



The Association for University and College Counseling Center Directors Annual Survey

Reporting period: July 1, 2016 through June 30, 2017

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The AUCCCD Annual Survey and Report Overview

The Association for University and College Counseling Center Directors (AUCCCD) is an international organization comprised of universities and colleges from the United States and its territories, Armenia, Australia, Bahamas, Canada, France, Japan, Oman, Qatar, St. Kitts Nevis Anguilla, United Arab Emirates, and the United Kingdom. AUCCCD works to be the higher education leaders for student mental health. AUCCCD is a professional community that fosters counseling center 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. 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, 2017 all members of AUCCCD, plus almost 100 non-members, were invited to participate in the Annual Survey. The survey was administered to 925 verified email accounts via a secure internet interface. The reporting period for the information on the 2017 Annual Survey was July 1, 2016 through June 30, 2017. This monograph serves to provide a summary of data trends reported in the AUCCCD Annual Survey. AUCCCD members have access to a separate comparable salary table document and items that address ethical dilemmas and legal issues. A total of 621 counseling center administrators responded to the 2017 survey, 566 of which were AUCCCD members. This represented 63.4% of the 829 total AUCCCD members as of early February, 2018.

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

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Participating Colleges and Universities

Institutions That Responded to the 2017 Director Survey

Adams State University	Bowling Green State University	Clarkson University
Agnes Scott College	Bradley University	Clayton State University
Albany College of Pharmacy and Health Sciences	Bridgewater State University	Clemson University
Alberta College of Art + Design	Brigham Young University	Colby College
Alfred University	Brigham Young University, Hawaii	Colgate University
American International College	Brigham Young University, Idaho	College of Charleston
American University	Bryant University	College of Mount Saint Vincent
Amherst College	Bucknell University	College of Saint Benedict Saint John's University
Appalachian State University	Butler University	College of Saint Elizabeth
Aquinas College	Cabrini University	College of Staten Island/CUNY
Arizona State University	California Institute of Technology	College of the Holy Cross
Arkansas State University Jonesboro	California Lutheran University	College of the Ozarks
Atlanta Metropolitan State College	California Polytechnic State University, San Luis Obispo	College of William & Mary
Auburn University	California State University, Chico	Colorado Christian University
Augusta University	California State University, Fresno	Colorado College
Augustana College	California State University, Fullerton	Colorado School of Mines
Aurora University	California State University, Monterey Bay	Colorado State University
Austin Peay State University	California State University, Northridge	Columbia College Chicago
Averett University	California State University, San Marcos	Columbia College- Missouri
Baldwin Wallace University	Campbell University	Columbia Community College
Ball State University	Canisius College	Columbia University, CAPS
Bard College	Capital University	Columbia University, SHS
Barnard College	Carleton College	Columbus College of Art & Design
Barry University	Carnegie Mellon University	Columbus State Community College
Bates College	Case Western Reserve University	Columbus State University
Baton Rouge Community College	Centenary University	Concordia College, Moorhead, MN
Bay Path University	Central College	Concordia University
Baylor University	Central Michigan University	Concordia University Chicago
Becker College	Central Washington University	Connecticut College
Bellarmino University	Centre College	Cornell College
Benedictine University	Champlain College	Cornell University
Bentley University	Chapman University	Cornish College of the Arts
Berea College	Charleston Southern University	Creighton University
Berry College	Chatham University	Culver Stockton College
Birmingham Southern College	Chicago State University	Curry College
Black Hawk College	Christopher Newport University	Curtin University
Bloomfield College	City Colleges of Chicago	Dalton State College
Bloomsburg University	Clark University	Dartmouth College
Boston College		Davidson College
Bow Valley College		Defiance College
Bowdoin College		Delaware Valley University
		DePaul University

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DePauw University	Georgia Institute of Technology	Kalamazoo College
Des Moines University	Georgia Southern University	Kansas City Art Institute
Dixie State University	Georgia Southern University Armstrong Campus	Kansas City Kansas Community College
Drew University	Georgian Court University	Kansas State University
Drexel University	Gordon State College	Kean University
Duke University	Goucher College	Kent State University
Dutchess Community College	Grand Canyon University	Konan University
East Carolina University	Grand Rapids Community College	La Salle University
East Central University	Green Mountain College	Langston University
East Georgia State College	Grossmont Community College	Le Moyne College
East Stroudsburg University	Guilford College	Lehigh University
Eastern Connecticut State University	Hamilton College	Lesley University
Eastern Kentucky University	Hamline University	Lewis University
Eastern Mennonite University	Hampden-Sydney College	Lewis-Clark State College
Eastern Michigan University	Hampshire College	LIM College
Eastern Washington University	Hampton University	Lincoln University
Eckerd College	Harrisburg University of Science and Technology	Lincoln Christian University
Edgewood College	Haverford College	Longwood University
Edinboro University	Heartland Community College	Loyola Marymount University
Elizabeth City State University	Heidelberg University	Loyola University Chicago
Elizabethtown College	High Point University	Loyola University Maryland
Elmhurst College	Hobart & William Smith Colleges	Loyola University New Orleans
Elon University	Hollins University	Luther College
Embry-Riddle Aeronautical University- Prescott AZ	Hope College	Lynchburg College
Embry-Riddle Aeronautical University	Houghton College	Lynn University
Emerson College	Howard Community College	Macalester College
Emmanuel College	Husson University	Manhattanville College
Emory University	Idaho State University	Marist College
Fairmont State University	IL Institute of Technology	Marlboro College
Felician University	Illinois State University	Marquette University
Ferrum College	Illinois Wesleyan University	Maryland Institute College of Art
Flagler College	Indiana State University	Marymount California University
Flagler College	Indiana University	Marymount Manhattan College
Fletcher Technical Community College	Indiana University of Pennsylvania	Marymount University
Florida Agricultural and Mechanical University	Indiana University-Kokomo	Maryville University
Florida Gulf Coast University	Indiana University-Northwest	Marywood University
Florida Institute of Technology	Iona College	Massachusetts College of Liberal Arts
Florida International University	Iowa State University	Massachusetts Institute of Technology
Florida State University	Ithaca College	McGill University
Fordham University	Jefferson College of Health Sciences	McMaster University
Fort Lewis College	Jefferson Community College	McNeese State University
Framingham State University	John Carroll University	Medaille College
Furman University	John Wood Community College	Meharry Medical College
George Mason University	Johns Hopkins University	Memorial University of Newfoundland
Georgetown University in Qatar	Johnson & Wales University- Charlotte	Mercer University-Macon
Georgia College and State University	Johnson & Wales University-North Miami	Merrimack College
Georgia Gwinnett College	Johnson & Wales University- Providence	Messiah College
Georgia Highlands College	Johnson State College	Metropolitan State University

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Metropolitan State University of Denver	Northern Michigan University	Roberts Wesleyan College
Miami University	NorthWest Arkansas Community College	Rochester Institute of Technology
Middlebury College	Northwest Missouri State University	Rockhurst University
Millersville University	Northwestern State University of Louisiana	Roger Williams University
Mills College	Northwestern University	Rollins College
MiraCosta College	Norwich University	Roosevelt University
Misericordia University	Notre Dame College	Ross University School of Veterinary Medicine
Mississippi State University	Oberlin College	Rush University
Missouri Southern State University	Ohio University	Rutgers University-Camden
Missouri State University	Ohio Wesleyan University	Rutgers University-New Brunswick
Missouri University of Science and Technology	Oklahoma State University	Sacred Heart University
Monmouth College	Old Dominion University	Saint Francis University
Monroe College	Oregon Institute of Technology	Saint Joseph's University
Monroe Community College	Otis College of Art and Design	Saint Louis University
Montana State University	Otterbein University	Saint Mary's University of Minnesota
Montclair State University	Owens State Community College	Saint Michael's College
Moravian College	Oxford College of Emory University	Salem College
Morgan State University	Pace University-New York City	Salt Lake Community College
Mount Holyoke College	Pace University-Westchester	Salve Regina University
Mount Ida College	Park University	Samford University
Mount Saint Mary College	Parker University	San Diego City College
Mount Saint Mary's University	Pasadena City College	San Diego State University
Mount St. Joseph University	Penn State College of Medicine	San Jose State University
Muhlenberg College	Penn State Harrisburg	Santa Clara University
Murray State University	Penn State University	Santa Rosa Junior College
Nazareth College	Pennsylvania College of Technology	School of the Art Institute of Chicago
Nebraska Wesleyan University	Philadelphia College of Osteopathic Medicine	Seton Hall University
New College of Florida	Philadelphia University	Shawnee State University
New Jersey City University	Point Loma Nazarene University	Shenandoah University
New Jersey Institute of Technology	Portland State University	Shippensburg University
New Mexico State University	Presbyterian College	Siena College
New York Chiropractic College	Princeton University	Siena Heights University
New York Film Academy	Purchase College (SUNY)	Simmons College
Niagara University	Purdue University	Simpson University
Nicholls State University	Queen's University	SIT Graduate Institute
Norfolk State University	Queens College, City University of New York	Slippery Rock University
North Alberta Institute of Technology	Randolph College	Snow College
North Carolina Agricultural and Technical State University	Randolph-Macon College	Sonoma State University
North Carolina State University	Reed College	Southeast Missouri State
North Dakota State College of Science	Regent University	Southeastern Louisiana University
North Dakota State University	Regis University	Southern Connecticut State University
North Greenville University	Rhode Island School of Design	Southern Illinois University - Edwardsville
North Park University	Rhodes College	Southern Methodist University
Northeast Community College	Richard J Daley College	Southern New Hampshire University
Northeast Ohio Medical University	Ringling College of Art and Design	Southern Oregon University (SOU)
Northeastern Illinois University	Rivier University	Southern University and A&M College
Northern Arizona University	Roanoke College	
Northern Illinois University	Robert Morris University	

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Southern Utah University	The University of Texas at Tyler	University of Kentucky
Southern Virginia University	The University of the South	University of Louisville
Southwestern University	The University of Tokyo	University of Manitoba
Spalding University	Thomas College	University of Maryland Baltimore
Springfield College	Tiffin University	County
St Georges University	Touro University Nevada	University of Maryland-College Park
St. Ambrose University	Towson University	University of Massachusetts-
St. Bonaventure University	Trevecca Nazarene University	Amherst
St. Cloud State University	Trinity University	University of Massachusetts-Boston
St. John's University	Truman State University	University of Memphis
St. Mary's College of Maryland	Tufts University	University of Miami
St. Mary's University	Tulane University	University of Michigan-Ann Arbor
St. Norbert College	Tulsa Community College	University of Michigan-Dearborn
St. Olaf College	Union College	University of Minnesota
State University of NY at Fredonia	Union University	University of Minnesota-Duluth
State University of NY-Buffalo State	Unity College	University of Missouri-Kansas City
Stephens College	Universities at Shady Grove	University of Missouri-St Louis
Stetson University	University at Buffalo	University of Montana-Missoula
Stevens Institute of Technology	University of Akron	University of Nebraska-Kearney
Stevenson University	University of Alabama	University of Nebraska-Lincoln
Stonehill College	University of Arizona	University of Nebraska-Omaha
Stony Brook University	University of Arkansas	University of Nebraska-Lincoln
Suffolk County Community College	University of Bridgeport	University of Nevada, Reno
Suffolk University - Boston	University of California-Berkeley	University of New Mexico
SUNY College at Old Westbury	University of California-Irvine	University of New Orleans
SUNY Cortland	University of California-Los Angeles	University of North Alabama
SUNY New Paltz	University of California-San Diego	University of North Carolina
SUNY Oneonta	University of California-Santa Cruz	Asheville
SUNY Oswego	University of Central Arkansas	University of North Carolina at
SUNY Upstate Medical University	University of Central Florida	Charlotte
Swarthmore College	University of Central Missouri	University of North Carolina at
Syracuse University	University of Central Oklahoma	Wilmington
Texas A&M International University	University of Cincinnati	University of North Carolina Chapel
Texas A&M University	University of Colorado-Colorado	Hill
Texas A&M University-Commerce	Springs	University of North Carolina
Texas A&M University-Kingsville	University of Colorado-Denver	Pembroke
Texas Christian University	University of Colorado-Boulder	University of North Dakota
Texas State University	University of Delaware	University of North Florida
Texas Tech University	University of Denver	University of North Texas-Dallas
The Catholic University of America	University of Evansville	University of Notre Dame
The College at Brockport, SUNY	University of Findlay	University of Oregon
The College of New Jersey	University of Florida	University of Pennsylvania
The College of New Rochelle	University of Georgia	University of Pittsburgh
The George Washington University	University of Houston-Clear Lake	University of Puerto Rico, Rio
The New School	University of Houston-Main	Piedras Campus
The Ohio State University	University of Idaho	University of Puget Sound
The University of Alabama at	University of Illinois-Chicago	University of Redlands
Birmingham	University of Illinois-Springfield	University of Rhode Island
The University of South Alabama	University of Illinois-Urbana-	University of Richmond
The University of Texas at Austin	Champaign	University of Rochester
The University of Texas at Dallas	University of Indianapolis	University of San Francisco
The University of Texas at San	University of Iowa	University of South Florida - Tampa
Antonio	University of Kansas Medical Center	Campus

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University of Southern Indiana	Ursinus College	Western Connecticut State University
University of Southern Mississippi	Utica College	Western Kentucky University
University of St. Francis	Valparaiso University	Western Michigan University
University of St. Thomas	Vanderbilt University	Western Washington University
University of Tennessee, Knoxville	Vassar College	Western Wyoming Community College
University of Texas Southwestern Medical Center	Vincennes University	Westmont College
University of The Bahamas	Virginia Military Institute	Wheaton College, Massachusetts
University of the District of Columbia	Virginia Tech	Wheeling Jesuit University
University of the Pacific	Virginia Wesleyan University	Whitman College
University of the Sciences	Wake Forest University	Whitworth University
University of Toledo	Walsh University	Wichita State University
University of Tulsa	Washington and Lee University	Widener University
University of Utah	Washington State University	William Jewell College
University of Vermont	Washington State University- Vancouver	William Paterson University
University of Virginia	Washington University in Saint Louis	Wingate University
University of Washington-Seattle	Waukesha County Technical College	Wittenberg University
University of West Georgia	Wayne State University	Worcester Polytechnic Institute
University of Windsor, CANADA	Weber State University	Wright State University
University of Wisconsin-Eau Claire	Wellesley College	Yeshiva University
University of Wisconsin-La Crosse	Wentworth Institute of Technology	York College, CUNY
University of Wisconsin-Madison	Wesleyan University	Youngstown State University
University of Wisconsin-Milwaukee	West Chester University of Pennsylvania	
University of Wisconsin-Platteville	West Virginia University	
University of Wisconsin-River Falls	Western Carolina University	
University of Wyoming		

Executive Summary

A total of 621 counseling center directors responded to the 2017 AUCCCD survey. Among participants, 566 indicated current membership to the Association for University and College Counseling Center Directors (AUCCCD). This represents a 63.4% response rate from AUCCCD members, the highest ever for this survey.

Counseling services have a positive impact on academics, as measured by student self-report: 66.8% of clients stated that counseling services helped with their academic performance.

Counseling services have a positive impact on retention, as measured by student self-report: 65.2% of clients stated that counseling services helped them stay in school.

Anxiety continues to be the most frequent concern among college students (48.2%), followed by stress (39.1%), depression (34.5%), suicidal ideation (25.2%), specific relationship concerns (22.9%), family concerns (21.2%), interpersonal functioning problems (18.8%), sleep problems (15.8%), and loneliness / social isolation (15.5%).

35.3% of centers gained staff positions, while only 7.4% lost staff positions. Counseling centers continue to gain staff member FTE at a much higher level than those losing staff (7.9 FTE staff positions gained for every 1 lost, up from 6.3 last year).

25.5% of students seeking services were taking psychotropic medications. This is essentially identical to the percentages reported in the previous two years.

16.2% of center clients had extensive or significant prior treatment histories (e.g., serious suicide attempt; hospitalization for psychiatric treatment).

12.4% 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.).

36.9% of centers provided some form of tele-health clinical services, such as Mental Health Screening, Therapist Assisted Online, or Interactive Screening Program for Suicide. These are more common at larger institutions.

39.7% of centers offered extended hours, typically by staying open until 6 or 7pm on a few weekday nights. Very few offered any hours on the weekend (fewer than 1.5%).

13.1% of centers have counselors embedded in other offices on campus. Larger centers are more likely to have embedded counselors.

65.1% of directors reported that psychiatric services are offered on their campus, similar to last year (64.1%). 50.7% of centers have a full- or part-time psychiatric provider in the counseling center. 64.7% of directors whose centers have psychiatric services reported that they need more hours of psychiatric services than they currently have to meet student needs.

55.2% of centers do not have a session limit, another 43.8% have a flexible session limit (state a limit but exceptions are made), and only 1.0% have a "hard" session limit (no exceptions).

This year counseling center staff spent an average of 65% providing direct clinical services, an increase over the 61% reported last year. 19.4% of center staff time was spent on indirect service (training, supervision, consultation, outreach), compared to 23% last year. The percentages of staff time spend on administrative service (meetings, committee work, professional development), 13%, and other (teaching, research), 3%, were virtually unchanged from previous years.

The average number of groups offered by centers last year was 9.9, but the number varied greatly based on size of institution. The smallest centers (under 1,501 students enrolled) averaged 2.2 groups, while the largest centers (45,001 and over students enrolled) averaged 50.4 groups.

66.5% of centers use Titanium software as their record-keeping system, 8.9% use Medicat, and 7.8% use Point and Click. 11.6% of centers continue to use paper records.

The average wait for all clients for a first appointment was 6.7 business days.

68% 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 17.3 business days.

94.9% of counseling center clients did NOT require coordination of care with medical providers (except for psychiatric providers).

Current clinical staff were 30.4% persons of color, 72.6% female, and 13.8% LGBQ+.

New clinical staff hires were 47.2% persons of color, 71.6% female, and 20.8% LGBQ+.

Director Information

Director Racial/Ethnic Background

Director Racial/Ethnic Background (check all that apply)	# of Centers	Percent
American Indian / Native American	5	0.8%
Arab / Middle Eastern	3	0.5%
Asian / Asian American	23	3.8%
Black / African American	50	8.2%
Latino/a	27	4.4%
Multiracial	11	1.8%
White / Caucasian	504	82.6%
N/A (I am an international director)	6	1.0%
Other	1	0.2%
TOTAL	610	

Director Gender

Director Gender (check all that apply)	# of Centers	Percent
Female	407	66.2%
Male	207	33.7%
Transgender	0	0
Gender non-binary / non-forming / fluid	4	0.7%
Self-identify	0	0
TOTAL	615	

Director Sexual Orientation

Director Sexual Orientation	# of Centers	Percent
Gay man	31	5.0%
Lesbian	26	4.2%
Bisexual	17	2.8%
Heterosexual	532	86.4%
Queer	5	0.8%
Self-identify	5	0.8%
TOTAL	616	

Director Documented Disability

Director Documented Disability (check all that apply)	# of Centers	Percent
Attention deficit disorder	21	3.4%
Hearing impairment	11	1.8%
Learning disability	6	1.0%
Mobility impairment	2	0.3%
Neurological disorder	2	0.3%
Psychological disorder / condition	10	1.6%
Visual impairment	5	0.8%
Other physical / health-related disorder	16	2.6%
Other	5	0.8%
TOTAL	78	(618)

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Director Highest Degree

Director Highest Degree	# of Centers	Percent
Ed.D.	10	1.6%
M.A.	60	9.8%
M.D.	5	0.8%
M.Ed.	9	1.5%
M.F.T.	2	0.3%
M.S.	40	6.5%
M.S.W.	65	10.6%
Ph.D.	328	53.3%
Psy.D.	87	14.1%
Other	9	1.5%
TOTAL	615	

Director Professional Identity

Director Professional Identity	# of Centers	Percent
Business	1	0.2%
Counseling	125	20.4%
Higher Education Administration	4	0.7%
Marriage & Family Therapy	10	1.6%
Medicine	4	0.7%
Nursing	3	0.5%
Psychology, Clinical	176	28.8%
Psychology, Counseling	218	35.6%
Social Work	65	10.6%
Other	6	1.0%
TOTAL	612	

Director License

Director License	# of Centers	Percent
Director is NOT licensed	13	2.1%
Marriage and family therapist	9	1.5%
Medical doctor	2	0.3%
Mental health counselor	6	1.0%
Nurse practitioner / Registered nurse	4	0.7%
Professional counselor	122	19.9%
Psychiatrist	3	0.5%
Psychologist	378	61.7%
Social work (MSW, LCSW, DSW)	70	11.4%
Other	6	1.0%
TOTAL	613	

AUCCCD Director Survey 2016-17

Institutional Division Center is Part of

Institutional Division that Center Is In	# of Centers	Percent
Student Affairs / Student Development	561	90.9%
Academic Affairs	16	2.6%
Academic & Student Affairs	5	0.8%
Business / Financial	3	0.5%
Enrollment Management & Student Affairs	7	1.1%
Health services (if not part of Student Affairs)	9	1.5%
Student Success / Support Services	4	0.6%
Other	12	1.9%
TOTAL	617	

To Whom Director Reports

Director Reports To	# of Centers	Percent
Dean/Assoc. Dean/Asst. Dean	175	28.5%
Director	36	5.9%
Executive Director	42	6.8%
President	2	0.3%
Vice Provost /Provost/Assoc. or Asst. Provost	21	3.4%
Vice Chancellor/Chancellor/Assoc. or Asst. Chancellor/Vice Chancellor	25	4.1%
Vice President/Associate or Assistant VP	248	40.3%
Vice President & Dean	46	7.5%
Other	20	3.3%
TOTAL	615	100.0%

Director Country of Citizenship

Director Country of Citizenship	# of Centers	Percent
Australia	1	0.2%
Austria	1	0.2%
Bahamas	1	0.2%
Canada	11	1.8%
Germany	1	0.2%
Japan	2	0.3%
Mauritius	1	0.2%
Peru	1	0.2%
Trinidad & Tobago	1	0.2%
Turkey	1	0.2%
United States of America	591	96.4%
Other	1	1.3%
TOTAL	613	100.0%

AUCCCD Director Survey 2016-17

Years of Experience as a Director

Total Completed Years AS DIRECTOR (NOT Including Other Positions Held in the Past)	# of Centers	Percent
0-3 years	239	39.7%
4-6 years	105	17.4%
7-9 years	66	11.0%
10-12 years	61	10.1%
13-15 years	41	6.8%
16-18 years	25	4.2%
19-21 years	25	4.2%
22-24 years	15	2.5%
25-27 years	11	1.8%
28-30 years	6	1.0%
More than 30 years	7	1.2%
TOTAL	601	

Total Years of Professional Experience

Total Completed Years of PROFESSIONAL EXPERIENCE After Earning Last Relevant Degree	# of Centers	Percent
0-3 years	22	3.6%
4-6 years	32	5.3%
7-9 years	55	9.1%
10-12 years	47	7.8%
13-15 years	91	15.1%
16-18 years	75	12.4%
19-21 years	66	10.9%
22-24 years	51	8.5%
25-27 years	55	9.1%
28-30 years	45	7.5%
More than 30 years	63	10.4%
TOTAL	602	

Is Director Position Full-Time 12 Months

Is Your (Director) Position Full-Time, 12-Months?	# of Centers	Percent
No	110	17.8%
Yes	507	82.2%
TOTAL	617	

Hours Worked Per Week (If Director is NOT full-time 12-months)	# of Centers	Percent
Less than 35	13	12.3%
35	10	9.4%
36 to 39	15	14.2%
40	68	64.2%
TOTAL	106	100.0%

AUCCCD Director Survey 2016-17

Weeks Worked Per Year (If Director is NOT full-time 12-months)	# of Centers	Percent
30 to 35	6	5.8%
36 to 40	17	16.5%
41 to 45	48	46.6%
46 to 50	25	24.3%
52	7	6.8%
TOTAL	103	100.0%

AUCCCD Membership Status

Were / Are You a Member of AUCCCD?	No Count	No Percent	Yes Count	Yes Percent	Total
Last Year (2016-17)	101	16.6%	509	83.4%	610
This Year (2017-18)	46	7.5%	566	92.5%	612

Institutional Information

Country Institution is Located In

Country in Which College or University is Located	# of Centers	Percent
Australia	1	0.2%
Canada	10	1.6%
Japan	2	0.3%
Qatar	1	0.2%
United States of America	604	97.3%
Other	3	0.5%
TOTAL	621	100%

Region of U.S. Institution is Located In

Region of the U.S. That Institution is Located In	# of Centers	Percent
NOT in the U.S.A.	17	2.7%
New England	68	11.0%
Mid-Atlantic	156	25.1%
South	113	18.2%
Midwest	158	25.4%
Southwest	37	6.0%
West	71	11.4%
U.S. Territory	1	0.2%
TOTAL	621	100%

School Location

School Location	# of Centers	Percent
Metropolitan Inner-City Campus	57	9.3%
Urban Campus – inside a city or town	275	45.1%
Urban Adjacent Campus – Easy access to urban environment	122	20.0%
Rural Setting Campus – More distant access to urban environment	150	24.6%
Other	6	1.0%
TOTAL	610	100%

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	568	93.1%
Yes	42	6.9%
TOTAL	610	100%

AUCCCD Director Survey 2016-17

Areas / Functions Director Oversees

Areas / Functions The Counseling Center Director OVERSEES (Is in Charge of) on Campus	# of Centers	Percent
AOD education and prevention	137	22.7%
BIT or CARE team	45	7.5%
Career services	17	2.9%
Counseling services	587	100.0%
Dean of students services	2	0.3%
Dental services	2	0.3%
Disability services	51	8.7%
Educational support services	13	2.2%
Enrollment services	1	0.2%
First-Year seminars	8	1.4%
Food insecurity services	12	2.0%
Health services	100	17.0%
Health promotion services	103	17.5%
Homelessness services	9	1.5%
Immunizations	44	7.5%
Occupational therapy	1	0.2%
Pharmacy	8	1.4%
Recreation services	4	.7%
Sexual misconduct education and prevention	52	8.9%
Spiritual life	4	0.7%
Student affairs	4	0.7%
Testing center	35	6.0%
Threat assessment team	26	4.4%
Title IX	4	0.7%
TRIO services	1	0.2%
Tutoring	6	1.0%
Veterans services	4	0.7%
Violence prevention	48	8.2%
Women's resource center	10	1.7%
Other	39	6.6%
TOTAL CENTERS RESPONDING	587	

AUCCCD Director Survey 2016-17

Campus Teams and Policies

Which of the Following Are True for Your Institution?	# of Centers	Percent
Has a Behavioral Intervention / CARE Team (even if called by a different name)	552	91.1%
Has a campus Threat Assessment Team	339	55.9%
Includes GENDER EXPRESSION in institution's nondiscrimination policy	321	53.0%
Includes GENDER IDENTITY in institution's nondiscrimination policy	394	65.0%
Includes SEXUAL ORIENTATION in institution's nondiscrimination policy	522	86.1%
Is religiously affiliated	153	25.2%
Offers domestic partner benefits for employees	381	62.9%
Our center uses a version of Stepped Care	75	12.4%

School Size

School Size (Based on Official Fall, 2016 Enrollment)	# of Centers	Percent
Under 1,501	66	10.6%
1,501 – 2,500	94	15.1%
2,501 – 5,000	117	18.8%
5,001 – 7,500	67	10.8%
7,501 – 10,000	57	9.2%
10,001 – 15,000	65	10.5%
15,001 – 20,000	37	6.0%
20,001 – 25,000	36	5.8%
25,001 – 30,000	29	4.7%
30,001 – 35,000	16	2.6%
35,001 – 45,000	21	3.4%
45,001 and over	16	2.4%
TOTAL	621	100%

School Status

School Status	# of Centers	Percent
Art School only (e.g., Culinary, Music, Design, etc.)	11	1.8%
Community college (e.g., 2-year)	30	4.9%
Health profession school only (e.g., Chiropractic, Nursing, etc.)	16	2.6%
Science, Technology, Engineering and Math (STEM) institution only	8	1.3%
Four-year public university	215	35.4%
Four-year public college	42	6.9%
Four-year private university	182	29.9%
Four-year private college	101	16.6%
Other	3	0.5%
TOTAL	608	100%

AUCCCD Director Survey 2016-17

Percent of Enrolled Students Who Live On-Campus

Percentage of ALL Enrolled Students Who Live On-Campus (U.S. Only)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	54	0	99.5%	77.0%	64.9%
1,501 – 2,500	78	0	100.0%	70.0%	65.0%
2,501 – 5,000	76	0	98.0%	50.0%	50.0%
5,001 – 7,500	46	0	92.0%	29.5%	35.4%
7,501 – 10,000	37	0	80.0%	27.0%	31.8%
10,001 – 15,000	48	0	90.0%	30.0%	30.1%
15,001 – 20,000	29	0	56.0%	25.0%	25.2%
20,001 – 25,000	23	0	55.0%	26.5%	25.0%
25,001 – 30,000	22	0	73.0%	21.0%	24.4%
30,001 – 35,000	8	0	40.0%	26.0%	22.2%
35,001 – 45,000	17	0	40.0%	17.0%	18.2%
45,001 and over	10	10.0%	29.1%	20.9%	19.9%
Total	448	0	100%	34.0%	42.7%

Types of Enrolled Students

Types of Enrolled Students at Your Institution	# of Centers	Percent
Pre-college students (e.g., secondary students)	109	17.6%
Undergraduates	599	96.5%
Graduate students	493	79.4%
Professional school students	224	36.1%
Other	16	2.4%

Months of Year That Center is Open for Counseling Services

Months of the Year that Center is Open for Counseling Services	# of Centers	Percent
8	9	1.5%
9	48	8.1%
10	53	8.9%
11	14	2.4%
12	466	78.3%
Other	5	0.8%
TOTAL	595	100%

Counseling Services Offered Outside Normal Work Hours

Counseling Services (e.g., Counseling Appts) Offered OUTSIDE Normal Work Hours (NOT including crisis on-call services).	# of Centers	Percent
No, we do NOT offer counseling services outside normal work hours	346	60.3%
Yes, we do offer counseling services outside normal work hours	228	39.7%
TOTAL	574	100.0%

AUCCCD Director Survey 2016-17

Days of Week Extended Hours Were Available

Days of the Week That Extended Hours Were Available (For Centers That Have Extended Hours)	# of Centers	Percent
Sundays	2	0.9%
Mondays	149	66.2%
Tuesdays	176	78.2%
Wednesdays	171	76.0%
Thursdays	148	65.8%
Fridays	63	28.0%
Saturdays	8	3.6%
TOTAL	225	

NOTE: Most reported the center remained open until 6 or 7 pm on certain weekdays during the academic year.

Affiliations of Institution

This year for the first time, a variety of higher education groups were added to the survey, and directors indicated which (if any) their institution was affiliated with, and/or benchmarked with.

Indicate Which of the Following Affiliations Your Institution Has and/or Benchmarks With. (check all that apply)	# of Centers	Percent
AAU (Association of American Universities)	80	13.2%
ACCU (Association of Catholic Colleges and Universities)	53	8.8%
ACM (Associated Colleges of the Midwest)	17	2.8%
AICAD (Association of Independent Colleges of Art & Design)	8	1.3%
ACS (Associated Colleges of the South)	23	3.8%
CCCU (Council for Christian Colleges and Universities)	17	2.8%
COFHE (Council on Financing Higher Education)	19	3.1%
GLCA (Great Lakes Colleges Association)	9	1.5%
HBCU (Historically Black Colleges and Universities)	9	1.5%
HSI (Hispanic-Serving Institution)	39	6.5%
Ivy League, or Ivy Plus	11	1.8%
NESCAC (New England Small College Athletic Conference)	18	3.0%
National Liberal Arts College or University	41	6.8%
Research 1 University	70	11.6%
Research 3 University	41	6.8%
TOTAL	604	

Center Budget Information

Center Salary and Benefits Budget

Center Salary and Benefits Budget (not including operating expenses)?					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	20	37,000	614,600	182,973	192,561
1,501 – 2,500	30	90,000	975,000	236,856	310,081
2,501 – 5,000	45	70,000	900,000	361,452	365,550
5,001 – 7,500	21	138,158	1,603,400	400,000	479,783
7,501 – 10,000	25	90,000	1,925,204	408,658	563,995
10,001 – 15,000	31	136,000	2,172,395	779,888	855,560
15,001 – 20,000	19	150,000	3,034,004	946,000	1,242,182
20,001 – 25,000	19	361,496	4,200,000	1,215,558	1,448,021
25,001 – 30,000	10	100,370	2,898,032	1,591,688	1,540,686
30,001 – 35,000	9	330,000	4,062,000	2,250,000	2,273,097
35,001 – 45,000	7	197,356	5,000,000	2,028,795	2,453,778
45,001 and over	9	1,758,148	5,341,883	2,572,723	2,903,045
Total	245	37,000	5,341,883	494,040	859,525

Center Operating Expenses Budget

Center Operating Expenses Budget (not including salary and benefits)?					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	31	2,000	160,000	12,000	24,752
1,501 – 2,500	54	700	1,500,000	15,875	72,229
2,501 – 5,000	54	2,558	139,665	20,168	32,128
5,001 – 7,500	39	2,800	862,734	23,948	76,411
7,501 – 10,000	31	3,000	307,300	29,000	45,367
10,001 – 15,000	32	6,000	212,337	45,561	57,001
15,001 – 20,000	22	1,000	1,100,000	61,207	186,842
20,001 – 25,000	16	16,986	300,000	90,000	93,396
25,001 – 30,000	9	4,400	809,428	98,000	246,284
30,001 – 35,000	10	13,580	350,000	102,350	132,747
35,001 – 45,000	8	47,070	200,000	63,065	83,064
45,001 and over	9	67,305	3,239,144	200,881	577,572
Total	315	700	3,239,144	30,000	87,697

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Center Professional Development Budget

Professional Development Budget for all staff (including travel, registration, related costs)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	41	0	13,000	2,500	3,244
1,501 – 2,500	67	0	40,000	3,000	4,759
2,501 – 5,000	74	0	15,000	4,000	4,869
5,001 – 7,500	47	0	75,000	4,500	7,300
7,501 – 10,000	36	0	25,000	5,000	6,514
10,001 – 15,000	47	420	42,000	9,000	12,038
15,001 – 20,000	26	0	50,000	10,000	14,903
20,001 – 25,000	24	1,370	40,000	13,401	15,707
25,001 – 30,000	16	9,600	36,815	21,750	22,254
30,001 – 35,000	11	0	62,000	20,000	23,818
35,001 – 45,000	13	0	60,000	27,500	26,740
45,001 and over	12	12,000	75,000	24,875	33,854
Total	414	0	75,000	5,500	9,884

No-Show Fees

Last Year, Did Your Center Charge a Fee for No-Show Appointments? (check all that apply)	# of Centers	Percent
No	459	76.0%
Yes, for no-showed psychiatric appts.	87	14.4%
Yes, for no-showed individual counseling appts.	113	18.7%
TOTAL	588	

Fee Charged (For Centers That Charged For No-Show Appointments)					
Fee Amount	Psychiatric No-Show Fee # of Centers	Percent	Counseling No-Show Fee # of Centers	Percent	
\$5	3	4.9%	5	6.0%	
\$10	6	9.8%	13	15.5%	
\$12	0	0.0%	1	1.2%	
\$15	6	9.8%	8	9.5%	
\$20	14	23.0%	17	20.2%	
\$25	19	31.1%	32	38.1%	
\$30	3	4.9%	4	4.8%	
\$35	2	3.3%	3	3.6%	
\$40	1	1.6%	0	0.0%	
\$50	4	6.6%	1	1.2%	
\$100	2	3.3%	0	0.0%	
\$105	1	1.6%	0	0.0%	
Total	61		84		

Center Responses to Divisive Social and Political Events

How has your center responded to divisive social and political events impacting your campus?	# of Centers	Percent
Not applicable, campus was not impacted	7	1.5%
Yes, campus was impacted (but did not specify center response)	13	2.9%
Campus impacted, but center only offered the usual center services	21	4.6%
Specific center responses (see table below)	414	91.0%
TOTAL RESPONSES	455	

How has your center responded to divisive social and political events impacting your campus? (Text Responses)
<p>Some campuses indicated that they provided support to students who sought services, including some centers who increased their hours:</p> <ul style="list-style-type: none"> • We do the best we can with the students in front of us. • We address it in individual and group therapy. • Provided support to students. • By offering counseling to those affected. • Individually within the counseling center. No specific programs were put on by us. • Offering support and services to affected students. • Provided counseling services to students impacted. • We discuss these events in therapy sessions as needed. We let students know that we are available should they wish to have a safe place to discuss these issues. We have not provided any campus-wide events. • Supported campus initiatives offering counseling services when requested or needed. The counseling center has not initiated any "interventions" on its own. We are a very politically conservative campus and try to take a neutral stance so all students will perceive the counseling center as sensitive to their values, etc. • Immediately following the 2016 election, the Counseling Center offered additional walk-in times and helping in facilitating campus conversations. • Email acknowledgement and reminder of counseling services to students.
<p>Some centers reported that they increased services for certain student populations:</p> <ul style="list-style-type: none"> • Offered increased services, especially to students of color. • Increase hours, process group offered every week, supported educational efforts of the Diversity office. • Additional outreach to multicultural center; therapy group for students who identify differently than the majority culture on campus.

- The Counseling Center has been called upon to provide walk in services for students impacted by situations on campus directly related to divisive social encounters. The Counseling Center also co-sponsors (with Outreach Education) forums as needed on socially divisive issues.
- The day following the presidential election, we extended our drop in hours and held an open group in a common area. We also sent campus wide email with regard to coping with anxiety. There has been an increase in programs via our student life office as well as academic departments to address social and political events since that day.
- Provided programming on micro-aggressions to all freshmen. Active involvement in campus programming. Providing mandated counseling to students exhibiting disrespectful behavior and speech.

Some centers described the impact on clinicians and their own responses:

- Director encouraged staff to process their own feelings and encouraged them to meet all clients where they are by providing a safe place for all clients to manage their reactions to those events.
- The Counseling Center also attempts to offer information to staff members, as well as the space for staff members to process their reactions to events, in an effort to ensure that staff members are equipped to help impacted students.

Some centers noted concern about neutrality:

- We have not been involved on a larger scale. Important for us to support students' regardless of political stance.
- For political events, we remain neutral when on campus. We are advocates for social justice for targeted groups.

Some centers reported attending/participating in events that others organized on campus or serving on relevant committees:

- When events are planned we are present.
- Attendance at campus events, individual supports for students/staff.
- We have attended DACA protests and we display a DACA poster outside Center to show support for DACA students.
- We have attended events to support impacted students while not taking political positions since we are State employees. We have added training regarding DACA students so we are better informed.
- We participate in campus discussions and also make certain that counselor support is available at events that are likely to need them.
- We attend town hall meetings in our neutral role as counselors.
- We provided support through individual therapy and being at campus events.
- We are present at all campus events that address these issues.

- We are participating in committee work for the college's engaged pluralism initiative to help make our campus more affirming for all community members, we created "self-care for activists" workshops, we have participated in community marches and protests.

A number of centers also noted sponsoring programming on their own or partnering with other campus constituencies and/or increasing outreach in this area:

- We've partnered with campus life offices to create group processing events, posted on social media, and increased participation at diversity & inclusion events as attendees and committee members.
- Increased support groups, participated in campus dialogues, helped facilitate student affairs trainings.
- We have posted messages on our website and social media addressing the potential impact of various events on individuals within our campus community, and on the climate of the community itself. We have partnered with the Multicultural Student Center to hold awareness events on campus. We have made ourselves available to organizations and student groups that had planned gatherings to address such topics.
- Participated in campus panels, facilitated campus dialogues, facilitated microaggressions workshops, staff dialogue re: clinical implications, posted racial trauma/psycho-ed material on website.
- We have been intentional about serving/reaching out to populations that were targeted, e.g., workshop series for undocumented students.
- We have led a number of restorative justice talking circles, we have offered services specifically for those affected by current events, we attend events in support of marginalized groups.
- Helped organize and staff offerings for vulnerable populations.
- We have held community gatherings that are focused on supporting one another and basic techniques for mindfulness, relaxation, constructive discourse. We have co-facilitated programs with our Diversity Center that are marketed as directly in response to specific events (e.g. immigration bill, Orlando shooting, etc.).
- We collaborated with campus departments and colleagues, as well as community members. We provided individual services, online resources, consultation, and are available for campus-wide events as needed.

Some centers reported posting statements on their website and communicating through other avenues to students, in addition to other activities:

- We show up at all political rallies. We often post statements on our website in support of certain populations (e.g., undocumented students, Black Lives Matters campaign, etc.).
- Message on our webpage acknowledging the events and welcoming students to our center.
- Statement on our webpage (intentionally written to be inclusive regardless of political orientation); increased participation at campus events, outreaches, committee meetings,

etc.; department debriefs/discussions/supports as needed; collaborations with other departments to support affected students.

- Statements prepared and released, counseling available.
- We developed a Diversity and Inclusion Statement, and post responses on our website for local and national issues/events that will impact students. We have increased programming in collaboration with our Multicultural Student Center along with other campus entities to promote inclusion and support for students with marginalized identities, and we have engaged in several learning experiences as a counseling staff to increase knowledge, skills and awareness about current issues impacting students.
- Website statements, increased community programming, groups that serve affected communities, and partnership with other units that serve marginalized student groups.

And many centers offered a multi-pronged response:

- Provided counseling support at dialogues on campus processing incidents that occurred on our campus; collaborated with offices on campus to create programming; met with student groups for needs assessment and support; processed internally within the center to determine climate, staff burnout and additional needs; consultation with administration.
- Outreach programming, institutional consultation including director serving on bias incident response team, in-house professional development that includes exploration and processing of current events on staff, initiating conversations about events with clients and other departments.
- We work from a feminist/social justice perspective so social/political events have been an integral part of our conversations -- the impact on us AND on our clients. We have had signs in our office welcoming everyone, showing our support for marginalized students; we have been active in campus rallies, etc; we co-sponsored groups after the election.
- Website message; sponsored and facilitated campus open meetings; did consulting around creating an in-house "our voices" group for people of color; engaged with officers of diversity on campus to create engagement on campus around it; attended protests and invited student groups to talk to the director about their campus concerns.
- Participant task force & forums. Supportive social justice messages on our homepage. --Met with targeted student populations on campus in their places of safe harbor for open dialogue and support. Hired extra-help bilingual counselors with relevant clinical experience with DACA, immigrant, international, and/or refugee populations. Internal staff dialogue & process. After-hours support for student protest attendees' trauma.
- Host campus forums and panel discussions as well as bring in outside presenters. Hired a Director of Inclusive Excellence and are currently engaged in Student Life focus groups across campus on ways to increase student and faculty collaboration and involvement in addressing these issues and promoting equity and inclusion for all campus constituents.

Crisis and Triage Services

Center Policy Allows Clients to be Seen Weekly for Individual Therapy	# of Centers	Percent
No	23	4.2%
Yes	398	72.6%
It Varies	127	23.2%
TOTAL	548	100%

Crisis Appointments

How Many CRISIS Appointments Were Attended at Your Center Last Year?				
School Size	# of Centers	Minimum	Maximum	Mean
Under 1,501	40	2	153	39.0
1,501 – 2,500	62	5	438	82.2
2,501 – 5,000	69	2	589	96.6
5,001 – 7,500	48	5	474	106.8
7,501 – 10,000	41	2	840	173.9
10,001 – 15,000	53	10	3000	311.9
15,001 – 20,000	30	11	1060	296.4
20,001 – 25,000	26	38	1242	354.6
25,001 – 30,000	20	60	2086	405.4
30,001 – 35,000	12	198	1119	502.1
35,001 – 45,000	18	57	6822	909.2
45,001 and over	13	251	3296	1200.2
Total	432	2	6822	246.0

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
Under 1,501	54	63.0%	3.7%	33.3%
1,501 – 2,500	73	60.3%	0	39.7%
2,501 – 5,000	91	54.9%	4.4%	40.7%
5,001 – 7,500	61	47.5%	6.6%	45.9%
7,501 – 10,000	44	40.9%	4.5%	54.5%
10,001 – 15,000	58	41.4%	5.2%	53.4%
15,001 – 20,000	30	20.0%	16.7%	63.3%
20,001 – 25,000	32	40.6%	28.1%	31.3%
25,001 – 30,000	24	20.8%	8.3%	70.8%
30,001 – 35,000	14	42.9%	14.3%	42.9%
35,001 – 45,000	17	5.9%	23.5%	70.6%
45,001 and over	13	23.1%	23.1%	53.8%
Total	511	45.6%	7.8%	46.6%

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Triage Appointments: Total Conducted

Triage Appointments Conducted Last Year (For Centers That Do Triage Appts)					
School Size	How Triage Conducted	# of Centers	Minimum	Maximum	Mean
Under 1,501	Phone	2	25	282	153.5
	In Person	11	5	322	101.5
	Total	13	5	322	109.5
1,501-2,500	Phone	----	-----	----	----
	In Person	17	4	387	148.8
	Total	17	4	387	148.8
2,500-5000	Phone	3	201	279	247.3
	In Person	26	7	508	156.3
	Total	29	7	508	165.7
5,001-7,500	Phone	1	790	790	790.0
	In Person	16	25	486	200.2
	Total	17	25	790	234.9
7,500-10,000	Phone	2	506	821	663.5
	In Person	19	10	1566	300.2
	Total	21	10	1566	334.8
10,001-15,000	Phone	3	980	1500	1250.0
	In Person	28	30	1453	597.8
	Total	31	30	1500	660.9
15,001-20,000	Phone	5	443	2214	1368.2
	In Person	18	75	1569	753.1
	Total	23	75	2214	886.8
20,001-25,000	Phone	7	52	1280	762.3
	In Person	5	370	1713	976.4
	Total	12	52	1713	851.5
25,001-30,000	Phone	1	644	644	644.0
	In Person	14	132	6430	1755.4
	Total	15	132	6430	1681.3
30,001-35,000	Phone	1	2162	2162	2162.0
	In Person	6	76	4965	2165.2
	Total	7	76	4965	2164.7
35,001-45,000	Phone	4	801	3330	2034.8
	In Person	12	71	6822	2446.3
	Total	16	71	6822	2343.4
45,001 and over	Phone	2	3105	4359	3732.0
	In Person	7	127	6515	2882.4
	Total	9	127	6515	3071.1
TOTAL	Phone	31	25	4359	1209.7
	In Person	179	4	6822	775.9
	Total	210	4	6822	840.0

“Talk Therapy” Appointments

Unique Clients Who Attended Any Talk Therapy

Unique Clients Who Attended At Least One “Talk Therapy” Appointment					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	27	43	359	135.0	157.1
1,501 - 2,500	42	56	800	313.0	342.0
2,501 - 5,000	58	88	935	384.5	398.7
5,001 - 7,500	31	182	1226	450.0	482.5
7,501 - 10,000	27	125	2519	628.0	692.4
10,001 - 15,000	33	93	2421	843.0	926.7
15,001 - 20,000	17	316	2859	985.0	1207.1
20,001 - 25,000	16	401	2599	1093.0	1205.5
25,001 - 30,000	6	595	3333	1083.0	1534.5
30,001 - 35,000	10	1411	4936	2465.5	2744.7
35,001 – 45,000	7	325	6399	2553.0	2745.3
45,001 and over	7	1099	6270	2387.0	2939.9
Total	281	43	6399	496.0	790.8

Talk Therapy Appts Attended

Individual “Talk Therapy” Appointments Attended by Clients					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	44	126	3671	876.5	984.4
1,501 - 2,500	64	267	4552	1578.0	1736.9
2,501 - 5,000	80	225	5430	1811.0	2058.7
5,001 - 7,500	56	306	24834	1968.0	2688.1
7,501 - 10,000	43	889	8214	2397.0	2831.3
10,001 - 15,000	57	429	17400	3987.0	4326.6
15,001 - 20,000	30	561	10377	4415.5	4508.8
20,001 - 25,000	30	1199	12346	4688.5	4947.3
25,001 - 30,000	18	980	16723	5761.5	6029.4
30,001 - 35,000	13	1800	35457	7217.0	11122.9
35,001 – 45,000	16	1251	21793	7764.5	8649.5
45,001 and over	12	223	26385	14383.5	14125.4
Total	463	126	35457	2393.0	3634.5

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Talk Therapy Appts No-Showed

Individual "Talk Therapy" Appointments No-Showed by Clients					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	27	16	720	101.0	135.4
1,501 - 2,500	52	40	578	172.5	188.5
2,501 - 5,000	67	25	3685	223.0	300.9
5,001 - 7,500	47	50	2023	259.0	306.2
7,501 - 10,000	35	136	1132	331.0	377.1
10,001 - 15,000	49	86	1874	469.0	527.3
15,001 - 20,000	27	139	1529	596.0	596.9
20,001 - 25,000	24	156	1100	653.0	622.5
25,001 - 30,000	16	224	1690	591.5	673.0
30,001 - 35,000	12	127	4054	596.5	908.6
35,001 – 45,000	13	252	1943	537.0	850.3
45,001 and over	8	543	2239	1375.0	1354.4
Total	377	16	4054	296.0	428.8

Talk Therapy Appts Cancelled

Individual "Talk Therapy" Appointments Cancelled by Clients					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	23	3	264	113.0	110.7
1,501 - 2,500	46	51	710	201.0	227.1
2,501 - 5,000	62	36	1143	292.5	325.0
5,001 - 7,500	43	72	788	307.0	321.4
7,501 - 10,000	34	147	1669	416.0	492.4
10,001 - 15,000	48	90	1581	692.0	713.9
15,001 - 20,000	27	141	2591	933.0	962.4
20,001 - 25,000	22	343	2562	816.5	962.3
25,001 - 30,000	15	123	1801	1067.0	968.1
30,001 - 35,000	10	362	3987	1424.5	1569.0
35,001 – 45,000	13	223	6777	1659.0	1918.9
45,001 and over	8	793	3965	2117.0	2463.4
Total	351	3	6777	393.0	626.8

Talk Therapy Appts Cancelled by Counselors

Individual "Talk Therapy" Appointments Cancelled by Counselors					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	18	2	116	28.0	34.1
1,501 - 2,500	42	11	161	52.0	64.8
2,501 - 5,000	59	5	333	75.0	99.0
5,001 - 7,500	41	8	418	91.0	109.3
7,501 - 10,000	32	9	434	140.5	159.0
10,001 - 15,000	43	35	799	218.0	245.6
15,001 - 20,000	26	15	1021	290.0	296.4
20,001 - 25,000	20	79	521	261.0	257.9
25,001 - 30,000	14	38	723	287.0	308.6
30,001 - 35,000	9	72	644	349.0	339.7
35,001 – 45,000	10	49	778	495.5	443.3
45,001 and over	8	204	2142	803.0	949.8
Total	322	2	2142	120.0	191.2

Percent Talk Therapy Appts Scheduled for < 50 Min

Percent of "Talk Therapy" Appointments Scheduled for Less Than 50 Minutes				
School Size	# of Centers	Minimum	Maximum	Mean
Under 1,501	33	.00	100.00	13.4%
1,501 - 2,500	53	.00	100.00	6.5%
2,501 - 5,000	72	.00	100.00	11.3%
5,001 - 7,500	45	.00	100.00	6.5%
7,501 - 10,000	37	.00	100.00	9.7%
10,001 - 15,000	46	.00	100.00	4.2%
15,001 - 20,000	26	.00	50.00	2.9%
20,001 - 25,000	26	.00	10.00	1.6%
25,001 - 30,000	17	.00	90.00	9.5%
30,001 - 35,000	9	.00	38.00	7.3%
35,001 – 45,000	15	.00	32.00	5.2%
45,001 and over	5	.00	20.00	6.4%
Total	384	.00	100.00	7.5%

Psychiatric Appointments

Unique Clients Who Attended Psychiatric Services

Unique Clients Who Attended at Least One Session with a Psychiatric Provider (For Centers Who Had Psychiatric Services)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	7	14	60	41.0	39.6
1,501 - 2,500	23	21	244	49.0	75.2
2,501 - 5,000	29	12	183	45.0	58.7
5,001 - 7,500	14	17	120	65.5	64.9
7,501 - 10,000	20	30	380	56.0	87.5
10,001 - 15,000	30	26	1585	121.0	256.4
15,001 - 20,000	13	19	512	255.0	231.3
20,001 - 25,000	8	56	398	209.5	221.1
25,001 - 30,000	14	146	1905	430.0	508.0
30,001 - 35,000	3	240	1239	274.0	584.3
35,001 – 45,000	8	253	1809	790.0	830.8
45,001 and over	9	62	2764	536.0	751.8
Total	178	12	2764	86.0	231.0

Psychiatric Appts Attended

Psychiatric Appointments Attended (For Centers Who Had Psychiatric Services)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	7	31	160	129.0	105.7
1,501 - 2,500	22	56	994	199.0	256.7
2,501 - 5,000	32	26	803	155.0	225.4
5,001 - 7,500	17	45	8349	184.0	683.3
7,501 - 10,000	21	46	1596	163.0	314.8
10,001 - 15,000	31	45	8745	379.0	972.3
15,001 - 20,000	16	124	2340	786.0	814.4
20,001 - 25,000	8	202	1901	656.0	882.6
25,001 - 30,000	15	434	6040	998.0	1749.9
30,001 - 35,000	4	669	4476	2628.5	2600.5
35,001 – 45,000	8	310	6718	2683.0	3052.9
45,001 and over	9	242	5042	1636.0	2195.9
Total	190	26	8745	295.0	857.4

Psychiatric Appts No-Showed

Psychiatric Appointments No-Showed by Clients (For Centers Who Had Psychiatric Services)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	6	2	27	14.0	14.3
1,501 - 2,500	15	8	127	22.0	37.8
2,501 - 5,000	23	2	86	20.0	27.0
5,001 - 7,500	13	5	1245	20.0	118.2
7,501 - 10,000	19	2	264	16.0	47.3
10,001 - 15,000	26	6	242	50.0	72.7
15,001 - 20,000	14	15	291	77.5	129.4
20,001 - 25,000	7	23	245	84.0	99.7
25,001 - 30,000	10	38	388	168.0	189.5
30,001 - 35,000	3	144	324	152.0	206.7
35,001 - 45,000	6	84	806	205.5	283.7
45,001 and over	6	33	423	176.0	218.7
Total	148	2	1245	38.5	92.2

Psychiatric Appts Cancelled

Psychiatric Appointments Cancelled by Clients (For Centers Who Had Psychiatric Services)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	4	0	31	16.5	16.0
1,501 - 2,500	14	1	241	16.0	37.1
2,501 - 5,000	22	2	85	21.5	26.5
5,001 - 7,500	12	4	135	20.0	35.2
7,501 - 10,000	17	0	223	11.0	43.2
10,001 - 15,000	26	2	389	49.5	104.1
15,001 - 20,000	13	16	408	140.0	139.5
20,001 - 25,000	7	21	543	103.0	206.0
25,001 - 30,000	10	13	496	200.0	214.8
30,001 - 35,000	3	110	444	380.0	311.3
35,001 - 45,000	6	46	2274	340.5	705.7
45,001 and over	6	12	911	387.5	412.5
Total	140	0	2274	42.0	129.1

Sufficiency of Available Psychiatric Hours

How Sufficient Was the Number of Available Psychiatric Hours in Meeting the Need for Psychiatric Services Last Year?					
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	13	0	53.8%	46.2%	0
1,501 - 2,500	39	2.6%	43.6%	35.9%	17.9%
2,501 - 5,000	50	0	50.0%	44.0%	6.0%
5,001 - 7,500	32	6.3%	31.3%	50.0%	12.5%
7,501 - 10,000	21	0	38.1%	47.6%	14.3%
10,001 - 15,000	32	6.3%	34.4%	31.3%	28.1%
15,001 - 20,000	17	11.8%	35.3%	29.4%	23.5%
20,001 - 25,000	13	0	46.2%	38.5%	15.4%
25,001 - 30,000	18	5.6%	22.2%	33.3%	38.9%
30,001 - 35,000	6	0	33.3%	16.7%	50.0%
35,001 – 45,000	10	0	30.0%	20.0%	50.0%
45,001 and over	6	0	33.3%	33.3%	33.3%
Total	257	3.1%	39.3%	38.5%	19.1%

NOTE: 34.9% of centers reported that there are NO psychiatric hours available on campus.

Group Therapy

Number of Groups Center Ran

How Many Groups Ran in Your Center?					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	42	0	13	1.0	1.8
1,501 - 2,500	64	0	21	2.0	3.5
2,501 - 5,000	88	0	22	2.0	3.7
5,001 - 7,500	56	0	36	2.0	5.3
7,501 - 10,000	41	0	33	5.0	7.3
10,001 - 15,000	53	0	41	7.0	8.7
15,001 - 20,000	28	0	33	11.0	13.0
20,001 - 25,000	28	0	60	12.5	16.7
25,001 - 30,000	21	0	56	13.0	18.9
30,001 - 35,000	12	1	67	26.0	27.3
35,001 – 45,000	15	0	100	25.0	35.7
45,001 and over	12	15	97	45.0	50.6
Total	460	0	100	4.00	9.5

Unique Students Who Attended Group

How Many Unique Students Attended 1+ Group Sessions in Your Center?					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	41	0	35	0	6.9
1,501 - 2,500	54	0	149	0	17.9
2,501 - 5,000	75	0	135	9.0	22.1
5,001 - 7,500	50	0	154	5.5	28.8
7,501 - 10,000	35	0	212	23.0	44.7
10,001 - 15,000	49	0	621	38.0	80.1
15,001 - 20,000	27	0	760	99.0	139.2
20,001 - 25,000	19	0	494	105.0	153.8
25,001 - 30,000	17	0	984	166.0	199.4
30,001 - 35,000	13	10	4266	264.0	604.9
35,001 – 45,000	16	0	620	175.5	249.4
45,001 and over	12	76	731	295.5	343.7
Total	408	0	4266	24.0	88.0

Total Group Contacts

Total Group Contacts (# Students X # Group Sessions)					
School Size	# of Centers	Minimum	Maximum	Median	Mean
Under 1,501	38	0	393	0	43.7
1,501 - 2,500	55	0	1253	0	125.1
2,501 - 5,000	70	0	661	25.5	100.4
5,001 - 7,500	50	0	2691	24.5	216.0
7,501 - 10,000	39	0	1927	78.0	306.5
10,001 - 15,000	47	0	1872	231.0	351.3
15,001 - 20,000	28	0	17145	619.0	1259.0
20,001 - 25,000	19	0	2511	536.0	758.7
25,001 - 30,000	19	0	4204	793.0	995.3
30,001 - 35,000	12	60	5049	1553.0	2015.3
35,001 - 45,000	16	0	3781	974.5	1256.5
45,001 and over	11	827	8172	2538.0	3210.7
Total	404	0	17145	109.0	502.5

Client Presenting Problems

Client Presenting Problems	# of Centers	Mean Percent
Anxiety	203	48.2%
Stress	147	39.1%
Depression	198	34.5%
Taking prescribed psychotropic medication	141	25.5%
Suicidal thoughts or behaviors	175	25.2%
Relationship problem – specific relationship	167	22.9%
Family	161	21.2%
Relationship problem – interpersonal functioning in general	94	18.8%
Significant previous treatment history	125	16.2%
Sleep	134	15.8%
Loneliness	120	15.5%
Mood	124	14.2%
Adjustment	149	12.8%
Attention	152	11.3%
Eating	187	10.6%
Career	127	10.5%
Trauma	118	9.7%
Identify development	117	9.3%
Grief	177	8.3%
Anger	23	8.3%
Perfectionism	87	7.8%
Health concerns	137	7.5%
Sexual abuse or assault	164	6.6%
Alcohol	161	6.5%
Non-suicidal self-injury	147	6.4%
Physical abuse	140	5.7%
Obsession	125	4.5%
Drugs	144	4.5%
Discrimination	114	3.6%
Race	87	3.2%
Conduct	126	3.1%
Sexual orientation	129	3.0%
Autism spectrum disorders	86	1.6%
Psychotic	143	1.2%

Demographics of Center Clients

Client Demographics (Count of Clients in Each Demographic Category)	# of Centers	Mean Freq	Mean Percent
American Indian / Native American	269	6.0	0.6%
Arab / Arab-American	121	5.0	0.5%
Asian / Asian-American	289	112.4	10.5%
Black / African-American	303	107.4	10.1%
Latino / Latina	296	107.1	10.0%
White	300	594.7	55.6%
Multiracial	263	74.2	6.9%
Other race / ethnicity	210	62.2	5.8%
Female	296	577.9	62.4%
Gender non-binary / non-conforming	138	10.7	1.2%
Male	292	315.1	34.0%
Self-Identify	159	15.9	1.7%
Transgender	243	6.0	0.6%
Gay	196	26.0	3.1%
Lesbian	197	15.7	1.9%
Bisexual	194	69.4	8.3%
Heterosexual	196	722.4	86.7%
Former foster youth	22	9.0	--
Greek affiliated students (i.e., sorority/fraternity members)	100	72.7	--
International students	245	78.7	--
Military veterans	175	14.6	--
Sexual assault / abuse survivors	122	172.2	--
Students with diagnosed disabilities	166	102.2	--
Varsity student athletes	149	58.7	--

Other Clinical Issues

Clients Reporting Counseling Helped Their Academic Performance

Do You Ask Clients if Counseling Helped Their Academic Performance?	# of Centers	Percent
No	176	44.4%
Yes	220	55.6%
Mean Client "Yes" Response (for Centers That Ask This Question)	-----	66.8%
TOTAL	396	

Clients Reporting Counseling Helped Them Stay in School

Do You Ask Clients if Counseling Helped Them Stay in School?	# of Centers	Percent
No	189	48.0%
Yes	205	52.0%
Mean Client "Yes" Response (for Centers That Ask This Question)	-----	65.2%
TOTAL	394	

Clients on Leave for Psychological Reasons

Clients Placed on (Medical) Leave for Psychological Reasons	# of Centers	Mean
Under 1,501	25	2.8
1,501 – 2,500	33	9.5
2,501 – 5,000	28	12.0
5,001 – 7,500	18	16.4
7,501 – 10,000	12	18.8
10,001 – 15,000	15	23.0
15,001 – 20,000	6	80.8
20,001 – 25,000	4	39.0
25,001 – 30,000	2	0
30,001 – 35,000	1	10.0
35,001 – 45,000	1	0
45,001 and over	2	86.5
TOTALS	147	16.4

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Clients Sent to Hospital for Psychological Reasons

Clients SENT to a Hospital (or Other Center for Assessment for Hospitalization) for Psychological Reasons	# of Centers	Mean
Under 1,501	34	5.1
1,501 – 2,500	39	7.9
2,501 – 5,000	46	10.1
5,001 – 7,500	37	12.1
7,501 – 10,000	28	16.9
10,001 – 15,000	24	25.5
15,001 – 20,000	19	22.1
20,001 – 25,000	12	21.6
25,001 – 30,000	11	16.7
30,001 – 35,000	9	25.4
35,001 – 45,000	11	45.9
45,001 and over	6	39.3
TOTALS	276	15.6

Clients Admitted to Hospital for Psychological Reasons

Clients HOSPITALIZED (i.e., admitted to hospital) for Psychological Reasons	# of Centers	Mean
Under 1,501	35	3.9
1,501 – 2,500	42	6.9
2,501 – 5,000	43	6.9
5,001 – 7,500	33	9.0
7,501 – 10,000	26	13.2
10,001 – 15,000	21	27.7
15,001 – 20,000	18	16.9
20,001 – 25,000	8	17.9
25,001 – 30,000	5	7.8
30,001 – 35,000	6	16.5
35,001 – 45,000	4	52.8
45,001 and over	2	22.5
TOTALS	243	11.5

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Involuntary Hospitalizations

How Many Client Hospitalizations Were INVOLUNTARY?	# of Centers	Mean
Under 1,501	31	0.6
1,501 – 2,500	40	1.1
2,501 – 5,000	42	1.2
5,001 – 7,500	35	0.9
7,501 – 10,000	23	3.2
10,001 – 15,000	22	3.7
15,001 – 20,000	18	2.3
20,001 – 25,000	9	6.7
25,001 – 30,000	9	1.7
30,001 – 35,000	6	10.3
35,001 – 45,000	11	21.8
45,001 and over	5	9.4
TOTAL	251	3.1

Total Hospitalizations

Total TIMES Clients were Hospitalized for Psychological Reasons (could be greater than number of clients hospitalized if any clients were hospitalized more than once)	# of Centers	Mean
Under 1,501	22	6.3
1,501 – 2,500	28	8.2
2,501 – 5,000	27	9.0
5,001 – 7,500	26	10.9
7,501 – 10,000	11	18.5
10,001 – 15,000	18	37.8
15,001 – 20,000	10	20.5
20,001 – 25,000	8	20.6
25,001 – 30,000	4	11.3
30,001 – 35,000	2	52.0
35,001 – 45,000	5	25.6
45,001 and over	4	79.0
TOTALS	165	16.6

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Clients Who Attempted Suicide

Clients Who Attempted Suicide (while enrolled as a student)	# of Centers	Mean
Under 1,501	31	1.35
1,501 – 2,500	29	2.48
2,501 – 5,000	29	4.00
5,001 – 7,500	19	1.63
7,501 – 10,000	14	4.14
10,001 – 15,000	10	6.60
15,001 – 20,000	6	10.33
20,001 – 25,000	4	10.25
25,001 – 30,000	3	2.00
30,001 – 35,000	3	14.00
35,001 – 45,000	2	15.00
45,001 and over	1	43.00
TOTALS	151	4.03

Clients Who Died by Suicide

Clients Who DIED by Suicide (while enrolled as a student)	# of Centers	Mean
Under 1,501	47	.15
1,501 – 2,500	60	.15
2,501 – 5,000	78	.17
5,001 – 7,500	50	.18
7,501 – 10,000	31	.26
10,001 – 15,000	33	.67
15,001 – 20,000	21	.95
20,001 – 25,000	18	1.06
25,001 – 30,000	11	.73
30,001 – 35,000	6	1.83
35,001 – 45,000	5	2.60
45,001 and over	8	2.88
TOTALS	368	0.44

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Clients Who Died in an Accident

Clients Who Died in an Accident (while enrolled as a student)	# of Centers	Mean
Under 1,501	40	.20
1,501 – 2,500	54	.24
2,501 – 5,000	65	.38
5,001 – 7,500	33	.55
7,501 – 10,000	20	.70
10,001 – 15,000	17	1.00
15,001 – 20,000	13	1.23
20,001 – 25,000	7	.86
25,001 – 30,000	6	1.17
30,001 – 35,000	1	0
35,001 – 45,000	3	1.00
45,001 and over	4	3.00
TOTALS	263	0.53

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	41	7.9%
Shared floor / suite in same building	113	21.8%
Separate space in same floor of same building	53	10.2%
Different floors of same building	89	17.2%
Separate building (less than 5 minute walk apart)	125	24.1%
Separate building (about 5 to 10 minute walk apart)	69	13.3%
Separate building (more than 10 minute walk apart)	28	5.4%
TOTAL	518	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
Case manager	21	5.9%
Client / patient check-in process	107	29.9%
Cultural competency training	73	20.4%
Electronic health record system	101	28.2%
Front desk staff	125	34.9%
Health promotion or other outreach initiatives	159	44.4%
Marketing / PR materials	97	27.1%
Multidisciplinary ASSESSMENT (only) team – Eating Disorders	30	8.4%
Multidisciplinary TREATMENT team – Eating Disorders	101	28.2%
Multidisciplinary TREATMENT team – Substance abuse	24	6.7%
Professional development (NOT including cultural competency training)	75	20.9%
Psychiatric services	89	24.9%
Staff meetings – Administrative	133	37.2%
Staff meetings – Clinical cases	68	19.0%
Student health / mental health fee	144	40.2%
Student health / mental health history form	42	11.7%
Third party billing system	16	4.5%
Waiting room	91	25.4%
Website	100	27.9%
Other	40	11.2%
TOTAL	358	

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	154	126.7	15.4%
With eating disorders required coordination of care with medical professionals (NOT including psychiatric providers)	139	10.4	1.3%
Required coordination of care with medical professional for other reasons (NOT including eating disorders or psychiatric)	66	31.6	3.8%
Did NOT require coordination of care with a psychiatric provider or with any other medical professional	51	656.7	79.6%

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	38.5	3.5	8.5	184.8
2,501 – 7,500	53.6	3.6	16.6	322.7
7,501 – 15,000	188.9	9.0	45.2	823.3
15,001 and over	315.9	45.5	143.9	1851.5
Count of Centers	154	139	66	51
AVERAGE	126.7	10.4	31.6	656.7

Current Arrangement Between Counseling and Health Services

Describe the Current Arrangement Between Counseling and Health Services on Your Campus	# of Centers	Percent
Both directors report to the same supervisor	275	56.0%
The director of counseling services reports to a different supervisor than the director of health services	78	15.9%
The day-to-day director of health services reports to the counseling services director	57	11.6%
The day-to-day director of counseling services reports to the health services director	33	6.7%
Health services are outsourced (or only available off-campus)	22	4.5%
There is one director over the combined counseling & health unit	8	1.6%
The director of counseling services and the director of health services function as co-directors of a combined unit	7	1.4%
Other responses	11	2.2%
TOTAL	491	100.0%

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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	10	3.6%
Business Affairs	2	0.7%
Mental Health	29	10.6%
Medical	14	5.1%
Public Health	9	3.3%
Student Affairs / Student Development / Student Services	193	70.4%
Other	17	6.2%
TOTAL	274	

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	40	8.2%
The services collaborate some of the time	159	32.7%
The services collaborate most of the time when it makes sense to do so	273	56.2%
Other	14	2.9%
TOTAL	486	100.0%

Quality of Collaboration Between Counseling and Health Services

Describe the QUALITY of Collaboration Between Counseling and Health Services	# of Centers	Percent
No collaboration	19	3.9%
Not very effective	49	10.1%
Effective	272	56.2%
Very effective	132	27.3%
Other	12	2.5%
TOTAL	484	100.0%

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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	46	8.9%
NextGen	1	0.2%
NueMD	2	0.4%
Paper / no electronic record-keeping system	60	11.6%
Point and Click	40	7.8%
PyraMED	8	1.6%
Titanium	343	66.5%
Other	12	2.3%
TOTAL	516	100.0%

Record-Keeping System Used by Health Services

Which Record-Keeping System Does Health Services Utilize?	# of Centers	Percent
Centricity	3	0.7%
E-Clinical Works	7	1.6%
EPIC	28	6.5%
Medicat	137	31.8%
NextGen	2	0.5%
NueMD	5	1.2%
Paper / no electronic record-keeping system	80	18.6%
Point and Click	81	18.8%
Practice Fusion	3	0.7%
PyraMED	35	8.1%
Titanium	9	2.1%
I don't know	14	3.2%
Other	27	6.3%
TOTAL	431	100.0%

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	360	73.6%
Yes, but only with psychiatric providers	21	4.2%
Yes, but only with psychiatric providers and medical doctors	11	2.2%
Yes, with all health service providers	52	10.9%
Other	45	9.1%
TOTAL	489	

SESSION LIMITS

Any Session Limit

Do You Limit the Number of Individual “Talk Therapy” Counseling Sessions Allowed a Client?	# of Centers	Percent
No	278	55.2%
Yes, but the limit is flexible (exceptions made in certain situations)	221	43.8%
Yes, and the limit is hard (no exceptions)	5	1.0%
TOTAL	504	100%

Type of Session Limit

Do You Limit the Number of Individual “Talk Therapy” Counseling Sessions Allowed a Client?	# of Centers	No	Yes, Flexible	Yes, Hard
Under 1,501	56	71.4%	28.6%	0
1,501 – 2,500	74	74.3%	24.3%	1.4%
2,501 – 5,000	97	61.9%	38.1%	0
5,001 – 7,500	55	58.2%	40.0%	1.8%
7,501 – 10,000	43	53.5%	44.2%	2.3%
10,001 – 15,000	52	46.2%	51.9%	1.9%
15,001 – 20,000	29	51.7%	48.3%	0
20,001 – 25,000	31	35.5%	61.3%	3.2%
25,001 – 30,000	25	28.0%	72.0%	0
30,001 – 35,000	13	23.1%	76.9%	0
35,001 – 45,000	17	23.5%	76.5%	0
45,001 and over	12	33.3%	66.7%	0
TOTAL	504	55.2%	43.8%	1.0%

Session Limit Time Frame

The Session Limit Applies to What Time Frame?	# of Centers	Percent
We don’t have session limits	273	54.3%
Per semester	52	10.3%
Per year	157	31.2%
Per entire time of enrollment	19	3.8%
Other	2	.4%
TOTAL	503	100%

WAIT LISTS

Centers That Had Any Clients on a Waitlist

Did You Have Any Clients on a Waitlist (Defined as a Student Waiting for a Scheduled Appointment)?	# of Centers	% No	% Yes
Under 1,501	54	68.5%	31.5%
1,501 – 2,500	74	78.4%	21.6%
2,501 – 5,000	96	69.8%	30.2%
5,001 – 7,500	62	75.8%	24.2%
7,501 – 10,000	45	55.6%	44.4%
10,001 – 15,000	53	62.3%	37.7%
15,001 – 20,000	29	55.2%	44.8%
20,001 – 25,000	33	45.5%	54.5%
25,001 – 30,000	23	56.5%	43.5%
30,001 – 35,000	13	46.2%	53.8%
35,001 – 45,000	17	70.6%	29.4%
45,001 and over	14	64.3%	35.7%
TOTAL	513	65.9%	34.1%

Weeks Waitlist Was in Effect

Last Year, During How Many Weeks Was a Waitlist in Effect? (For Centers That Had a Waitlist)	# of Centers	Percent
1 to 5 weeks	50	30.9%
6 to 10 weeks	35	21.6%
11 to 15 weeks	12	7.4%
16 to 20 weeks	15	9.3%
21 to 25 weeks	20	12.3%
26 to 30 weeks	19	11.7%
31 to 35 weeks	6	3.7%
More than 35 weeks	5	3.1%
TOTAL	162	100%

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Max. Number of Clients on Waitlist

Maximum Number of Clients on Waitlist at Any Point in Time (For Centers That Had a Waitlist)	# of Centers	Mean
Under 1,501	25	4.9
1,501 – 2,500	39	7.1
2,501 – 5,000	39	8.2
5,001 – 7,500	28	13.9
7,501 – 10,000	28	29.5
10,001 – 15,000	23	30.9
15,001 – 20,000	15	35.5
20,001 – 25,000	21	51.5
25,001 – 30,000	14	56.6
30,001 – 35,000	7	68.1
35,001 – 45,000	5	31.0
45,001 and over	3	54.7
TOTAL	247	23.7

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	28	20.4%
After they have a triage appt (brief)	59	43.1%
After they have an initial assessment (not brief)	50	36.5%
TOTAL	137	100%

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	25	16.3%
A case manager is clinically responsible for disposition of the client	5	3.3%
A staff team is clinically responsible for disposition of the client	41	26.8%
A clinical director or other individual is clinically responsible for disposition of the client	56	36.6%
Other	26	17.0%
TOTAL	153	100%

Average Wait for First Appointment (All Clients)

Average Wait Time (# of Business Days) for ALL CLIENTS, Counting From the Day They First Requested an Appt to the Date of Their First Appt	# of Centers	Median Wait (Days)	Mean Wait (Days)
Under 1,501	19	3.0	3.5
1,501 – 2,500	29	4.7	5.0
2,501 – 5,000	38	5.0	5.7
5,001 – 7,500	24	4.0	4.8
7,501 – 10,000	17	6.5	10.0
10,001 – 15,000	30	7.0	7.5
15,001 – 20,000	13	5.1	8.5
20,001 – 25,000	15	7.0	9.1
25,001 – 30,000	7	10.0	8.9
30,001 – 35,000	6	7.0	6.8
35,001 – 45,000	7	8.0	9.6
45,001 and over	8	6.5	6.4
TOTAL	213	5.0	6.6

Average Wait for First Appointment (Waitlist Clients Only)

Average Wait Time (# of Business Days) for CLIENTS WHO SPENT ANY TIME ON THE WAITLIST, Counting From the Day They First Requested an Appt to the Date of First Appt	# of Centers	Median Wait (Days)	Mean Wait (days)
Under 1,501	6	8.5	16.0
1,501 – 2,500	14	9.5	8.4
2,501 – 5,000	11	12.0	14.2
5,001 – 7,500	4	10.6	12.1
7,501 – 10,000	8	17.0	24.9
10,001 – 15,000	13	14.0	15.0
15,001 – 20,000	5	15.0	14.6
20,001 – 25,000	5	18.0	16.1
25,001 – 30,000	2	11.5	11.5
30,001 – 35,000	7	12.0	47.7
35,001 – 45,000	1	5.0	5.0
45,001 and over	2	12.5	12.5
TOTAL	78	12.0	17.3

MISCELLANEOUS SERVICE INFORMATION

Integral Parts of Counseling Services' Mission

Which of the Following Areas Represent an Integral Part of Your Counseling Services' Mission, as You Understand It?	# of Centers	Percent
Direct clinical service	515	99.8%
Classroom / campus outreach	450	87.2%
Meetings with other offices and departments	407	78.9%
Clinical supervision and training of graduate students in training	390	75.6%
Staff / faculty training	372	72.1%
Institution committee work	344	66.7%
Student worker training (e.g., RAs)	255	49.4%
Research, to understand trends, service needs, student concerns at your institution	174	33.7%
Community outreach (i.e., off-campus)	77	14.9%
Research for potential publication	32	6.2%
Teaching courses for academic credit	28	5.4%
Teaching non-academic credit courses	17	3.3%
Other	38	7.4%
TOTAL	516	

Direct Clinical Services Provided by Center

Which of the Following Direct Clinical Services Does Your Center Provide?	# of Centers	Percent
Individual therapy	517	99.6%
Crisis intervention	508	97.9%
Psychoeducational groups / workshops	462	89.0%
Clinical supervision of trainees	410	79.0%
Group therapy	389	75.0%
Couples therapy	370	71.3%
Clinical supervision of unlicensed staff employees	310	59.7%
Triage sessions	294	56.6%
Psychiatric appointments	270	52.0%
Psychological testing / assessment	158	30.4%
Career counseling	98	18.9%
Career testing	60	11.6%
TOTAL	519	

Time Spent by Staff Counselors

Average Percentage of Time that a Full-Time, Non-Administrative Staff Counselor Spent in the Following Activities (Last Year):	# of Centers	Direct Svc %	Indirect Svc %	Admin Svc %	Other %
Under 1,501	32	67.6	17.0	12.6	2.8
1,501 – 2,500	61	68.7	17.8	11.2	2.3
2,501 – 5,000	75	66.4	18.3	12.5	2.9
5,001 – 7,500	50	64.8	19.6	13.5	2.1
7,501 – 10,000	30	67.0	18.3	11.0	3.7
10,001 – 15,000	48	63.7	20.2	13.0	3.2
15,001 – 20,000	26	62.1	20.7	13.3	3.9
20,001 – 25,000	28	63.1	20.8	13.1	3.1
25,001 – 30,000	23	66.6	19.9	10.2	3.3
30,001 – 35,000	13	61.8	20.8	15.2	2.3
35,001 – 45,000	18	61.7	26.1	11.4	.83
45,001 and over	12	56.8	21.3	17.8	4.2
TOTAL	416	65.3	19.4	12.5	2.8

NOTE: Direct Service (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). See table above "Direct Clinical Services Provided by Center;" Indirect Service (Outreach, RA/peer/clinical training, consultation, case conferences, case notes and other case management activities); Administrative Service (Staff business meetings, committee work, center management, and professional development); Other (Research, teaching, etc.)

Time Spent by Directors

Average Percentage of Time that the Counseling Center Director Spent in the Following Activities (Last Year):	# of Centers	Direct Svc %	Indirect Svc %	Admin Svc %	Other %
Under 1,501	43	51.1	19.3	23.7	6.0
1,501 – 2,500	64	49.6	18.9	28.2	3.3
2,501 – 5,000	79	43.1	19.9	32.7	4.4
5,001 – 7,500	49	38.2	18.4	39.3	4.0
7,501 – 10,000	31	35.8	20.5	39.4	4.3
10,001 – 15,000	47	29.8	19.2	46.7	4.3
15,001 – 20,000	29	24.7	16.9	56.0	2.4
20,001 – 25,000	46	23.7	17.8	54.5	4.0
25,001 – 30,000	23	27.3	18.6	49.6	4.6
30,001 – 35,000	13	14.6	14.8	66.6	4.0
35,001 – 45,000	18	15.8	13.0	68.4	2.8
45,001 and over	12	12.3	11.2	71.2	5.3
TOTAL	434	36.3	18.4	41.2	4.1

Fee Support, Tele-Health and Embedded Counselors

Percent of Center Budget Provided by Mandatory Fee

Percent of Budget That Comes from a Mandatory Fee	# of Centers	Percent
0%	236	51.9%
1-24%	32	7.0%
25-49%	23	5.1%
50-74%	27	5.9%
75-99%	50	11.0%
100%	87	19.1%
TOTAL	455	100.0%

Source of Mandatory Fee

Where Does the Mandatory Fee Come From	# of Centers	Percent
Our center is NOT supported by any mandatory fee	194	46.7%
A fee for counseling services	14	3.4%
A fee for student health services	67	16.1%
A fee for all health / wellness services	74	17.8%
A general student activities or student life fee	53	12.8%
Other	13	3.1%
TOTAL	415	100.0%

Tele-Health Services Provided

Which of the Following Forms of Tele-Health Provision of Clinical Services Did Your Center Provide Last Year?	# of Centers	Percent Yes
We did NOT provide any of these	314	63.1%
Mental Health Screening online	129	25.9%
Telephone COUNSELING sessions (NOT including scheduling appts, etc)	42	8.4%
Therapist Assisted Online (TAO)	27	5.4%
Interactive Screening Program for Suicide	23	4.6%
Video counseling sessions (e.g., using VSee)	13	2.6%
WellTrack	12	2.4%
Silvercloud	2	0.4%
TOTAL	498	

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Centers That Provided Any Form of Tele-Health Services

Centers That Provided Any Form of Tele-Health Services	# of Centers	% No	% Yes
Under 1,501	48	79.2%	20.8%
1,501 – 2,500	72	70.8%	29.2%
2,501 – 5,000	97	63.9%	36.1%
5,001 – 7,500	58	72.4%	27.6%
7,501 – 10,000	44	56.8%	43.2%
10,001 – 15,000	53	52.8%	47.2%
15,001 – 20,000	27	51.9%	48.1%
20,001 – 25,000	32	68.8%	31.3%
25,001 – 30,000	23	52.2%	47.8%
30,001 – 35,000	13	53.8%	46.2%
35,001 – 45,000	18	50.0%	50.0%
45,001 and over	13	30.8%	69.2%
TOTAL	498	63.1%	36.9%

Centers That Have Counselors Embedded in Other Locations

Do You Have One or More Counselors From Your Center Embedded in Another Office / Dept. on Campus?	# of Centers	% No	% Yes
Under 1,501	51	98.0%	2.0%
1,501 – 2,500	72	97.2%	2.8%
2,501 – 5,000	99	92.9%	7.1%
5,001 – 7,500	58	96.6%	3.4%
7,501 – 10,000	44	90.9%	9.1%
10,001 – 15,000	55	81.8%	18.2%
15,001 – 20,000	27	81.5%	18.5%
20,001 – 25,000	31	83.9%	16.1%
25,001 – 30,000	23	56.5%	43.5%
30,001 – 35,000	13	53.8%	46.2%
35,001 – 45,000	18	72.2%	27.8%
45,001 and over	13	30.8%	69.2%
TOTAL	504	86.9%	13.1%

Location of Embedded Counselors

How Many Embedded Counselors are Located in Each of the Following Offices/Departments (for centers who have 1+ embedded counselors):	# of Centers	Mean
Athletic department	18	0.57
Residence hall(s)	19	1.71
School(s) or college(s) within the university	31	2.58
Under-represented student service office(s)	22	1.28
Other locations	4	0.73
TOTAL	66	

FTE OF CLINICAL STAFF WHO ARE UNIVERSITY EMPLOYEES

Professional / Clinical FTEs

Professional / Clinical Staff FTEs (including full- and part-time employees)	# of Centers	Mean FTE
Under 1,501	45	1.70
1,501 – 2,500	64	2.77
2,501 – 5,000	91	3.01
5,001 – 7,500	56	4.52
7,501 – 10,000	36	5.18
10,001 – 15,000	50	7.69
15,001 – 20,000	29	9.79
20,001 – 25,000	29	9.16
25,001 – 30,000	21	12.88
30,001 – 35,000	13	18.01
35,001 – 45,000	17	18.90
45,001 and over	10	30.25
TOTAL	461	6.57

Psychiatric Nurse Practitioner FTEs

Psychiatric Nurse Practitioner (PNP) FTEs			
Size of Institution	# Centers That do NOT Have any PNPs	# of Centers That HAVE any PNPs	Mean FTE of Centers That Have PNPs
Under 1,501	32	3	--NA--
1,501 – 2,500	45	6	0.34
2,501 – 5,000	58	9	0.25
5,001 – 7,500	38	6	0.59
7,501 – 10,000	26	4	0.36
10,001 – 15,000	27	9	0.80
15,001 – 20,000	13	5	0.55
20,001 – 25,000	18	2	0.31
25,001 – 30,000	15	6	1.63
30,001 – 35,000	5	4	2.18
35,001 – 45,000	7	7	2.37
45,001 and over	5	1	0.50
TOTAL	289	63	0.95

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Psychiatrist FTEs

Psychiatrist FTEs			
Size of Institution	# Centers That do NOT have any Psychiatrists	# of Centers That HAVE any Psychiatrists	Mean FTE of Centers That Have Psychiatrists
Under 1,501	34	3	0.12
1,501 – 2,500	32	26	0.24
2,501 – 5,000	48	27	0.27
5,001 – 7,500	28	18	0.52
7,501 – 10,000	19	16	0.58
10,001 – 15,000	23	20	1.48
15,001 – 20,000	8	15	0.80
20,001 – 25,000	12	8	0.76
25,001 – 30,000	7	16	1.17
30,001 – 35,000	4	7	1.52
35,001 – 45,000	5	10	2.32
45,001 and over	1	6	2.65
TOTAL	221	172	0.86

Centers That Have Any Psychiatric Provider

Does Center Have ANY Psychiatric Provider (Psychiatrist or Psychiatric Nurse Practitioner, full- or part-time)?			
Size of Institution	# of Centers	% No	% Yes
Under 1,501	39	84.6%	15.4%
1,501 – 2,500	61	52.5%	47.5%
2,501 – 5,000	77	54.5%	45.5%
5,001 – 7,500	47	51.1%	48.9%
7,501 – 10,000	35	45.7%	54.3%
10,001 – 15,000	45	42.2%	57.8%
15,001 – 20,000	23	30.4%	69.6%
20,001 – 25,000	23	56.5%	43.5%
25,001 – 30,000	23	26.1%	73.9%
30,001 – 35,000	11	18.2%	81.8%
35,001 – 45,000	15	33.3%	66.7%
45,001 and over	7	14.3%	85.7%
TOTAL	406	49.3%	50.7%

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Physician Assistant FTEs

Physician Assistant (PA) FTEs			
Size of Institution	# Centers That do NOT have any PAs	# of Centers That HAVE any PAs	Mean FTE of Centers That Have PAs
Under 1,501	33	2	0.27
1,501 – 2,500	46	1	1.00
2,501 – 5,000	59	4	1.04
5,001 – 7,500	39	3	0.77
7,501 – 10,000	29	0	
10,001 – 15,000	29	1	1.50
15,001 – 20,000	16	1	3.00
20,001 – 25,000	18	0	
25,001 – 30,000	19	1	0.63
30,001 – 35,000	8	0	
35,001 – 45,000	12	1	0.31
45,001 and over	5	0	
TOTAL	313	14	0.96

DEMOGRAPHICS OF CLINICAL STAFF EMPLOYEES

Clinical Staff Demographics	% Centers That Have NO Staff in the Category	All Clinical Staff Mean	% of All Clinical Staff	New Hires Mean	% of New Hires
American Indian/Native American	96.7%	.04	0.5%	.00	0.0%
Asian / Asian American	65.3%	.66	8.3%	.16	13.0%
Black / African-American	54.3%	.89	11.2%	.21	17.1%
Latino / Latina	71.0%	.55	6.9%	.13	10.6%
White / Caucasian	5.1%	5.51	69.6%	.65	52.8%
Multiracial	86.3%	.18	2.3%	.04	3.3%
Other race / ethnicity	93.1%	.09	1.1%	.04	3.3%
SUBTOTAL		7.92	100.0%	1.23	100.0%
Female	2.5%	5.79	72.6%	.78	71.6%
Male	20.5%	2.16	27.1%	.30	27.5%
Transgender	97.8%	.02	0.3%	.01	0.9%
SUBTOTAL		7.97	100.0%	1.09	100.0%
Gay	74.8%	.39	5.1%	.07	7.3%
Lesbian	69.3%	.46	6.0%	.07	7.3%
Bisexual	83.9%	.21	2.7%	.06	6.3%
Heterosexual	5.6%	6.64	86.2%	.76	79.2%
SUBTOTAL		7.70	100.0%	0.96	100.0%
Diagnosed disability	66.7%	.94	NA	.09	NA
Range of Total Centers Responding	324 to 455				

FTE OF CLINICAL TRAINEES WHO ARE UNIVERSITY EMPLOYEES

Psychology Doctoral Intern FTEs

Psychology Doctoral Intern FTEs			
Size of Institution	# Centers That do NOT have any Doctoral Psychology Interns	# of Centers That HAVE any Doctoral Psychology Interns	Mean FTE of Centers That Have Doctoral Psychology Interns
Under 1,501	36	0	
1,501 – 2,500	46	9	0.55
2,501 – 5,000	55	13	1.55
5,001 – 7,500	34	11	1.55
7,501 – 10,000	21	13	2.47
10,001 – 15,000	23	22	2.30
15,001 – 20,000	8	17	2.61
20,001 – 25,000	11	17	2.70
25,001 – 30,000	7	15	2.69
30,001 – 35,000	0	12	3.00
35,001 – 45,000	2	16	3.14
45,001 and over	0	19	3.94
TOTAL	243	155	2.46

Post-Doctoral Psychology FTEs

Post-Doctoral Psychology Resident FTEs			
Size of Institution	# Centers That do NOT have any Post-Doctoral Psychology Residents	# of Centers That HAVE any Post-Doctoral Psychology Residents	Mean FTE of Centers That Have Post-Doctoral Psychology Residents
Under 1,501	33	4	0.89
1,501 – 2,500	47	5	0.90
2,501 – 5,000	58	13	1.49
5,001 – 7,500	39	5	2.57
7,501 – 10,000	26	6	1.67
10,001 – 15,000	28	11	1.90
15,001 – 20,000	11	9	1.95
20,001 – 25,000	16	8	1.75
25,001 – 30,000	10	8	1.77
30,001 – 35,000	5	4	1.75
35,001 – 45,000	7	9	2.33
45,001 and over	1	5	2.00
TOTAL	281	87	1.79

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Psychiatric Resident FTEs

Psychiatric Resident FTEs			
Size of Institution	# Centers That do NOT have any Psychiatric Residents	# of Centers That HAVE any Psychiatric Residents	Mean FTE of Centers That Have Psychiatric Residents
Under 1,501	35	0	--
1,501 – 2,500	50	1	0.20
2,501 – 5,000	61	3	0.11
5,001 – 7,500	39	2	0.79
7,501 – 10,000	27	2	0.98
10,001 – 15,000	29	4	0.45
15,001 – 20,000	14	3	0.47
20,001 – 25,000	21	1	0.98
25,001 – 30,000	14	2	1.07
30,001 – 35,000	6	2	1.07
35,001 – 45,000	12	2	0.52
45,001 and over	3	3	0.36
TOTAL	311	25	0.58

FTE OF CLINICAL STAFF WHO ARE NOT UNIVERSITY EMPLOYEES

Doctoral Level Independent Contractor FTEs

Doctoral Level Professional / Clinical Independent Contractor (IC) FTEs			
Size of Institution	# Centers That Do NOT have any Doctoral Level ICs	# of Centers That HAVE any Doctoral Level ICs	Mean FTE of Centers That Have Doctoral Level ICs
Under 1,501	34	2	0.31
1,501 – 2,500	51	5	0.21
2,501 – 5,000	59	6	0.52
5,001 – 7,500	39	3	0.49
7,501 – 10,000	27	1	0.07
10,001 – 15,000	29	10	0.45
15,001 – 20,000	16	2	0.25
20,001 – 25,000	18	3	0.35
25,001 – 30,000	13	4	1.36
30,001 – 35,000	5	2	0.42
35,001 – 45,000	12	3	2.51
45,001 and over	5	1	0.23
TOTAL	308	42	0.65

Masters Level Independent Contractor FTEs

Master's Level Professional / Clinical Independent Contractor (IC) FTEs			
Size of Institution	# Centers That Do NOT have any Masters Level ICs	# of Centers That HAVE any Masters Level ICs	Mean FTE of Centers That Have Masters Level ICs
Under 1,501	31	3	0.53
1,501 – 2,500	46	8	0.38
2,501 – 5,000	57	8	0.43
5,001 – 7,500	36	7	0.32
7,501 – 10,000	26	4	0.32
10,001 – 15,000	27	11	0.52
15,001 – 20,000	14	5	1.30
20,001 – 25,000	17	4	0.60
25,001 – 30,000	10	5	1.06
30,001 – 35,000	6	0	--
35,001 – 45,000	12	3	3.13
45,001 and over	4	2	1.11
TOTAL	286	60	0.72

Psychiatric Nurse Practitioner Independent Contractor FTEs

Psychiatric Nurse Practitioner (PNP) Independent Contractor (IC) FTEs			
Size of Institution	# Centers That Do NOT have any PNP ICs	# of Centers That HAVE any PNP ICs	Mean FTE of Centers That Have PNP ICs
Under 1,501	30	3	.07
1,501 – 2,500	47	4	.14
2,501 – 5,000	59	5	.11
5,001 – 7,500	38	4	.10
7,501 – 10,000	27	1	.03
10,001 – 15,000	30	4	.17
15,001 – 20,000	16	0	--
20,001 – 25,000	20	0	--
25,001 – 30,000	14	0	--
30,001 – 35,000	6	0	--
35,001 – 45,000	13	1	1.55
45,001 and over	5	0	--
TOTAL	305	22	.18

Psychiatrist Independent Contractor FTEs

Psychiatrist Independent Contractor (IC) FTEs			
Size of Institution	# Centers That Do NOT have any Psychiatrist ICs	# of Centers That HAVE any Psychiatrist ICs	Mean FTE of Centers That Have Psychiatrist ICs
Under 1,501	30	2	.07
1,501 – 2,500	39	14	.09
2,501 – 5,000	48	17	.09
5,001 – 7,500	29	15	.09
7,501 – 10,000	20	6	.37
10,001 – 15,000	23	6	.18
15,001 – 20,000	15	2	.14
20,001 – 25,000	16	6	.26
25,001 – 30,000	12	2	.18
30,001 – 35,000	6	0	--
35,001 – 45,000	10	2	1.07
45,001 and over	6	0	--
TOTAL	254	72	.16

FTE OF OTHER TRAINEES

Practicum, Masters Interns, and Other Trainee FTEs	Count of Centers who Do NOT Have Any of These Trainees	Count of Centers That HAVE Any of These Trainees	Mean FTE
Under 1,501	31	15	0.64
1,501 – 2,500	34	37	1.01
2,501 – 5,000	35	54	1.18
5,001 – 7,500	18	35	1.37
7,501 – 10,000	7	27	1.63
10,001 – 15,000	16	32	1.92
15,001 – 20,000	2	26	2.24
20,001 – 25,000	8	18	2.32
25,001 – 30,000	5	8	2.00
30,001 – 35,000	2	7	3.31
35,001 – 45,000	1	10	2.90
45,001 and over	1	5	3.34
TOTAL	160	274	1.64

FTE OF NON-CLINICAL STAFF

Support Staff FTEs

Support Staff FTEs			
Size of Institution	# Centers That Do NOT have any Support Staff	# of Centers That HAVE any Support Staff	Mean FTE of Centers That Have Support Staff
Under 1,501	16	31	0.94
1,501 – 2,500	7	59	1.03
2,501 – 5,000	13	80	1.07
5,001 – 7,500	4	52	1.26
7,501 – 10,000	3	36	1.74
10,001 – 15,000	0	52	2.04
15,001 – 20,000	1	28	2.26
20,001 – 25,000	0	31	2.38
25,001 – 30,000	0	23	2.95
30,001 – 35,000	1	11	3.99
35,001 – 45,000	0	18	4.31
45,001 and over	0	11	6.45
TOTAL	45	432	1.87

Professional Non-Clinical FTEs

Professional Non-Clinical Staff FTEs			
Size of Institution	# Centers That Do NOT have any Prof. Non-Clinical Staff	# of Centers That HAVE any Prof. Non-Clinical Staff	Mean FTE of Prof. Non-Clinical Staff (For Centers That Have Any)
Under 1,501	33	2	0.58
1,501 – 2,500	46	1	0.12
2,501 – 5,000	55	5	0.65
5,001 – 7,500	32	6	0.79
7,501 – 10,000	25	2	1.00
10,001 – 15,000	22	3	0.42
15,001 – 20,000	12	1	1.00
20,001 – 25,000	17	1	1.00
25,001 – 30,000	12	2	1.00
30,001 – 35,000	5	0	1.00
35,001 – 45,000	5	3	1.00
45,001 and over	2	1	1.00
TOTAL	266	27	0.76

Case Managers

Case Manager FTEs

Case Manager FTEs			
Size of Institution	# Centers That Do NOT have any Case Managers	# of Centers That HAVE any Case Managers	Mean FTE of Case Managers (For Centers That Have Any)
Under 1,501	44	2	.53
1,501 – 2,500	63	4	.82
2,501 – 5,000	74	9	.74
5,001 – 7,500	46	5	1.20
7,501 – 10,000	26	8	1.16
10,001 – 15,000	35	12	1.05
15,001 – 20,000	11	13	1.05
20,001 – 25,000	22	8	1.00
25,001 – 30,000	9	13	1.02
30,001 – 35,000	2	9	1.33
35,001 – 45,000	4	14	1.25
45,001 and over	2	10	1.75
TOTAL	338	107	1.12

Services Provided by Case Manager

What Services Does Your Case Manager Provide? (for centers that have case managers)	Count of Centers	Percent
Triage & screening appointments	54	51.4%
Administrative meetings to coordinate care	62	59.0%
Arranging and/or monitoring off-campus referrals	98	93.3%
Coordinating post-hospitalization care	76	72.4%
Other	28	26.7%
TOTAL	105	

Other services provided by case managers included: maintaining off-campus referral lists; crisis services; visiting students in the hospital; providing bridge therapy while student waiting for off-campus referral appt; next day follow-ups after certain on call situations; coordinating care for students returning from medical withdrawal; and providing direct clinical services.

Do Other Campus Offices Have a Case Manager

Do Any Other Offices on Campus Have a Case Manager?	Count of Centers	Percent
No	268	65.5%
Yes	141	34.5%
TOTAL	409	100.0%

Other Campus Offices With Case Manager(s)

Other Offices on Campus with One or More Case Managers (for institutions that have at least one)	Count of Responses	Percent of Institutions
Dean of students office	98	69.5%
Student success / support / advocacy	12	8.6%
Disability services office	9	6.4%
Health services / health education	9	6.4%
Judicial affairs office	8	5.7%
Residence life / housing	5	3.5%
CARE / Behavioral intervention team	3	2.1%
Other	10	7.1%
TOTAL # INSTITUTIONS	154	

FTE POSITIONS GAINED AND LOST

Centers That Gained or Lost Staff Last Year				
Size of Institution	# Centers That GAINED Staff	Pct Centers That GAINED Staff	# Centers That LOST Staff	Pct Centers That LOST Staff
Under 1,501	7	16.7%	1	2.0%
1,501 – 2,500	14	25.0%	7	10.6%
2,501 – 5,000	28	32.2%	7	7.3%
5,001 – 7,500	17	31.5%	4	7.1%
7,501 – 10,000	12	34.3%	3	7.7%
10,001 – 15,000	18	37.5%	4	7.7%
15,001 – 20,000	13	46.4%	1	4.0%
20,001 – 25,000	11	37.9%	3	10.3%
25,001 – 30,000	10	47.6%	3	15.0%
30,001 – 35,000	9	75.0%	1	8.3%
35,001 – 45,000	9	56.3%	0	0
45,001 and over	7	63.6%	0	0
TOTAL	155 (out of 439)	35.3%	34 (out of 474)	7.2%

Number of FTE Positions Gained and Lost (Last Year)					
Type of Position	N of Centers That GAINED FTE	Total FTE Gained		N of Centers That LOST FTE	Total FTE Lost
Clinical	147	226.7		26	22.6
Psychiatric	2	0.2		1	0.1
Case Manager	12	12.5		1	1.0
Support Staff	6	4.6		6	5.5
Other	3	3.0		2	2.0
TOTAL	TOTAL FTE GAINED	247.0		TOTAL FTE LOST	31.2
	NET FTE GAINED	+215.8			

STAFF TO STUDENT RATIOS

Counseling Staff to Student Ratio (“Talk Therapy” FTE Staff Only)

Size of Institution	# of Centers	Mean FTE
Under 1,501	30	682
1,501 – 2,500	46	757
2,501 – 5,000	49	1321
5,001 – 7,500	40	1788
7,501 – 10,000	26	1953
10,001 – 15,000	40	1969
15,001 – 20,000	21	1906
20,001 – 25,000	19	2211
25,001 – 30,000	14	2210
30,001 – 35,000	8	1839
35,001 – 45,000	12	2386
45,001 and over	9	2027
TOTAL	314	1578

NOTE: Although the “counselor-to-student” 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 the percent of the student population that utilizes the counseling center.

Students Served Per FTE “Talk Therapy” Staff

Size of Institution	# of Centers	Mean # Students Served per FTE Staff
Under 1,501	30	99
1,501 – 2,500	46	104
2,501 – 5,000	49	125
5,001 – 7,500	40	119
7,501 – 10,000	26	128
10,001 – 15,000	40	121
15,001 – 20,000	21	107
20,001 – 25,000	19	117
25,001 – 30,000	14	99
30,001 – 35,000	8	113
35,001 – 45,000	12	114
45,001 and over	9	101
TOTAL	314	114

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 who utilize counseling services. As shown in the table above, a single FTE “talk therapist” can provide therapy for about 100 to 120 students in a single year.

Percent of Student Population Served by Counseling Appointments

U.S. Colleges and Universities (NOT including Community Colleges)

Percent of Student Population Served by Counseling Appointments					
Size of Institution	# of Centers	Minimum % Served	Maximum % Served	Median % Served	Average (Mean) % Served
Under 1,501	41	3.7%	51.0%	18.5%	19.9%
1,501 – 2,500	64	3.9%	61.5%	16.0%	17.2%
2,501 – 5,000	79	2.7%	45.7%	10.2%	12.1%
5,001 – 7,500	52	2.3%	27.2%	6.6%	8.0%
7,501 – 10,000	37	1.5%	33.0%	6.5%	7.9%
10,001 – 15,000	55	0.8%	30.8%	7.3%	8.7%
15,001 – 20,000	28	1.9%	15.2%	6.2%	7.1%
20,001 – 25,000	27	2.2%	12.4%	5.3%	5.9%
25,001 – 30,000	16	2.7%	11.8%	4.7%	5.2%
30,001 – 35,000	12	2.9%	16.8%	7.5%	8.7%
35,001 – 45,000	14	2.0%	14.2%	5.5%	6.0%
45,001 and over	13	1.9%	17.0%	5.6%	6.4%
Total	438	0.8%	61.5%	8.5%	10.9%

U.S. Community Colleges Only

Percent of Student Population Served by Counseling Appointments		
Size of Institution	# of Centers	Average (Mean) Percent Served
Under 1,501	0	
1,501 – 2,500	1	2.8%
2,501 – 5,000	4	5.2%
5,001 – 7,500	2	4.5%
7,501 – 10,000	1	3.5%
10,001 – 15,000	2	1.9%
15,001 – 20,000	2	2.5%
20,001 – 25,000	2	2.9%
25,001 – 30,000	2	1.7%
30,001 – 35,000	1	1.6%
35,001 – 45,000	1	0.8%
45,001 and over	0	
TOTAL	18	3.1%