 50 Minutes						
School Size	**# of Cen-ters**	**None (0%)**	**1-5%**	**6-10%**	**11-15%**	**16%+**
Under 1,501	47	61.7%	36.2%	2.1%	0	0
1,501 - 2,500	46	73.9%	26.1%	0	0	0
2,501 - 5,000	66	62.1%	30.3%	4.5%	1.5%	1.5%
5,001 - 7,500	36	69.4%	25.0%	0	2.8%	2.8%
7,501 - 10,000	27	70.4%	29.6%	0	0	0
10,001 - 15,000	43	60.5%	39.5%	0	0	0
15,001 - 20,000	32	75.0%	25.0%	0	0	0
20,001 - 25,000	22	63.6%	31.8%	4.5%	0	0
25,001 - 30,000	17	58.8%	35.3%	0	0	5.9%
30,001 - 35,000	12	58.3%	33.3%	8.3%	0	0
35,001 – 45,000	12	50.0%	41.7%	8.3%	0	0
45,001 and over	10	50.0%	20.0%	20.0%	0	10.0%
Total	**370**	**64.9%**	**31.1%**	**2.4%**	**0.5%**	**1.1%**

Psychiatric Appointments

Psychiatric Services: Any Available at Center

Did Center Have Any Psychiatric Services			
School Size	# of Centers	No	Yes
Under 1,501	58	89.7%	10.3%
1,501 - 2,500	61	52.5%	47.5%
2,501 - 5,000	81	53.1%	46.9%
5,001 - 7,500	51	39.2%	60.8%
7,501 - 10,000	40	57.5%	42.5%
10,001 - 15,000	43	37.2%	62.8%
15,001 - 20,000	35	54.3%	45.7%
20,001 - 25,000	28	46.4%	53.6%
25,001 - 30,000	18	44.4%	55.6%
30,001 - 35,000	13	38.5%	61.5%
35,001 – 45,000	14	35.7%	64.3%
45,001 and over	15	53.3%	46.7%
Total	**457**	**53.4%**	**46.6%**

More than half of counseling centers (53.4%) still do not have psychiatric services.

Psychiatric Services: Unique Clients Who Attended

Unique Clients Who Attended at Least One Session with a Psychiatric Provider (For Centers That Had Psychiatric Services)				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	59.9	9	4	109
1,501 - 2,500	80.5	24	8	294
2,501 - 5,000	56.6	32	7	195
5,001 - 7,500	82.5	28	18	449
7,501 - 10,000	77.1	16	31	354
10,001 - 15,000	212.0	29	29	944
15,001 - 20,000	246.9	14	22	555
20,001 - 25,000	234.2	13	14	910
25,001 - 30,000	443.4	10	140	1350
30,001 - 35,000	445.3	7	137	771
35,001 – 45,000	903.6	8	111	1580
45,001 and over	551.0	8	38	1571
Total	**200.3**	**198**	**4**	**1580**

Psychiatric Services: Appointments Attended

Psychiatric Appointments Attended (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	248.0	9	45	489
1,501 - 2,500	306.6	26	23	1117
2,501 - 5,000	186.8	27	43	803
5,001 - 7,500	354.0	29	96	2279
7,501 - 10,000	482.2	18	79	2017
10,001 - 15,000	973.9	30	46	4387
15,001 - 20,000	976.4	16	45	4602
20,001 - 25,000	1028.9	14	50	3419
25,001 - 30,000	2077.0	13	150	8417
30,001 - 35,000	1478.7	7	544	2905
35,001 – 45,000	2696.8	9	349	5738
45,001 and over	2885.3	8	697	6183
Total	**864.8**	**206**	**23**	**8417**

Psychiatric Services: Appointments Attended Per Client

Average Number of Psychiatric Appointments Attended (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	3.8	8	2.8	4.9
1,501 - 2,500	3.9	21	2.0	5.9
2,501 - 5,000	3.5	26	1.7	7.7
5,001 - 7,500	4.4	26	2.4	9.8
7,501 - 10,000	3.6	16	2.2	5.4
10,001 - 15,000	3.8	28	1.6	6.7
15,001 - 20,000	3.8	14	2.0	8.8
20,001 - 25,000	3.8	12	1.4	5.0
25,001 - 30,000	3.4	10	2.2	4.0
30,001 - 35,000	3.4	7	2.5	4.0
35,001 – 45,000	3.1	8	2.5	3.6
45,001 and over	4.1	7	2.1	5.8
Total	**3.8**	**183**	**1.4**	**9.8**

Psychiatric Services: Percent Appointments Attended Per Client

Percent of Psychiatric Appointments Attended (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	83.6%	5	75.7%	96.8%
1,501 - 2,500	80.6%	15	69.7%	93.8%
2,501 - 5,000	82.4%	20	62.9%	96.2%
5,001 - 7,500	82.2%	19	71.8%	94.3%
7,501 - 10,000	77.9%	14	64.2%	89.8%
10,001 - 15,000	77.0%	23	66.1%	91.8%
15,001 - 20,000	77.5%	15	64.3%	87.8%
20,001 - 25,000	75.1%	10	64.6%	88.7%
25,001 - 30,000	73.7%	8	66.9%	83.8%
30,001 - 35,000	78.4%	7	71.1%	88.6%
35,001 – 45,000	72.5%	8	65.6%	76.8%
45,001 and over	67.9%	6	49.6%	78.4%
Total	**78.2%**	**150**	**49.6%**	**96.8%**

Psychiatric Services: Appointments No-Showed By Clients

Psychiatric Appointments No-Showed by Clients (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	17.0	6	4	44
1,501 - 2,500	32.3	16	2	87
2,501 - 5,000	18.3	20	3	82
5,001 - 7,500	30.5	21	4	121
7,501 - 10,000	39.3	15	7	279
10,001 - 15,000	123.7	23	4	871
15,001 - 20,000	90.3	15	10	267
20,001 - 25,000	121.5	10	25	338
25,001 - 30,000	339.6	10	15	1242
30,001 - 35,000	176.3	7	44	341
35,001 – 45,000	308.2	9	32	718
45,001 and over	373.8	6	179	847
Total	**109.3**	**158**	**2**	**1242**

Psychiatric Services: Percent of Appointments No-Showed By Clients

Percent of Psychiatric Appointments No-Showed by Clients (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	10.5%	5	1.1%	15.5%
1,501 - 2,500	9.7%	15	2.3%	18.4%
2,501 - 5,000	8.4%	20	1.5%	20.0%
5,001 - 7,500	7.9%	19	1.8%	14.7%
7,501 - 10,000	8.8%	14	3.9%	14.5%
10,001 - 15,000	9.6%	23	2.6%	16.7%
15,001 - 20,000	9.2%	15	4.2%	15.9%
20,001 - 25,000	9.4%	10	4.6%	15.8%
25,001 - 30,000	12.0%	8	7.7%	16.0%
30,001 - 35,000	8.8%	7	3.1%	15.0%
35,001 – 45,000	9.0%	8	6.2%	12.5%
45,001 and over	9.5%	6	6.2%	17.0%
Total	**9.2%**	**150**	**1.1%**	**20.0%**

Psychiatric Services: Appointments Cancelled or Rescheduled

Psychiatric Appointments Cancelled or Rescheduled by Clients (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	12.8	5	3	28
1,501 - 2,500	28.5	15	5	115
2,501 - 5,000	22.5	20	0	94
5,001 - 7,500	37.3	19	8	122
7,501 - 10,000	60.4	14	2	306
10,001 - 15,000	186.1	23	3	1380
15,001 - 20,000	177.3	15	8	988
20,001 - 25,000	228.3	12	4	840
25,001 - 30,000	251.4	8	14	768
30,001 - 35,000	237.4	7	94	645
35,001 – 45,000	736.4	8	77	1464
45,001 and over	1176.8	6	177	4073
Total	**189.5**	**152**	**0**	**4073**

Psychiatric Services: Percent of Appointments Cancelled or Rescheduled

Percent of Psychiatric Appointments Cancelled or Rescheduled by Clients (For Centers That Had Psychiatric Services)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	6.0%	5	2.1%	9.2%
1,501 - 2,500	9.7%	15	3.9%	24.2%
2,501 - 5,000	9.2%	20	0	35.6%
5,001 - 7,500	9.9%	19	3.3%	22.8%
7,501 - 10,000	13.3%	14	2.0%	25.0%
10,001 - 15,000	13.4%	23	5.0%	22.1%
15,001 - 20,000	13.4%	15	4.4%	28.4%
20,001 - 25,000	15.4%	10	2.6%	27.2%
25,001 - 30,000	14.3%	8	7.8%	17.1%
30,001 - 35,000	12.9%	7	5.1%	19.5%
35,001 – 45,000	18.5%	8	12.3%	28.1%
45,001 and over	22.6%	6	10.7%	36.7%
Total	**12.6%**	**150**	**0**	**36.7%**

Psychiatric Services: Sufficiency of Available Hours

Sufficiency of Available Psychiatric Hours in Meeting the Need Last Year (For Centers That Had Psychiatric Services)					
School Size	**# of Centers**	**Had more hrs than needed**	**Had about the right # of hrs**	**Needed up to 10 more weekly hrs**	**Needed over 10 more weekly hrs**
Under 1,501	5	0.0%	100.0%	0.0%	0.0%
1,501 - 2,500	28	0.0%	53.6%	32.1%	14.3%
2,501 - 5,000	37	2.7%	48.6%	45.9%	2.7%
5,001 - 7,500	30	3.3%	43.3%	46.7%	6.7%
7,501 - 10,000	17	0.0%	47.1%	47.1%	5.9%
10,001 - 15,000	27	7.4%	25.9%	48.1%	18.5%
15,001 - 20,000	15	0.0%	40.0%	33.3%	26.7%
20,001 - 25,000	15	0.0%	40.0%	13.3%	46.7%
25,001 - 30,000	10	0.0%	30.0%	40.0%	30.0%
30,001 - 35,000	7	0.0%	14.3%	57.1%	28.6%
35,001 – 45,000	7	0.0%	28.6%	14.3%	57.1%
45,001 and over	7	0.0%	0.0%	14.3%	85.7%
Total	**205**	**2.0%**	**41.0%**	**38.0%**	**19.0%**

NOTE: The 53.4% of centers that have NO psychiatric hours are not included in the table.

Group Therapy

Group Therapy: Number of Groups Center Ran

Number of Groups That Center Ran				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	1.9	48	0	15
1,501 - 2,500	2.2	49	0	12
2,501 - 5,000	2.8	61	0	20
5,001 - 7,500	4.5	42	0	57
7,501 - 10,000	5.9	32	0	19
10,001 - 15,000	11.3	42	0	40
15,001 - 20,000	12.8	30	0	47
20,001 - 25,000	17.3	24	0	93
25,001 - 30,000	16.0	17	0	35
30,001 - 35,000	28.5	13	9	79
35,001 – 45,000	35.7*	16	4	100*
45,001 and over	50.9*	12	12	100*
Total	**9.9***	**386**	**0**	**100***

*NOTE: Due to an error on the survey software, it was not possible for a center to indicate MORE than 100 groups. Several spontaneously commented that their group number was greater than 100. Thus the total groups numbers in these cells may be UNDER-estimates of the actual numbers.

Group Therapy: Unique Students Who Attended

Number of Unique Students Who Attended 1 or More Group Sessions				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	8.1	45	0	101
1,501 - 2,500	18.0	45	0	150
2,501 - 5,000	22.8	58	0	337
5,001 - 7,500	26.5	40	0	200
7,501 - 10,000	44.7	32	0	207
10,001 - 15,000	85.8	39	0	354
15,001 - 20,000	103.6	29	0	328
20,001 - 25,000	177.6	22	0	906
25,001 - 30,000	136.6	16	0	343
30,001 - 35,000	232.0	11	66	534
35,001 – 45,000	263.2	13	35	763
45,001 and over	397.3	13	100	873
Total	**78.7**	**363**	**0**	**906**

Client Presenting Problems

Client Presenting Problems

Client Presenting Problems Addressed in Counseling	# of Centers	Mean Percent
Anxiety	228	58.9%
Depression	225	48.0%
Stress	175	46.9%
Relationship problem (e.g. roommate, friend, romantic partner)	199	29.5%
Family	182	29.0%
Suicidal thoughts	218	28.4%
Taking psychiatric medication	142	28.4%
Academic performance difficulties	204	28.2%
Sleep disturbance	156	19.1%
Social isolation / loneliness	147	18.5%
Significant previous mental health treatment history	135	16.5%
Adjustment to new environment	168	15.8%
Trauma (NOT including sexual or physical assault)	138	13.5%
Eating / body image	206	12.5%
Career concerns	152	12.2%
Grief or loss	199	10.6%
Identity development issues	147	9.8%
Perfectionism	115	9.7%
Sexual abuse or assault or misconduct (survivor of)	181	8.8%
Non-suicidal self-injury	176	8.4%
Alcohol problem	179	7.6%
Physical assault or abuse (survivor of)	148	5.6%
Drugs / substance problem (NOT including alcohol)	158	5.6%

NOTE: The number of centers reporting data varied for each presenting problem because some centers do not collect data on all of these areas. Others reported they did not submit presenting problem data because the center director was too busy to compile the data.

Academic Impact of Counseling

Clients Reporting Counseling Helped Their Academic Performance

Do You Ask Clients if Counseling Helped Their Academic Performance?	# of Centers	Percent
No	160	41.7%
Yes	224	58.3%
TOTAL	**384**	**100%**
Mean Client "Yes" Response (for Centers That Ask This Question)	**65.8%**	

Clients Reporting Counseling Helped Them Stay in School

Do You Ask Clients if Counseling Helped Them Stay in School?	# of Centers	Percent
No	190	50.3%
Yes	188	49.7%
TOTAL	**378**	**100%**
Mean Client "Yes" Response (for Centers That Ask This Question)	**63.2%**	

Other Significant Events

Clients Who Took a Leave for Psychological Reasons

Clients Who Took a Leave of Absence for Psychological Reasons				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	5.6	25	0	20
1,501 - 2,500	9.7	26	2	40
2,501 - 5,000	12.0	22	2	30
5,001 - 7,500	15.1	17	0	97
7,501 - 10,000	33.2	6	2	62
10,001 - 15,000	27.3	11	3	89
15,001 - 20,000	56.7	6	1	170
20,001 - 25,000	64.0	2	3	125
25,001 - 30,000	32.0	1	32	32
30,001 - 35,000	75.0	2	43	107
35,001 – 45,000	-	0	-	-
45,001 and over	126.0	1	126	126
Total	**18.4**	**119**	**0**	**170**

Clients Sent to Hospital for Psychological Reasons

Clients SENT to a Hospital (or Other Center for Assessment for Hospitalization) for Psychological Reasons				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	4.4	36	0	13
1,501 - 2,500	7.2	37	0	37
2,501 - 5,000	7.5	45	0	28
5,001 - 7,500	11.8	28	0	42
7,501 - 10,000	15.2	13	0	36
10,001 - 15,000	15.0	23	1	70
15,001 - 20,000	16.3	22	3	78
20,001 - 25,000	26.0	9	0	88
25,001 - 30,000	12.1	10	0	37
30,001 - 35,000	35.3	8	7	105
35,001 – 45,000	35.5	8	10	71
45,001 and over	48.7	10	5	132
Total	**13.7**	**249**	**0**	**132**

Clients Admitted to Hospital for Psychological Reasons

Clients ADMITTED to a Hospital for Psychological Reasons				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	3.6	39	0	11
1,501 - 2,500	5.5	33	0	25
2,501 - 5,000	6.5	46	0	27
5,001 - 7,500	8.8	30	0	36
7,501 - 10,000	14.1	15	0	32
10,001 - 15,000	16.7	24	1	73
15,001 - 20,000	14.9	18	3	60
20,001 - 25,000	20.4	7	2	46
25,001 - 30,000	11.3	7	2	28
30,001 - 35,000	29.0	10	6	86
35,001 – 45,000	49.3	7	10	160
45,001 and over	45.7	3	10	65
Total	**11.6**	**239**	**0**	**160**

Involuntary Hospitalizations

How Many Client Hospitalizations Were INVOLUNTARY?				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	0.6	38	0	6
1,501 - 2,500	0.7	37	0	5
2,501 - 5,000	0.8	40	0	11
5,001 - 7,500	1.0	26	0	8
7,501 - 10,000	0.9	12	0	4
10,001 - 15,000	3.6	20	0	27
15,001 - 20,000	1.6	18	0	17
20,001 - 25,000	1.1	8	0	3
25,001 - 30,000	7.4	10	0	37
30,001 - 35,000	3.3	7	0	13
35,001 – 45,000	30.0	3	16	43
45,001 and over	56.6	5	29	122
Total	**3.1**	**224**	**0**	**122**

Clients Who Attempted Suicide

Clients Who Attempted Suicide (while enrolled as a student)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	0.88	34	0	4
1,501 - 2,500	1.48	25	0	12
2,501 - 5,000	2.37	35	0	15
5,001 - 7,500	2.10	20	0	11
7,501 - 10,000	3.43	7	0	8
10,001 - 15,000	2.50	10	0	9
15,001 - 20,000	9.18	11	0	44
20,001 - 25,000	9.00	5	0	34
25,001 - 30,000	2.00	5	0	5
30,001 - 35,000	7.60	5	0	24
35,001 – 45,000	19.33	3	3	48
45,001 and over	46.33	3	11	79
Total	**3.88**	**163**	**0**	**79**

Clients Who Died by Suicide

Clients Who Died by Suicide (while enrolled as a student)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	0.02	49	0	1
1,501 - 2,500	0.04	53	0	1
2,501 - 5,000	0.08	64	0	1
5,001 - 7,500	0.07	44	0	1
7,501 - 10,000	0.22	27	0	2
10,001 - 15,000	0.12	34	0	1
15,001 - 20,000	0.56	27	0	3
20,001 - 25,000	0.20	15	0	1
25,001 - 30,000	0.31	13	0	2
30,001 - 35,000	0.42	12	0	3
35,001 – 45,000	0.40	10	0	3
45,001 and over	0.75	8	0	2
Total	**0.16**	**356**	**0**	**3**

Clients Who Died in an Accident

Clients Who Died in an Accident (while enrolled as a student)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	0.07	45	0	2
1,501 - 2,500	0.08	48	0	2
2,501 - 5,000	0.22	55	0	4
5,001 - 7,500	0.15	33	0	2
7,501 - 10,000	0.17	18	0	1
10,001 - 15,000	0.33	27	0	2
15,001 - 20,000	0.29	17	0	3
20,001 - 25,000	0	9	0	0
25,001 - 30,000	0.14	7	0	1
30,001 - 35,000	0.44	9	0	3
35,001 – 45,000	0.25	4	0	1
45,001 and over	0.29	7	0	1
Total	**0.18**	**279**	**0**	**4**

Session Limits

Any Session Limit

Do You Limit the Number of Individual "Talk Therapy" Counseling Sessions Allowed a Client?	# of Centers	Percent
No, we have no session limit	265	54.3%
Yes, but the limit is flexible (exceptions are made)	217	44.5%
Yes, and the limit is hard (no exceptions)	6	1.2%
TOTAL	**488**	**100%**

Type of Session Limit

Does Center Limit the Number of Individual Counseling Sessions				
School Size	# of Centers	No	Yes, Flexible	Yes, Hard
Under 1,501	56	75.0%	23.2%	1.8%
1,501 – 2,500	60	68.3%	31.7%	0.0%
2,501 – 5,000	83	60.2%	39.8%	0.0%
5,001 – 7,500	52	57.7%	40.4%	1.9%
7,501 – 10,000	40	60.0%	40.0%	0.0%
10,001 – 15,000	54	57.4%	40.7%	1.9%
15,001 – 20,000	42	33.3%	64.3%	2.4%
20,001 – 25,000	27	37.0%	59.3%	3.7%
25,001 – 30,000	23	39.1%	60.9%	0.0%
30,001 – 35,000	16	31.3%	68.8%	0.0%
35,001 – 45,000	19	26.3%	73.7%	0.0%
45,001 and over	16	25.0%	68.8%	6.3%
TOTAL	**488**	**54.3%**	**44.5%**	**1.2%**

Session Limit Time Frame

The Session Limit Applies to What Time Frame?	# of Centers	Percent
Center does NOT have session limits	256	55.9%
Per semester or quarter	52	11.3%
Per year	126	27.5%
Per entire time of enrollment	24	5.2%
TOTAL	**458**	**100.0%**

Session Limit Number

Center's Session Limit								
School Size	**# Centers**	**No limit**	**7 or Less**	**8**	**9-10**	**12**	**14-15**	**16 or More**
Under 1,501	55	72.7%	0.0%	9.1%	1.8%	5.5%	5.5%	5.5%
1,501 - 2,500	60	68.3%	6.7%	5.0%	1.7%	8.3%	1.7%	8.3%
2,501 - 5,000	80	61.3%	3.8%	10.0%	7.5%	7.5%	5.0%	5.0%
5,001 - 7,500	53	66.0%	3.8%	13.2%	5.7%	3.8%	3.8%	3.8%
7,501 - 10,000	37	64.9%	5.4%	10.8%	10.8%	5.4%	0.0%	2.7%
10,001 - 15,000	53	56.6%	5.7%	5.7%	9.4%	15.1%	1.9%	5.7%
15,001 - 20,000	42	42.9%	9.5%	7.1%	16.7%	14.3%	7.1%	2.4%
20,001 - 25,000	26	38.5%	3.8%	7.7%	15.4%	23.1%	0.0%	11.5%
25,001 - 30,000	23	43.5%	4.3%	4.3%	13.0%	30.4%	0.0%	4.3%
30,001 - 35,000	15	26.7%	20.0%	0.0%	26.7%	13.3%	6.7%	6.7%
35,001 - 45,000	19	29.4%	0.0%	17.6%	17.6%	17.6%	11.8%	5.9%
Over 45,001	16	37.5%	12.5%	6.3%	18.8%	18.8%	6.3%	0.0%
TOTAL	**477**	**57.0%**	**5.2%**	**8.4%**	**9.2%**	**11.1%**	**3.4%**	**5.2%**

WAIT LISTS

Centers That Had Any Clients on a Waitlist

Did You Have Any Clients on a Waitlist? (Defined as a Student Waiting to Schedule an Appointment)			
School Size	# of Centers	% No	% Yes
Under 1,501	54	63.0%	37.0%
1,501 – 2,500	61	75.4%	24.6%
2,501 – 5,000	81	76.5%	23.5%
5,001 – 7,500	50	78.0%	22.0%
7,501 – 10,000	39	64.1%	35.9%
10,001 – 15,000	54	64.8%	35.2%
15,001 – 20,000	42	50.0%	50.0%
20,001 – 25,000	25	40.0%	60.0%
25,001 – 30,000	22	68.2%	31.8%
30,001 – 35,000	16	50.0%	50.0%
35,001 – 45,000	18	72.2%	27.8%
45,001 and over	16	56.3%	43.8%
TOTAL	**478**	**66.3%**	**33.7%**

Weeks Waitlist Was in Effect

Total Number of Weeks Waitlist Was in Effect (For Centers That Had a Waitlist)	# of Centers	Percent
1 to 5 weeks	**38**	**26.8%**
6 to 10 weeks	**20**	**14.1%**
11 to 15 weeks	**21**	**14.8%**
16 to 20 weeks	**12**	**8.5%**
21 to 25 weeks	**19**	**13.4%**
26 to 30 weeks	**14**	**9.9%**
31 to 35 weeks	**8**	**5.6%**
More than 35 weeks	**10**	**7.0%**
TOTAL	**142**	**100.0%**

Maximum Number of Clients on Waitlist

Maximum Number of Clients on Waitlist at Any Single Point in Time (For Centers That Had a Waitlist)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	13.8	17	2	53
1,501 - 2,500	28.5	10	3	80
2,501 - 5,000	25.1	14	3	66
5,001 - 7,500	40.4	7	8	65
7,501 - 10,000	18.2	10	2	72
10,001 - 15,000	48.1	16	6	122
15,001 - 20,000	57.0	15	4	169
20,001 - 25,000	89.8	13	12	276
25,001 - 30,000	69.0	2	50	88
30,001 - 35,000	140.8	6	30	300
35,001 – 45,000	145.5	2	131	160
45,001 and over	103.2	6	22	215
Total	**51.0**	**118**	**2**	**300**

When Clients Are Put on Waitlist

When are Clients Put on the Waitlist? (For Centers That Had a Waitlist)	# of Centers	Percent
After they filled out the initial forms	34	24.5%
After they have a triage appt (brief)	46	33.1%
After they have an initial assessment (not brief)	59	42.4%
TOTAL	**139**	**100.0%**

Who Has Responsibility for Waitlist Clients

Who Retains Responsibility for Clients on the Waitlist? (For Centers That Had a Waitlist)	# of Centers	Percent
The triage person retains clinical responsibility for disposition of the client	30	19.7%
A case manager is clinically responsible for disposition of the client	3	2.0%
A staff team is clinically responsible for disposition of the client	23	15.1%
A clinical director or other individual is clinically responsible for disposition of the client	73	48.0%
Other	23	15.1%
TOTAL	152	100.0%

Average Wait for First Appointment (All Clients)

Average Wait Time (# of Business Days) for ALL CLIENTS, Counting From Day They First Requested an Appt to the Date of First Appt				
School Size	**Mean Wait (Days)**	**# of Centers**	**Minimum Wait (Days)**	**Maximum Wait (Days)**
Under 1,501	4.5	40	0	19
1,501 – 2,500	7.2	37	0	55
2,501 – 5,000	5.9	46	0	14
5,001 – 7,500	5.2	36	0	14
7,501 – 10,000	5.8	26	0	21
10,001 – 15,000	7.9	36	0	35
15,001 – 20,000	6.9	30	0	29
20,001 – 25,000	10.2	17	0	30
25,001 – 30,000	7.5	18	0	19
30,001 – 35,000	5.9	11	0	18
35,001 – 45,000	8.5	10	1	15
45,001 and over	7.2	9	0	21
TOTAL	**6.5**	**316**	**0**	**55**

Average Wait for First Appointment After Triage Appointment

Average Wait Time (# of Business Days) for ALL CLIENTS, Counting From Date of Triage Appointment to the Date of Their First Appt				
School Size	**Mean Wait (Days)**	**# of Centers**	**Minimum Wait (Days)**	**Maximum Wait (Days)**
Under 1,501	7.5	30	0	82
1,501 – 2,500	6.2	30	0	20
2,501 – 5,000	7.0	31	0	20
5,001 – 7,500	6.6	22	0	21
7,501 – 10,000	7.1	17	0	14
10,001 – 15,000	10.0	21	1	21
15,001 – 20,000	9.5	21	2	27
20,001 – 25,000	17.8	11	0	103
25,001 – 30,000	10.0	11	0	26
30,001 – 35,000	10.8	9	5	15
35,001 – 45,000	12.2	8	5	30
45,001 and over	10.5	7	3	21
TOTAL	**8.6**	**218**	**0**	**103**

Average Wait for First Appointment (Waitlist Clients Only)

Average Wait Time (# of Business Days) for CLIENTS WHO SPENT ANY TIME ON WAITLIST, Counting From Day They First Requested an Appt to Date of First Appt				
School Size	Mean Wait (Days)	# of Centers	Minimum Wait (Days)	Maximum Wait (Days)
Under 1,501	19.0	15	3	82
1,501 – 2,500	18.4	7	9	35
2,501 – 5,000	13.7	9	5	28
5,001 – 7,500	15.3	6	3	30
7,501 – 10,000	13.1	8	3	21
10,001 – 15,000	18.3	9	11	42
15,001 – 20,000	15.3	12	5	36
20,001 – 25,000	13.1	11	3	24
25,001 – 30,000	20.0	3	13	26
30,001 – 35,000	34.7	7	10	90
35,001 – 45,000	30.0	1	30	30
45,001 and over	18.0	5	12	27
TOTAL	**17.7**	**93**	**3**	**90**

First Appointment was a Crisis

Percent of Center Clients Whose 1st Appointment was a Crisis				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	10.3%	24	1.0%	50.0%
1,501 - 2,500	11.7%	20	1.0%	50.0%
2,501 - 5,000	11.0%	29	1.0%	38.1%
5,001 - 7,500	10.7%	20	1.0%	35.0%
7,501 - 10,000	11.2%	14	1.0%	28.0%
10,001 - 15,000	17.3%	15	3.0%	30.0%
15,001 - 20,000	25.6%	17	8.0%	70.0%
20,001 - 25,000	9.8%	11	1.9%	20.0%
25,001 - 30,000	22.7%	3	12.0%	31.0%
30,001 - 35,000	13.8%	5	5.0%	40.0%
35,001 – 45,000	26.8%	4	6.1%	68.0%
45,001 and over	26.6%	6	8.9%	77.7%
Total	**14.2%**	**166**	**1.0%**	**77.7%**

FTE OF CLINICAL STAFF

Professional / Clinical ("Talk Therapy") FTEs

Professional / Clinical Staff FTEs (Full- and Part-time "Talk Therapy" Employees)					
School Size	Mean FTE	# of Centers	Mini-mum	Maxi-mum	Standard Deviation
Under 1,501	1.86	18	0.52	3.59	0.92
1,501 – 2,500	3.52	27	0.83	7.91	1.59
2,501 – 5,000	4.13	25	1.00	7.92	1.79
5,001 – 7,500	5.26	18	2.51	7.75	1.57
7,501 – 10,000	8.09	9	4.00	12.96	3.15
10,001 – 15,000	7.79	22	2.00	16.61	3.54
15,001 – 20,000	11.70	11	5.00	18.00	3.68
20,001 – 25,000	11.91	10	6.04	20.48	4.48
25,001 – 30,000	16.07	8	10.25	21.00	3.58
30,001 – 35,000	19.40	7	9.64	34.75	9.24
35,001 – 45,000	22.52	10	4.00	36.09	10.67
45,001 and over	32.79	5	26.00	40.74	5.43
TOTAL	**8.66**	**170**	**0.52**	**40.74**	**8.13**

(NOTE: The data on this table are from the 2018 Staff and Salary Survey)

Professional / Clinical ("Talk Therapy") Trainees FTEs

Professional / Clinical Trainee FTEs ("Talk Therapy" only)					
School Size	**Mean FTE**	**# of Centers**	**Mini-mum**	**Maxi-mum**	**Standard Deviation**
Under 1,501	0.43	8	0	2.27	0.78
1,501 – 2,500	0.38	21	0	1.60	0.47
2,501 – 5,000	1.04	21	0	3.00	1.15
5,001 – 7,500	0.80	17	0	3.12	1.00
7,501 – 10,000	2.53	7	0.13	4.00	1.46
10,001 – 15,000	1.83	14	0	7.00	2.02
15,001 – 20,000	4.55	11	0.93	7.92	2.20
20,001 – 25,000	1.83	8	0	3.45	1.08
25,001 – 30,000	3.22	8	0	7.68	2.82
30,001 – 35,000	6.12	7	1.10	12.00	3.82
35,001 – 45,000	5.20	10	0	11.80	3.34
45,001 and over	6.60	5	3.50	11.00	3.09
TOTAL	**2.25**	**137**	**0**	**12.00**	**2.68**

(NOTE: The data on this table are from the 2018 Staff and Salary Survey)

Psychiatric Provider FTEs

Psychiatric Provider FTEs					
School Size	**Mean FTE**	**# of Centers**	**Mini-mum**	**Maxi-mum**	**Standard Deviation**
Under 1,501	0.05	6	0	0.20	0.09
1,501 – 2,500	0.30	21	0	1.87	0.45
2,501 – 5,000	0.12	19	0	0.50	0.16
5,001 – 7,500	0.11	17	0	0.53	0.17
7,501 – 10,000	1.11	6	0	2.59	1.10
10,001 – 15,000	0.63	12	0	3.04	0.87
15,001 – 20,000	0.51	10	0	3.55	1.11
20,001 – 25,000	0.33	7	0	1.83	0.68
25,001 – 30,000	1.30	8	0	5.72	1.91
30,001 – 35,000	1.71	6	0	6.10	2.28
35,001 – 45,000	1.69	10	0	5.40	1.98
45,001 and over	1.81	4	0	4.15	2.13
TOTAL	**0.61**	**126**	**0**	**6.10**	**1.19**

(NOTE: The data on this table are from the 2018 Staff and Salary Survey)

Centers That Have Any Psychiatric Provider

Does Center Have ANY Psychiatric Provider (Psychiatrist or Psychiatric Nurse Practitioner, full- or part-time)?			
School Size	**# of Centers**	**% No**	**% Yes**
Under 1,501	58	89.7%	10.3%
1,501 – 2,500	61	52.5%	47.5%
2,501 – 5,000	81	53.1%	46.9%
5,001 – 7,500	51	39.2%	60.8%
7,501 – 10,000	40	57.5%	42.5%
10,001 – 15,000	43	37.2%	62.8%
15,001 – 20,000	35	54.3%	45.7%
20,001 – 25,000	28	46.4%	53.6%
25,001 – 30,000	18	44.4%	55.6%
30,001 – 35,000	13	38.5%	61.5%
35,001 – 45,000	14	35.7%	64.3%
45,001 and over	15	53.3%	46.7%
TOTAL	**457**	**53.4%**	**46.6%**

(NOTE: The data on this table are from the 2018 Staff and Salary Survey)

Support Staff FTEs

Support Staff FTEs					
School Size	**Mean FTE**	**# of Centers**	**Mini-mum**	**Maxi-mum**	**Standard Deviation**
Under 1,501	0.84	5	0.73	1.00	0.14
1,501 – 2,500	1.10	17	0.70	2.00	0.35
2,501 – 5,000	1.17	17	0.78	2.00	0.42
5,001 – 7,500	1.04	15	0.83	1.48	0.17
7,501 – 10,000	2.18	6	1.00	4.00	1.17
10,001 – 15,000	2.13	11	0.85	3.37	1.04
15,001 – 20,000	2.47	11	1.43	5.00	1.03
20,001 – 25,000	2.42	6	1.00	3.00	0.92
25,001 – 30,000	3.01	8	1.00	4.00	1.19
30,001 – 35,000	4.05	6	1.88	6.50	1.57
35,001 – 45,000	4.88	8	3.80	8.00	1.39
45,001 and over	9.76	5	5.74	13.75	3.83
TOTAL	**2.37**	**115**	**0.70**	**13.75**	**2.23**

(NOTE: The data on this table are from the 2018 Staff and Salary Survey)

DEMOGRAPHICS OF STAFF EMPLOYEES

Center Staff Demographics*	Freq	Percent
American Indian / Native American	6	0.3%
Arab / Arab-American	29	1.3%
Asian / Asian-American	151	6.9%
Black / African-American	251	11.4%
Latino / Latina	125	5.7%
Multiracial	45	2.0%
White	1595	72.4%
Other race / ethnicity	1	0%
TOTAL	**2203**	**100.0%**
Cis-Female	1712	73.7%
Cis-Male	522	22.5%
Non-Binary	15	0.6%
Trans-Female	2	0.1%
Trans-Male	2	0.1%
Other	2	0.1%
TOTAL	**2323**	**100.0%**
Bisexual	40	2.2%
Gay Man	72	3.9%
Heterosexual	1560	83.9%
Lesbian	83	4.5%
Queer	28	1.5%
Self-Identify	3	0.2%
Other	7	0.4%
TOTAL	**1860**	**100.0%**
No Disability	1637	89.4%
Disability: Attention Deficit Disorder	26	1.4%
Disability: Hearing Impairment	10	0.5%
Disability: Learning Disability	6	0.3%
Disability: Medical / Health	13	0.7%
Disability: Mobility Impairment	23	1.3%
Disability: Neurological Disorder	13	0.7%
Disability: Psychological/Psychiatric Disorder	15	0.8%
Disability: Visual Impairment	10	0.5%
Disability: Other	6	0.3%

(NOTE: The data on this table are from the 2018 Staff and Salary Survey)

Case Managers

Case Managers: Centers That Have Any

Centers That Have Any Case Managers			
School Size	**# of Centers**	**% No**	**% Yes**
Under 1,501	63	95.2%	4.8%
1,501 – 2,500	67	89.6%	10.4%
2,501 – 5,000	92	92.4%	7.6%
5,001 – 7,500	56	80.4%	19.6%
7,501 – 10,000	45	82.2%	17.8%
10,001 – 15,000	56	67.9%	32.1%
15,001 – 20,000	46	65.2%	34.8%
20,001 – 25,000	34	70.6%	29.4%
25,001 – 30,000	24	50.0%	50.0%
30,001 – 35,000	17	29.4%	70.6%
35,001 – 45,000	17	11.8%	88.2%
45,001 and over	17	29.4%	70.6%
TOTAL	**534**	**75.5%**	**24.5%**

Case Managers: How Many on the Campus

Number of Case Managers on Campus (All Offices) (For Institutions That Have Any Case Managers)				
School Size	**Mean**	**# of Centers**	**Minimum**	**Maximum**
Under 1,501	2.1	8	1	8
1,501 - 2,500	1.5	18	0.25	4
2,501 - 5,000	1.2	17	1	2
5,001 - 7,500	1.5	22	0.50	3
7,501 - 10,000	1.3	16	1	3
10,001 - 15,000	2.7	33	1	7
15,001 - 20,000	2.6	29	1	7
20,001 - 25,000	2.3	18	1	5
25,001 - 30,000	2.6	12	1	6
30,001 - 35,000	2.9	14	1	9
35,001 – 45,000	3.8	13	1	6
45,001 and over	4.7	6	2	8
TOTAL	**2.3**	**206**	**0.25**	**9**

Case Managers: Services Provided By

What Services Does Your Case Manager Provide? (for Centers That Have Case Managers)	# of Centers	Percent
Administrative meetings to coordinate care	96	74.4%
Arranging and/or monitoring off-campus referrals	126	97.7%
Coordinating care for students returning from medical withdrawal	64	49.6%
Coordinating post-hospitalization care	89	69.0%
Crisis Services	94	72.9%
Maintaining off-campus provider referral lists	123	95.3%
Next-day follow-up for certain crisis/on-call situations	73	56.6%
Providing direct clinical services	94	72.9%
Providing therapy for students waiting for off-campus referrals	52	40.3%
Triage & screening appointments	86	66.7%
Visiting students in the hospital	10	7.8%
Other	18	13.9%
TOTAL	**129**	**100.0%**

Other services provided by case managers included: maintaining documentation for Behavioral or Care Teams, assisting students with accommodations and housing/food needs, oversees student emergency funding, and following students with conduct sanctions.

Other Campus Offices With Case Manager(s)

Other Offices on Campus with Case Manager(s)	Count of Responses	Percent of Institutions
Dean of students office	161	29.9%
Judicial affairs office	46	8.6%
Disability services office	46	8.6%
Health services / health education	17	3.2%
Student success / academic advising	9	1.7%
Student Affairs/Student Life	8	1.5%
Residence life / housing	7	1.3%
CARE / Behavioral intervention team	7	1.3%
Title 9 office	4	0.7%
Other	8	1.5%
TOTAL # INSTITUTIONS	**538**	

CENTER POSITIONS GAINED AND LOST

Centers That Gained or Lost Staff Last Year				
School Size	# That GAINED Staff	Percent That GAINED Staff	# That LOST Staff	Percent That LOST Staff
Under 1,501	24	36.4%	5	7.6%
1,501 – 2,500	25	36.8%	5	7.4%
2,501 – 5,000	31	33.7%	6	6.5%
5,001 – 7,500	19	33.9%	3	5.5%
7,501 – 10,000	16	36.4%	7	15.9%
10,001 – 15,000	28	50.0%	8	14.5%
15,001 – 20,000	22	47.8%	2	4.3%
20,001 – 25,000	20	60.6%	6	17.6%
25,001 – 30,000	11	45.8%	0	0.0%
30,001 – 35,000	11	64.7%	1	5.9%
35,001 – 45,000	14	73.7%	2	10.5%
45,001 and over	12	66.7%	1	5.6%
TOTAL	**233**	**43.3%**	**46**	**8.6%**

Number of FTE Positions Gained and Lost (Last Year)					
Type of Position	# of Centers That GAINED FTE	Total FTE Gained		# of Centers That LOST FTE	Total FTE Lost
Clinical	211	286.4		32	27.4
Psychiatric	12	5.9		4	1.7
Case Manager	12	11.0		1	1.0
Support Staff	7	6.5		4	3.8
Other	5	3.1		1	1.0
TOTAL	**TOTAL FTE GAINED**	**323.9**		**TOTAL FTE LOST**	**34.9**
	NET FTE GAINED	**289.0**			

Centers That Gained or Lost Any Positions (Last Year) (Number of Responding Centers = 538)		
	Number of Centers	Percent
Centers that Gained Any Staff Position(s) Last Year	233	43.3%
Centers that Lost Any Staff Position(s) Last Year	41	7.6%

STUDENT TO STAFF RATIOS

(NOTE: The data on the following two tables is from the 2018 Staff and Salary Survey)

Student to Counseling Staff Ratio ("Talk Therapy" FTE Staff Only)

Size of Institution	# of Centers	Mean Student-to-Counselor Ratio
Under 1,501	17	738
1,501 – 2,500	26	783
2,501 – 5,000	19	1098
5,001 – 7,500	17	1374
7,501 – 10,000	14	1331
10,001 – 15,000	18	1816
15,001 – 20,000	11	2251
20,001 – 25,000	9	2083
25,001 – 30,000	7	1931
30,001 – 35,000	8	1881
35,001 – 45,000	9	1835
45,001 and over	5	1745
TOTAL	**160**	**1411**

NOTE: Although the "student-to-counselor" ratio is frequently utilized in estimating the adequacy of existing counseling center staff, what is considered a "good" ratio varies greatly from one institution to another, depending on factors such as the percent of the student population that utilizes the counseling center. For example, as the center utilization rate increases, the needed students-to-counselor ratio decreases.

Number of Students Served Per FTE "Talk Therapy" Staff and Trainees

Size of Institution	# of Centers	Mean # Students Served per FTE Staff & Trainees
Under 1,501	8	72
1,501 – 2,500	17	90
2,501 – 5,000	13	107
5,001 – 7,500	15	88
7,501 – 10,000	11	96
10,001 – 15,000	13	108
15,001 – 20,000	7	117
20,001 – 25,000	5	116
25,001 – 30,000	6	143
30,001 – 35,000	7	106
35,001 – 45,000	9	122
45,001 and over	5	121
TOTAL	**116**	**103**

NOTE: The number of students that a single FTE "talk therapist" can serve in a single year is a metric that is more consistent across size of institution, and percent of student body that utilize counseling services. As shown in the table above, a single FTE "talk therapist" can provide therapy for about 100 students in a single year.

Counseling and Health Services Collaboration

Counseling Services' Proximity to Health Services

What is Counseling Services' Proximity to Health Services?	# of Centers	Percent
My campus does NOT have health services	35	7.3%
Shared floor / suite in same building	91	18.9%
Separate space in same floor of same building	49	10.2%
Different floors of same building	79	16.4%
Separate building (less than 5 minute walk apart)	110	22.8%
Separate building (about 5 to 10 minute walk apart)	77	16.0%
Separate building (more than 10 minute walk apart)	35	7.3%
Other responses	6	1.2%
TOTAL	**476**	**100.0%**

Resources Counseling and Health Services Share in Common

Please Indicate Which of the Following Resources Counseling and Health Services SHARE IN COMMON	# of Centers	Percent Yes
Client / patient check-in process	88	19.0%
Electronic health record system	99	21.2%
Front desk staff	100	21.5%
Health promotion or other outreach initiatives	184	39.5%
Marketing / PR materials	126	27.3%
Multidisciplinary TREATMENT team – Eating Disorders	131	28.5%
Multidisciplinary TREATMENT team –Substance abuse	2	0.4%
Multidisciplinary ASSESSMENT team – Eating Disorders	95	20.7%
Professional development (NOT including cultural competency training)	2	0.4%
Psychiatric services	119	25.7%
Staff meetings – Administrative	117	25.3%
Staff meetings – Clinical cases	72	15.7%
Student health / mental health fee	152	33.1%
Third party billing system	20	4.4%
Waiting room	77	16.7%
Website	110	23.8%
Other	48	9.6%

Number of Clients Who Required Coordination of Care

Average Number of Clients Who Required Various Types of Coordination of Care (CC) Between Counseling and Health Services				
Size of Institution	**CC for Psychiatric Services**	**CC for Eating Disorders**	**CC for Other Reasons**	**No CC Required**
Under 2,501	36.9	2.8	10.0	193.9
2,501 – 7,500	54.4	5.5	13.0	345.0
7,501 – 15,000	98.4	12.9	16.2	533.3
15,001 and over	300.8	47.9	16.3	1637.5
Count of Centers	**127**	**111**	**46**	**43**
AVERAGE	**187.0**	**41.2**	**25.8**	**654.7**

"CC" stands for "Clients Who Required Coordination of Care..."

Coordination of Care Between Counseling and Health Services

How many COUNSELING clients …	# of Centers	Mean # Clients	% of Clients
Required coordination of care with psychiatric providers	127	117	18.6%
With eating disorders required coordination of care with medical professionals (NOT including psychiatric providers)	111	13	2.1%
Required coordination of care with medical professional for other reasons (NOT including eating disorders or psychiatric)	46	13	2.1%
Did NOT require coordination of care with a psychiatric provider or with any other medical professional	43	486	77.3%

The majority of counseling center clients (77.3%) did NOT require coordination of care with a medical professional. 18.6% required coordination of care with a psychiatric provider. 4.2% required coordination of care with a non-psychiatric medical professional.

Sharing of Records Between Counseling and Health Services

Do Counseling and Health Services Share Access to Records WITHOUT Needing Additional Informed Consent?	# of Centers	Percent
No	334	72.8%
Yes, but only with psychiatric providers	32	7.0%
Yes, but only with psychiatric providers and medical doctors	14	3.1%
Yes, with all health service providers	52	11.3%
Other	27	5.9%
TOTAL	**459**	**100.0%**

Current Arrangement Between Counseling and Health Services

Describe the Current Arrangement Between Counseling and Health Services on Your Campus	# of Centers	Percent
The health services director reports to the counseling services director who reports to a senior administrator.	36	7.8%
The counseling services director reports to the health services director who reports to a senior administrator.	25	5.4%
The counseling services director and the health services director each report to a single center director who reports to a senior administrator.	37	8.0%
The counseling services director and the health services director each report to the same senior administrator.	231	50.1%
A single chief health and counseling director reports to a senior administrator.	30	6.5%
The counseling services director and the health services director report to different senior administrators.	51	11.1%
Health and counseling services are outsourced.	2	0.4%
Counseling services report to a senior administrator. Health services are outsourced.	49	10.6%
TOTAL	**461**	**100%**

Supervisor's Professional Background

If the Director of Counseling Services and the Director of Health Services Both Report to the Same Supervisor, What is That Supervisor's PROFESSIONAL Background?	# of Centers	Percent
Academic Affairs	20	4.7%
Business Affairs	8	1.9%
Mental Health	39	9.1%
Medical	22	5.2%
Public Health	6	1.4%
Student Affairs / Student Development / Student Services	213	49.9%
Other	18	4.2%
Subtotal	**326**	**76.3%**
The Services Do NOT Report to the Same Supervisor	101	23.7%
TOTAL	**427**	**100.0%**

Degree of Collaboration Between Counseling and Health Services

Describe the DEGREE of Collaboration Between Counseling and Health Services	# of Centers	Percent
The services rarely if ever collaborate	38	8.4%
The services collaborate some of the time	139	30.8%
The services collaborate most of the time when it makes sense to do so	267	59.1%
Other	8	1.8%
TOTAL	**452**	**100%**

Quality of Collaboration Between Counseling and Health Services

Describe the QUALITY of Collaboration Between Counseling and Health Services	# of Centers	Percent
No collaboration	18	4.0%
Not very effective	44	9.7%
Effective	281	62.2%
Very effective	93	20.6%
Other	16	3.5%
TOTAL	**452**	**100%**

Record-Keeping System Used by Counseling Services

Which Record-Keeping System Does Counseling Services Utilize?	# of Centers	Percent
E-Clinical Works	2	0.4%
EPIC	2	0.4%
Medicat	40	8.5%
NextGen	1	0.2%
NueMD	0	0.0%
Paper / no electronic record-keeping system	44	9.3%
Point and Click	42	8.9%
PyraMED	11	2.3%
Titanium	315	66.9%
Other	14	3.0%
TOTAL	**471**	**100.0%**

Most counseling services use Titanium for record-keeping (66.9%).

Record-Keeping System Used by Health Services

Which Record-Keeping System Does Health Services Utilize?	# of Centers	Percent
E-Clinical Works	8	1.9%
EPIC	34	8.1%
Medicat	117	28.0%
NextGen	2	0.5%
NueMD	7	1.7%
Paper / no electronic record-keeping system	61	14.6%
Point and Click	88	21.1%
PyraMED	34	8.1%
Titanium	6	1.4%
Other	61	14.6%
TOTAL	**418**	**100.0%**

Most health services use either Medicat (28.0%) or Point and Click (21.1%) for record-keeping.

Participating Colleges and Universities

Institutions That Participated in the 2018 AUCCCD Director Survey

Adelphi University
Agnes Scott College
Albany College of Pharmacy and Health Sciences
Allegheny College
American International College
American University
Amherst College
Andrews University
Angelo State University
Appalachian State University
Arcadia University
Argosy University-Chicago
Arizona State University
Ashland University
Atlanta Metropolitan State College
Auburn University
Augusta University
Babson College
Baldwin Wallace University
Ball State University
Bard College
Barnard College
Barry University
Baruch College
Bates College
Bay Path University
Baylor University
Bentley University
Berkeley City College
Berry College
Binghamton University
Birmingham-Southern College
Bloomfield College
Boise State University
Boston College
Bow Valley College (CAN)
Bowdoin College
Bowling Green State University
Bradley University
Bridgewater College
Brigham Young University
Brigham Young University-Idaho
Brock University (CAN)
Brown University
Butler University
Cabrini University
Caldwell University
California Institute of Technology
California State Polytechnic University-Pomona
California State Polytechnic University-San Luis Obispo
California State University-Fresno
California State University-Fullerton
California State University-Long Beach
California State University-Maritime Academy
California State University-Monterey Bay
California State University-Northridge
California State University-San Bernardino
California State University-San Marcos
California State University-Stanislaus
Calvin College
Campbell University
Canisius College
Carleton College
Carnegie Mellon University
Carthage College
Case Western Reserve University
Catholic University of America
Centenary University
Central College
Central Michigan University
Central Washington University
Centre College
Chicago State University
Christopher Newport University
Clark University
Clarkson University
Clayton State University
Clemson University
Coastal Carolina University
Colgate University
College of Charleston
College of New Jersey
College of Saint Benedict/Saint John's University
College of Saint Elizabeth
College of the Holy Cross
College of the Ozark
Colorado Christian University
Colorado Sate University
Colorado School of Mines
Columbia College-Missouri
Columbia University in the City of New York
Columbia University Irving Medical Center
Columbus College of Art & Design
Columbus State University
Concordia College
Concordia University (CAN)
Concordia University-Chicago
Concordia University-Portland
Connecticut College
Converse College
Cornell College
Cornell University
Cornish College of the Arts
Culver Stockton College
CUNY-Brooklyn College
CUNY-College of Staten Island
CUNY-Queens College
CUNY-York College
Curry College
Curtin University (AUS)
Daemen College
Dalhousie University (CAN)
Dalton State College
Dartmouth College
Davidson College
Defiance College
Delaware State University
Delaware Valley University
DePaul University
Des Moines University
Dickinson College
Dixie State University
Drew University
Drexel University
Duke University
Dutchess Community College
East Carolina University
East Central University
East Stroudsburg University of Pennsylvania
Eastern Connecticut State University
Eastern Michigan University
Eastern Washington University
Edgewood College
Elizabethtown College
Elmhurst College
Elon University
Embry-Riddle Aeronautical University
Emerson College
Emmanuel College
Emory and Henry College
Emory University-Atlanta
Endicott College
Fairmont State University
Felician University
Ferrum College
Flagler College
Florida Agricultural and Mechanical University
Florida Gulf Coast University
Florida Polytechnic University

Florida State University
Florida State University-Panama City
Foothill College
Fordham University
Fort Lewis College
Framingham State University
George Mason University
George Washington University
Georgetown in Qatar
Georgetown University
Georgia Institute of Technology
Georgia Southern University
Georgia Southern University-Armstrong Campus
Georgian Court University
Gettysburg College
Gordon State College
Goucher College
Governors State University
Green Mountain College
Gustavus Adolphus College
Hamilton College
Hamline University
Hampden-Sydney College
Harrisburg University of Science and Technology
Harvard University
Haverford College
Hollins University
Hope College
Houghton College
Howard Community College
Husson University
Idaho State University
Illinois State University
Illinois Wesleyan University
Indiana State University
Indiana University-Bloomington
Indiana University-Kokomo
Indiana University-Northwest
Indiana University-Purdue University Indianapolis
Iona College
Iowa State University
James Madison University
Jarvis Christian College
Jefferson Community College
John Carroll University
Johnson & Wales University-Providence Campus
Johnson & Wales University-North Miami
Kansas City Kansas Community College
Kansas State University
Kennesaw State University
Kent State University
Kenyon College
Kettering University
Knox College
Konan University (Japan)
La Salle University
Lafayette College
Lake Forest College
Lake Superior State University
Lasell College
LDS Business College
LeMoyne College
Lenoir-Rhyne University
Lewis University
Lewis-Clark State College
LIM College
Longwood University
Loyola Marymount University
Loyola University-Chicago
Loyola University-Maryland
Luther College
Maine College of Art
Manhattanville College
Marian University
Marquette University
Marshall University
Mary Baldwin University
Maryland Institute College of Art
Marymount California University
Marymount Manhattan College
Marymount University
Marywood University
Massachusetts Institute of Technology
Massachusetts Maritime Academy
McMaster University (CAN)
Medaille College
Medical University of South Carolina
Mercer University-Atlanta
Mercer University-Macon
Merrimack College
Metropolitan State University of Denver
Miami University-Ohio
Michigan State University
Michigan Technological University
Millersville University of Pennsylvania
Minneapolis College of Art and Design
MiraCosta College
Misericordia University
Mississippi State University
Missouri Southern State University
Missouri State University
Missouri University of Science and Technology
Mohawk College (CAN)
Molloy College
Monmouth College
Monmouth University
Montana State University-Bozeman
Montclair State University
Moody Bible Institute
Morgan State University
Mount Carmel College of Nursing
Mount Holyoke College
Mount Royal University (CAN)
Mount St. Joseph University
MSU Texas (formerly Midwestern State University)
Murray State University
Naropa University
Nebraska Wesleyan University
New College of Florida
New Jersey City University
New Mexico Institute of Mining and Technology
New York Chiropractic College
New York Film Academy
Niagara University
Nicholls State University
Norfolk State University
North Carolina Agricultural and Technical State University
North Carolina Central University
North Carolina State University
North Dakota State University
Northeast Community College
Northeast Ohio Medical University
Northeastern Illinois University
Northern Alberta Institute of Technology (CAN)
Northern Arizona University
Northern Illinois University
Northern Michigan University
Northwest Missouri State University
Northwestern University
Notre Dame de Namur University
Notre Dame of Maryland University
Oakland University
Oberlin College
Oglethorpe University
Ohio State University
Ohio University
Old Dominion University
Oregon Institute of Technology
Oregon State University
Otis College of Art and Design
Otterbein University
Owens State Community College
Oxford College of Emory University
Pace University-NYC
Pace University-Westchester
Parker University
Pasadena City College
Penn State College of Medicine
Penn State University
Penn State-Harrisburg
Pennsylvania College of Technology
Pepperdine University
Philadelphia College of Osteopathic Medicine-Philadelphia
Point Park University
Portland State University
PrattMWP
Princeton University
Purdue University
Queens's University (CAN)

Ramapo College of New Jersey
Randolph College
Randolph-Macon College
Red River College (CAN)
Regis University
Rhodes College
Richland College
Rikkyo University (Japan)
Ringling College of Art and Design
Roanoke College
Robert Morris University-Pittsburgh
Roberts Wesleyan College
Rochester Institute of Technology
Roger Williams University
Ross University School of Veterinary Medicine (St.Kitts)
Rush University
Rutgers University-Camden
Rutgers University-New Brunswick
Rutgers University-Newark
Sacred Heart University
Saint Francis University, Pennsylvania
Saint Joseph's University
Saint Mary's University (CAN)
Saint Mary's University of Minnesota
Saint Xavier University
Salem College
Salisbury University
Samford University
San Diego State University
San Jose State University
Santa Monica College
Santa Rosa Junior College
Sapporo Gakuin University (Japan)
School of the Art Institute of Chicago
Scripps Research Institute
Seton Hall University
Sewanee: The University of the South
Shenandoah University
Sheridan College (CAN)
Siena College
Simmons University
Skidmore College
Snow College
Sonoma State University
Southeast Missouri State University
Southern Illinois University-Edwardsville
Southern Methodist University
Southern University and A&M College
Southern Utah University
Southern Virginia University
Southwestern University
Spalding University
Springfield College
St George's University (Grenada)
St. Ambrose University
St. Cloud State University
St. John's University
St. Joseph's College-Long Island Campus
St. Mary's College of Maryland
St. Norbert College
St. Olaf College
State Center Community College District
Stetson University
Stevens Institute of Technology
Stevenson University
Stonehill College
Stony Brook University
Suffolk County Community College
Suffolk University-Boston
SUNY-College at Old Westbury
SUNY-Cortland
SUNY-Fredonia
SUNY-New Paltz
SUNY-Oneonta
SUNY-Oswego
SUNY-Potsdam
SUNY-College at Brockport
Susquehanna University
Swarthmore College
Syracuse University
Texas A&M International University
Texas A&M University
Texas A&M University-Commerce
Texas A&M University-Kingsville
Texas Christian University
Texas Lutheran University
Texas Southern University
Texas State University
Texas Woman's University
Thomas College
Thomas Jefferson University
Touro University Nevada
Transylvania University
Trent University (CAN)
Trinity University
Truman State University
Tufts University
Tulane University
UCLA
Union College
Universities at Shady Grove
University at Buffalo
University of Akron
University of Alabama-Birmingham
University of Alabama-Tuscaloosa
University of Arkansas
University of California-Berkeley
University of California-Davis
University of California-Irvine
University of California-Santa Barbara
University of California-Santa Cruz
University of Central Arkansas
University of Central Florida
University of Central Missouri
University of Central Oklahoma
University of Cincinnati
University of Colorado-Boulder
University of Colorado-Colorado Springs
University of Colorado-Denver
University of Delaware
University of Denver
University of Findlay
University of Florida
University of Georgia
University of Houston-Clear Lake
University of Houston-Main
University of Idaho
University of Illinois-Chicago
University of Illinois-Urbana-Champaign
University of Indianapolis
University of Iowa
University of Kansas Medical Center
University of Kentucky
University of La Verne
University of Louisville
University of Lynchburg
University of Maine
University of Maine-Augusta
University of Manitoba (CAN)
University of Mary Washington
University of Maryland-Baltimore
University of Maryland-Baltimore County
University of Maryland-College Park
University of Maryland-Eastern Shore
University of Massachusetts-Amherst
University of Massachusetts-Boston
University of Massachusetts-Dartmouth
University of Massachusetts-Lowell
University of Melbourne (AUS)
University of Memphis
University of Miami
University of Michigan-Ann Arbor
University of Michigan-Flint
University of Minnesota
University of Minnesota-Duluth
University of Missouri-Kansas City
University of Missouri-St. Louis
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University of North Carolina-Pembroke

University of North Carolina-School of the Arts
University of North Carolina-Wilmington
University of North Florida
University of North Texas
University of Northern Colorado
University of Notre Dame
University of Oregon
University of Puerto Rico-Rio Piedras
University of Redlands
University of Rhode Island
University of Richmond
University of Rochester
University of San Francisco
University of Saskatchewan (CAN)
University of South Alabama
University of South Carolina-Upstate
University of South Florida-Sarasota Manatee
University of South Florida-St Petersburg
University of South Florida-Tampa
University of Tennessee-Knoxville
University of Texas-Austin
University of Texas-Dallas
University of Texas-El Paso
University of Texas-San Antonio
University of Texas-Tyler
University of the Sciences in Philadelphia
University of Tokyo (Japan)
University of Tulsa
University of Utah
University of Utah School of Medicine
University of Vermont
University of Victoria (CAN)
University of Virginia
University of Washington-Seattle
University of West Florida
University of West Georgia
University of Windsor (CAN)
University of Wisconsin-Eau Claire
University of Wisconsin-La Crosse
University of Wisconsin-Madison
University of Wisconsin-Milwaukee
University of Wisconsin-River Falls
University of Wisconsin-Stout
University of Wisconsin-Whitewater
Upper Iowa University
Utah State University
Utica College
Valdosta State University
Valparaiso University
Vanderbilt University
Vassar College
Villanova University
Vincennes University
Virginia Commonwealth University
Virginia Military Institute
Virginia State University
Virginia Wesleyan University
Wake Forest School of Medicine
Wake Forest University
Walsh University
Washburn University
Washington & Jefferson College
Washington State University-Vancouver
Washington University in Saint Louis
Waukesha County Technical College
Weber State University
Wellesley College
Wesleyan University
West Chester University of Pennsylvania
West Virginia University
West Virginia University Institute of Technology
Western Carolina University
Western Connecticut State University
Western Illinois University
Western Washington University
Western Wyoming Community College
Westfield State University
Westmont College
Wheaton College, MA
Whitman College
Wichita State University
Widener University
William Jewell College
Wittenberg University
Worcester Polytechnic Institute
Youngstown State University

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