



AUCCCD

Association for University and College
Counseling Center Directors

Annual Survey: 2020

Reporting Period: July 1, 2019 through June 30, 2020

Kimberly S. Gorman, Ph.D.

Director, Counseling and Psychological Services
Western Carolina University

Cindy Bruns, Ph.D.

Director, Counseling Services
Central Washington University

Calvin Chin, Ph.D.

Director, Counseling and Psychological Services
Princeton University

Nivla Y. Fitzpatrick, Ph.D.

Director, Counseling Center
Pepperdine University

Linda Koenig, Ed.D.

Director, Counseling Health Services
Shawnee State University

Pete LeViness, Ph.D.

Director, Counseling and Psychological Services
University of Richmond

Karen Sokolowski, Ph.D.

Director, Counseling and Psychological Services
University at Albany

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EXECUTIVE SUMMARY

A total of 477 counseling center directors responded to the 2019-2020 AUCCCD survey.

Throughout this report, the impact of COVID-19 on counseling center services will be emphasized. Many counseling centers began to shift service delivery in mid-March 2020 as colleges and universities moved to on-line instruction. Thus, this report uses March 15, 2020 as the last date of routine service delivery. Any comparisons for services because of COVID use July 1, 2019 to March 15, 2020 as the time in which routine services were provided and March 16, 2020 to June 30, 2020 as the time period in which services were shifted because of COVID.

Telehealth Services

Counseling centers had to transition quickly to providing telemental health services. In the 8 1/2 months prior to March 15, 2020, counseling centers averaged 17.1 video sessions but averaged 1164.8 sessions from March 16, 2020 to June 30, 2020. This is a 6811% increase.

Counseling Services Impact

Counseling services improve retention and student academic performance. Counseling centers are clearly serving as "high impact practices" that help keep students engaged in and retained by their institutions:

- (1) Counseling services have a positive impact on academics: 67.9% of clients stated that counseling services helped with their academic performance.
- (2) Counseling services have a positive impact on retention: 58.4% of clients stated that counseling services helped them stay in school.

Counseling Center Staffing

Institutions continue to invest additional resources in counseling services: 31.6% of centers gained staff positions, while 13.8% lost staff positions.

Changes in FTE were more commonly reported for the period prior to the COVID-19 pandemic. 37.4% of schools had a change in the number of FTE's between July 1, 2019 and March 15, 2020 while 26.1% had a change between March 16, 2020 and June 30, 2020.

Changes in FTE during the pandemic were more common than furloughs, although furloughs also increased during the pandemic, as 14.1% of centers experienced furloughs from March 16, 2020 to June 30, 2020 as compared to 0.9% prior to the pandemic.

Presenting Concerns

Anxiety continues to be the most frequent concern among college counseling center clients at 59.2%, followed by depression (46.5%), stress (42.8%), family concerns (27.4%), specific relationship problems (25.2%), academic performance difficulties (25.1%), sleep disturbance (16.6%), social isolation / loneliness (16.4%), adjusting to a new environment (16.1%), trauma (15.4%), eating/body image concerns (13.0%), and suicidal thoughts (11.7%).

Demand for Services

COVID had an impact on service delivery as 58.3% of directors reported experiencing a decreased demand for counseling services in the past year. While it is unknown what the demand would have been without COVID, 79.0% of the total number of individual appointments in 2019-2020 were delivered before March 16, 2020.

Directors reported that, on average, 6.4% fewer clients were served in 2020 than in 2019. Similarly, centers offered, on average, 5.7% fewer appointments in 2020 as compared to 2019.

The most frequent strategies centers used to manage client demand are: triaging clients based on urgency (48.2% reported this strategy), scheduling clients every two weeks (38.6%), offering more groups (30.4%), and reducing outreach activities (30.4%).

Directors reported, on average, 13.0% of their campus served by the counseling center. Counseling centers at smaller institutions tend to serve significantly greater percentages of their entire student population.

Stepped Care

45.7% of counseling 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. This is an increase from the 2019 report in which 37.2% of centers reported using stepped care.

Depending on the center, options may include appropriate forms of self-help, wellness coaching, support groups, mindfulness classes, appropriate apps and online resources, etc. A stepped care model was much more likely to be used at the largest centers (as high as 83.3%) than at the smallest centers (as few as 17.4%).

Case Managers

54.5% of centers have one or more staff who provide case management functions now, compared to only 7.2% in 2007-8. This represents about a 750% increase over the past 13 years.

Clinical Load Index

For the third year in a row, the Clinical Load Index (CLI) was calculated for each center that provided the necessary data. The CLI seems promising as a new method for evaluating and comparing counseling center clinical resources. The average CLI for 2019-2020 was 114.0.

Session Limits

54.4% of centers do not have a session limit, another 45.1% have a flexible session limit (exceptions made), and only 0.5% have a “hard” session limit (no exceptions). Of those with a stated limit, 25.9% of centers have a limit of 12 sessions, 22.4% have a limit of 10, and 21.0% have a limit of 7 or less.

Frequency of Appointments

41.5% of directors report that most clients are seen for weekly appointments. 44.7% report that **most** clients are seen, on average, every 2 weeks, and 12.3% report that **all** clients are seen every other week or longer.

Wait for a First Appointment

The average wait for all clients for a first appointment was 5.0 business days. The average wait from the time of students' triage appointment to the time of their next clinical appointment was 7.0 days.

Counselors Embedded in Other Campus Locations

21.3% of centers have counselors embedded in other offices on campus. Of those with an embedded counselor, centers reported having 75.2 weekly hours in a school/college at the university, 35.1 weekly hours in health services, 35.5 weekly hours in residence halls, 23.5 weekly hours in athletics, 18.9 weekly hours in under-represented students' offices, and 31.0 weekly hours in other locations.

CENTER INFORMATION

Highlights

- Centers with a lower Clinical Load Index are more likely to see most clients on a weekly basis.
- Centers are fairly evenly divided between those who see most clients on a weekly basis (41.5%) and those who see most clients every other week (44.7%).
- More than half of centers have case manager(s) but larger centers are more likely than smaller ones to have these positions.
- 45.7% of centers report using some type of Stepped Care model.
- 21.3% of centers report having one or more counselors embedded at other campus locations, most often in the Athletic Department.
- Embedded counselors in schools or colleges seem to provide the most available hours relative to other locations.
- Larger centers are more likely than smaller ones to have embedded counselors.
- With the exception of the 35,001-45,000 group, median and mean wait times appear close to each other, suggesting that there may be a similar flow or management of demand for the schools in each category.
- For schools with session limits, the average limit is 12 sessions.

Institutional Division

Percent of Centers Residing in Different Institutional Divisions

Division	# of Centers	Percent
Student Affairs / Student Development / Student Life	350	84.8%
Academic & Student Affairs	17	4.1%
Enrollment Management & Student Affairs	15	3.6%
Student Success / Support Services	14	3.4%
Other	9	2.2%
Health Services (if not part of Student Affairs)	5	1.2%
Academic Affairs	3	0.7%
TOTAL	413	100%

Months of Year That Center is Open for Counseling Services

Months	# of Centers	Percent
Less than 9	5	1.2%
9	28	6.8%
10	33	8.0%
11	21	5.1%
12	324	78.8%
TOTAL	411	100.0%

Number of Months Counseling Center is Open by School Size

School Size	# of Centers	Less than 9 months	9 Months	10 Months	11 Months	12 Months
Under 1,501	45	4.4%	24.4%	22.2%	4.4%	44.4%
1,501 – 2,500	52	1.9%	21.2%	17.3%	5.8%	53.8%
2,501 – 5,000	73	1.4%	6.8%	11.0%	8.2%	72.6%
5,001 – 7,500	46	0.0%	2.2%	4.3%	4.3%	89.1%
7,501 – 10,000	37	2.7%	0.0%	8.1%	5.4%	83.8%
10,001 – 15,000	49	0.0%	0.0%	2.0%	8.2%	89.8%
15,001 – 20,000	17	0.0%	0.0%	0.0%	5.9%	94.1%
20,001 – 25,000	25	0.0%	0.0%	0.0%	4.0%	96.0%
25,001 – 30,000	20	0.0%	0.0%	0.0%	0.0%	100.0%
30,001 – 35,000	13	0.0%	0.0%	0.0%	0.0%	100.0%
35,001 – 45,000	16	0.0%	0.0%	0.0%	0.0%	100.0%
45,001 and over	18	0.0%	0.0%	0.0%	0.0%	100.0%
TOTAL	411	1.2%	6.8%	8.0%	5.1%	78.8%

Case Managers

Number of Centers with Case Managers by School Size

School Size	# of Centers	# Centers That Do Not Have any Case Managers	# of Centers That Have any Case Managers
Under 1,501	55	34	21
1,501 – 2,500	62	37	25
2,501 – 5,000	85	44	41
5,001 – 7,500	53	31	22
7,501 – 10,000	41	20	21
10,001 – 15,000	58	23	35
15,001 – 20,000	18	7	11
20,001 – 25,000	29	9	20
25,001 – 30,000	23	5	18
30,001 – 35,000	15	1	14
35,001 – 45,000	19	2	17
45,001 and over	19	4	15
TOTAL	477	217	260

Services Provided by Case Managers

Service	# of Centers with this service	Percent of centers with this service	Percent of case managers offering this service
Arranging and/or monitoring off-campus referrals	149	31.2%	100%
Maintaining off-campus provider referral lists	141	29.6%	94.6%
Providing direct clinical services	113	23.7%	75.8%
Crisis Services	102	21.4%	68.5%
Coordinating post-hospitalization care	99	20.8%	66.4%
Triage & screening appointments	92	19.3%	61.7%
Facilitating hospitalizations	76	15.9%	51.0%
Next-day follow-up for certain crisis/on-call situations	72	15.1%	48.3%
Coordinating care for students returning from medical withdrawal	64	13.4%	43.0%
Providing therapy for students waiting for off-campus referrals	50	10.5%	33.6%
Following up on missed appointments	47	9.9%	31.5%
Other	40	8.4%	26.8%
Visiting students in the hospital	12	2.5%	8.1%
TOTAL CENTERS RESPONDING: 149			

Embedded Counselors

Percent of Centers with Embedded Counselors by School Size

School Size	# of Centers	Percent
Under 1,501	43	4.7%
1,501 – 2,500	47	2.1%
2,501 – 5,000	68	5.9%
5,001 – 7,500	45	6.7%
7,501 – 10,000	36	16.7%
10,001 – 15,000	47	23.4%
15,001 – 20,000	16	56.3%
20,001 – 25,000	24	33.3%
25,001 – 30,000	20	65.0%
30,001 – 35,000	12	58.3%
35,001 – 45,000	15	46.7%
45,001 and over	17	70.6%
TOTAL	390	21.3%

Percentage of Centers with Embedded Counselors at Specific Locations

Location	Percentage
Athletic department	49.3%
School(s) or college(s) within the university	37.3%
Health services	24.0%
Under-represented student service office(s)	24.0%
Residence hall(s)	22.7%
Other locations	5.3%

Number of Hours Embedded Counselors Spent at Various Locations

Location	Mean	# of Centers	Minimum	Maximum
School(s) or college(s) within the university	75.2	28	4	360
Health services	35.1	18	1	120
Residence hall(s)	35.5	17	1	112
Other locations	31.0	4	4	74
Athletic department	23.5	37	1	104
Under-represented student service office(s)	18.9	18	1	72

WAIT FOR SERVICES

Average Wait Time (# of Business Days) from Request for Services to First Appointment

School Size	# of Centers	Median Wait (Days)	Mean Wait (Days)
Under 1,501	33	4.0	4.3
1,501 – 2,500	33	5.0	4.9
2,501 – 5,000	55	5.0	5.7
5,001 – 7,500	33	6.0	6.4
7,501 – 10,000	20	4.5	4.9
10,001 – 15,000	36	5.0	4.7
15,001 – 20,000	11	2.0	3.6
20,001 – 25,000	13	5.0	5.3
25,001 – 30,000	12	3.0	4.0
30,001 – 35,000	7	3.5	3.8
35,001 – 45,000	12	0.5	4.1
45,001 and over	13	1.0	1.3
TOTAL	276	5.0	4.0

Average Wait Time (# of Business Days) from Triage to First Appointment

School Size	# of Centers	Median Wait (Days)	Mean Wait (Days)
Under 1,501	20	5.0	4.4
1,501 – 2,500	20	6.0	6.6
2,501 – 5,000	32	7.0	7.1
5,001 – 7,500	19	6.0	6.4
7,501 – 10,000	11	7.0	6.0
10,001 – 15,000	26	7.0	9.0
15,001 – 20,000	10	7.0	10.0
20,001 – 25,000	11	9.0	9.7
25,001 – 30,000	7	7.0	8.8
30,001 – 35,000	5	5.0	6.2
35,001 – 45,000	8	7.0	7.1
45,001 and over	9	7.5	7.7
TOTAL	178	7.0	7.3

Center Budget Information

Amount of Center Salary and Benefits Budget by School Size

School Size	# of Centers	Mean	Minimum	Maximum	Standard Deviation
Under 1,501	21	\$196,450	\$53,844	\$397,412	\$111,023
1,501 – 2,500	19	\$344,889	\$20,000	\$759,000	\$194,875
2,501 – 5,000	46	\$464,022	\$46,000	\$1,731,620	\$345,940
5,001 – 7,500	28	\$547,227	\$116,306	\$1,279,715	\$297,738
7,501 – 10,000	18	\$713,662	\$244,000	\$1,488,931	\$344,241
10,001 – 15,000	31	\$1,036,720	\$200,000	\$2,710,408	\$575,117
15,001 – 20,000	11	\$1,809,411	\$924,065	\$5,283,295	\$357,015
20,001 – 25,000	18	\$1,319,076	\$400,000	\$2,474,598	\$651,418
25,001 – 30,000	13	\$2280,854	\$603,160	\$4,897,126	\$1,042,688
30,001 – 35,000	12	\$2,593,931	\$1,600,000	\$5,117,300	\$1,119,547
35,001 – 45,000	11	\$2,380,551	\$1,133,125	\$4,900,000	\$1,009,186
45,001 and over	13	\$3,505,707	\$1,867,000	\$5,405,129	\$1,298,246
TOTAL	241	\$1,114,275	\$20,000	\$540,5129	\$1,123,152

Amount of Center Operating Expenses Budget

School Size	# of Centers	Mean	Minimum	Maximum	Standard Deviation
Under 1,501	24	\$17,212	\$900	\$85,000	\$19.042
1,501 – 2,500	31	\$56,665	\$6,500	\$362,000	\$88,456
2,501 – 5,000	50	\$53,377	\$3,843	\$657,558	\$114,682
5,001 – 7,500	33	54,313	\$3,229	\$488,784	\$95,579
7,501 – 10,000	25	\$43264	\$6,890	\$103,622	\$30,112
10,001 – 15,000	33	\$80,171	\$3,500	\$585,000	\$107,353
15,001 – 20,000	12	\$120,064	\$12,503	\$300,000	\$101,232
20,001 – 25,000	16	\$94,765	\$16,284	\$32,5000	\$89,610
25,001 – 30,000	11	\$190,938	\$42,500	\$563,967	\$161,159
30,001 – 35,000	12	\$157,237	\$33,600	\$581,423	\$148,679
35,001 – 45,000	10	\$221,679	\$50,000	\$688,000	\$239,046
45,001 and over	13	\$640,490	\$64,000	\$3,075,680	\$813,997
TOTAL	270	\$104,398	\$900	\$3,075,680	\$238,843

Amount of Center Professional Development Budget

School Size	# of Centers	Mean	Minimum	Maximum	Standard Deviation
Under 1,501	24	\$3321	\$0	\$10,000	\$3,251
1,501 – 2,500	33	\$4,985	\$0	\$26,000	\$5,943
2,501 – 5,000	53	\$4,768	\$0	\$24,000	\$4,671
5,001 – 7,500	33	\$5,322	\$0	\$17,000	\$4,509
7,501 – 10,000	27	\$7,473	\$0	\$24,597	\$5,966
10,001 – 15,000	37	\$10,919	\$0	\$46,400	\$10,737
15,001 – 20,000	12	\$17,291	\$1,310	\$50,000	\$14,223
20,001 – 25,000	17	\$18,262	\$3,918	\$41,000	\$12,854
25,001 – 30,000	15	\$28,031	\$10,200	\$54,000	\$15,008
30,001 – 35,000	11	\$27,718	\$1,900	\$50,500	\$14,416
35,001 – 45,000	9	\$33,005	\$3,000	\$61,000	\$18,480
45,001 and over	12	\$36,271	\$15,000	\$118,232	\$28,660
TOTAL	283	\$11,498	\$0	\$118,232	\$14,207

Session Limits

Centers that Limit Number of Sessions Allowed for Clients

	# of Centers	Percent
No session limit	200	54.4%
Flexible session limit (exceptions made in certain situations)	135	36.7%
Session limits, but exceptions made in rare situations	31	8.4%
Hard session limit	2	0.5%
TOTAL	368	100%

Centers That Limit the Number of Individual “Talk Therapy” Counseling Sessions Allowed a Client by School Size

School Size	# of Centers	No	Yes, but Flexible	Yes, Rare Exceptions	Yes, No Exceptions
Under 1,501	41	31	6	4	0
1,501 – 2,500	44	30	13	1	0
2,501 – 5,000	63	43	18	2	0
5,001 – 7,500	44	28	15	0	1
7,501 – 10,000	35	20	12	3	0
10,001 – 15,000	46	16	23	6	1
15,001 – 20,000	13	4	8	1	0
20,001 – 25,000	21	7	11	3	0
25,001 – 30,000	19	9	7	3	0
30,001 – 35,000	12	3	6	3	0
35,001 – 45,000	15	5	7	3	0
45,001 and over	15	4	9	2	0
TOTAL	368	200	135	31	2

Percentages of Schools with Certain Session Limits (for those with an established limit)

School Size	# Ctrs	7 or Less	8	9	10	12	14-15	16 or More
Under 1,501	7	0.0%	0.0%	0.0%	28.6%	14.3%	42.9%	14.3%
1,501 - 2,500	12	8.3%	8.3%	0.0%	8.3%	58.3%	8.3%	8.3%
2,501 - 5,000	21	16.1%	14.3%	0.0%	9.5%	28.6%	0.0%	28.6%
5,001 - 7,500	13	0.0%	15.4%	0.0%	15.4%	23.1%	7.7%	38.5%
7,501 - 10,000	13	23.1%	7.7%	0.0%	30.8%	30.8%	7.7%	7.7%
10,001 - 15,000	28	7.2%	21.4%	0.0%	28.6%	35.7%	7.2%	3.6%
15,001 - 20,000	8	0.0%	12.5%	0.0%	25.0%	62.5%	0.0%	0.0%
20,001 - 25,000	13	7.7%	15.4%	0.0%	15.4%	30.8%	0.0%	23.1%
25,001 - 30,000	6	33.3%	16.7%	0.0%	16.7%	16.7%	0.0%	16.7%
30,001 - 35,000	8	12.5%	12.5%	0.0%	37.5%	25.0%	0.0%	12.5%
35,001 - 45,000	9	0.0%	11.1%	0.0%	11.1%	22.2%	22.2%	33.3%
45,001 and over	9	11.1%	0.0%	11.1%	33.3%	11.1%	11.1%	22.2%
TOTAL	147	9.5%	11.6%	0.7%	21.1%	32.0%	7.5%	17.8%

Percent of Centers with Specific Time Frame for Session Limits

Time Frame	# of Centers	Percent
Per semester	37	25.5%
Per year	92	63.4%
Per entire time of enrollment	16	11.0%
TOTAL	145	100%

CENTER CLINICAL SERVICES PROVIDED

Highlights

- There is a lot of variability in the percentage served across school size, as well as within school size, except for schools in 35,001-45,000 range.
- The average number of sessions per client does not differ for community colleges as compared to four-year and graduate institutions.
- Mean rates of clients first seen for a crisis appointment are relatively consistent across school size.
- The majority (68.4%) of centers have access to a psychiatric provider, with the majority being in the center, but a significant minority (31.6%) still do not have any on campus

Percent of Campus Served by Counseling Services

Average Percent of Campus Served by Counseling Services Excluding Community Colleges

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	19.1%	46	3.7%	60.0%
1,501 - 2,500	17.7%	51	5.6%	34.6%
2,501 - 5,000	12.9%	73	3.2%	36.7%
5,001 - 7,500	11.9%	48	2.7%	50.0%
7,501 - 10,000	9.2%	30	0.6%	26.4%
10,001 - 15,000	9.7%	43	2.9%	18.2%
15,001 - 20,000	9.6%	11	4.2%	16.6%
20,001 - 25,000	8.4%	7	4.7%	11.9%
25,001 - 30,000	10.1%	12	2.7%	18.4%
30,001 - 35,000	9.6%	5	7.1%	17.9%
35,001 – 45,000	8.0%	6	6.2%	9.6%
45,001 and over	8.1%	10	4.1%	12.6%
TOTAL	13.0%	342	0.6%	60.0%

Average Percent of Campus Served by Counseling Services: Community Colleges Only

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	8.1%	1	8.1%	8.1%
1,501 - 2,500	4.9%	1	4.9%	4.9%
2,501 - 5,000	5.4%	4	3.3%	8.7%
7,501 - 10,000	3.9%	1	3.9%	3.9%
10,001 - 15,000	5.4%	5	1.9%	15.7%
20,001 - 25,000	1.8%	1	1.8%	1.8%
25,001 - 30,000	3.3%	1	3.3%	3.3%
TOTAL	5.1%	14	1.8%	15.7%

*Not all school sizes represented in community college sample

“Talk Therapy” Appointments

Number of Unique Clients Served by Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	189.4	46	29	437
1,501 - 2,500	341.1	53	95	729
2,501 - 5,000	431.1	76	99	987
5,001 - 7,500	742.7	50	148	3500
7,501 - 10,000	759.4	34	51	2116
10,001 - 15,000	1103.2	50	269	2553
15,001 - 20,000	1484.4	18	806	2838
20,001 - 25,000	1573.7	25	424	2888
25,001 - 30,000	2372.6	20	717	5299
30,001 - 35,000	2864.2	12	1597	5561
35,001 – 45,000	3244.4	13	1067	5517
45,001 and over	4105.8	14	299	6211
TOTAL	1016.0	410	29	6211

Number of Unique Clients Who Attended at Least One Individual Counseling Appointment

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	177.7	39	29	393
1,501 - 2,500	307.2	45	95	729
2,501 - 5,000	381.4	65	130	987
5,001 - 7,500	585.9	42	214	2067
7,501 - 10,000	663.0	33	51	1659
10,001 - 15,000	1000.0	44	150	2553
15,001 - 20,000	1014.1	15	417	1886
20,001 - 25,000	1190.5	24	244	4472
25,001 - 30,000	1818.1	16	581	5299
30,001 - 35,000	1914.5	13	754	4461
35,001 – 45,000	2224.9	13	546	3916
45,001 and over	2873.5	13	920	5819
TOTAL	839.0	350	29	5819

Number of Individual “Talk Therapy” Appointments Attended by Clients Excluding Community Colleges

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	1000.8	38	246	5074
1,501 - 2,500	1646.3	43	599	4083
2,501 - 5,000	1830.3	61	275	4276
5,001 - 7,500	2824.7	39	643	8104
7,501 - 10,000	3111.2	32	179	9015
10,001 - 15,000	4475.6	42	295	11033
15,001 - 20,000	5157.0	17	1571	10210
20,001 - 25,000	5681.4	21	1605	23724
25,001 - 30,000	8813.3	16	3041	28044
30,001 - 35,000	8564.8	13	3197	20584
35,001 – 45,000	9298.3	12	2248	18036
45,001 and over	11119.8	12	4330	26293
TOTAL	3814.2	346	179	28044

Number of Individual “Talk Therapy” Appointments Attended by Clients: Community Colleges Only

School Size	Mean	# of Centers	Minimum	Maximum
Under 10,000	1096.4	5	204	2429
10,001 and over	1886.3	8	328	4800
TOTAL	1582.5	13	204	4800

Average Number of Talk Therapy Appointments Attended Excluding Community Colleges

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	5.7	35	2.1	12.9
1,501 - 2,500	5.4	42	2.9	10.8
2,501 - 5,000	5.3	60	0.9	12.2
5,001 - 7,500	4.9	38	2.1	8.6
7,501 - 10,000	4.5	31	3.1	7.2
10,001 - 15,000	4.5	40	1.0	7.9
15,001 - 20,000	4.9	15	2.3	7.9
20,001 - 25,000	4.4	21	2.9	7.1
25,001 - 30,000	5.2	16	2.3	8.9
30,001 - 35,000	4.9	13	3.0	8.1
35,001 – 45,000	4.5	12	2.8	5.7
45,001 and over	4.2	11	2.4	6.3
TOTAL	5.0	334	1.0	12.9

Average Number of Talk Therapy Appointments Attended: Community Colleges Only

School Size	Mean	# of Centers	Minimum	Maximum
Under 10,000	5.1	5	2.2	6.8
10,001 and over	3.7	8	2.2	4.8
TOTAL	4.3	13	2.2	6.8

Number of Individual “Talk Therapy” Appointments No-Showed by Clients Excluding Community Colleges

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	97.1	29	5	274
1,501 - 2,500	152.9	40	39	436
2,501 - 5,000	188.3	55	6	535
5,001 - 7,500	276.8	34	64	567
7,501 - 10,000	432.8	29	63	1571
10,001 - 15,000	460.3	40	44	1750
15,001 - 20,000	590.9	16	196	990
20,001 - 25,000	512.0	20	216	1517
25,001 - 30,000	761.9	12	317	2426
30,001 - 35,000	789.6	11	234	2517
35,001 – 45,000	814.2	13	301	1449
45,001 and over	860.6	11	402	1753
TOTAL	378.2	310	5	2517

Number of Individual “Talk Therapy” Appointments No-Showed by Clients: Community Colleges Only

School Size	Mean	# of Centers	Minimum	Maximum
Under 10,000	151.6	5	40	237
10,001 and over	231.6	5	89	329
TOTAL	191.6	10	40	329

Number of Individual “Talk Therapy” Appointments Cancelled by Clients Excluding Community Colleges

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	99.1	28	9	364
1,501 - 2,500	169.6	40	28	655
2,501 - 5,000	201.6	53	9	905
5,001 - 7,500	264.1	34	65	740
7,501 - 10,000	340.9	29	47	925
10,001 - 15,000	644.0	37	30	7116
15,001 - 20,000	572.4	13	130	1343
20,001 - 25,000	829.6	20	183	4395
25,001 - 30,000	1343.8	12	187	6830
30,001 - 35,000	1010.9	11	438	1819
35,001 – 45,000	1066.5	13	117	2220
45,001 and over	1477.8	12	431	2796
TOTAL	482.8	302	9	7116

Individual “Talk Therapy” Appointments Cancelled by Clients: Community Colleges Only

School Size	Mean	# of Centers	Minimum	Maximum
Under 10,000	71.2	5	24	177
10,001 and over	90.2	5	48	217
TOTAL	80.7	10	24	217

Crisis Appointments

Average Percent of Clients with Crisis Appointment as First Contact by School Size*

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	8.1%	15	0.0%	23.0%
1,501 – 2,500	11.3%	16	0.0%	34.0%
2,501 – 5,000	11.4%	20	0.0%	48.0%
5,001 – 7,500	17.8%	16	1.0%	45.0%
7,501 – 10,000	14.7%	14	2.0%	45.0%
10,001 – 15,000	16.6%	23	3.0%	40.0%
15,001 – 20,000		3		
20,001 – 25,000	10.2%	11	3.0%	21.0%
25,001 – 30,000	7.9%	5	0.0%	23.0%
30,001 – 35,000	11.9%	7	3.0%	21.0%
35,001 – 45,000		2		
45,001 and over	10.1%	11	0.0%	25.0%
TOTAL	12.6%	143	0.0%	48%

*Did not report data for cells less than 5 schools

Average Number of Crisis Incidents Handled by Staff during Normal Office Hours

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	30.4	30	0	110
1,501 – 2,500	76.4	35	0	426
2,501 – 5,000	77.4	55	4	316
5,001 – 7,500	114.4	39	1	383
7,501 – 10,000	196.5	25	10	490
10,001 – 15,000	205.7	39	14	503
15,001 – 20,000	200.5	14	26	570
20,001 – 25,000	285.9	18	11	1082
25,001 – 30,000	219.2	13	9	548
30,001 – 35,000	448.4	8	166	1301
35,001 – 45,000	484.8	13	4	1210
45,001 and over	706.4	16	21	2699
TOTAL	187.7	305	0	2699

Average Number of Crisis Incidents Handled by Staff after Normal Office Hours

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	6.9	28	0	70
1,501 – 2,500	11.2	31	0	58
2,501 – 5,000	11.3	49	0	99
5,001 – 7,500	9.4	33	0	52
7,501 – 10,000	16.2	21	0	133
10,001 – 15,000	30.4	32	0	242
15,001 – 20,000	17.5	12	0	162
20,001 – 25,000	25.5	15	0	289
25,001 – 30,000	64.0	9	0	287
30,001 – 35,000	50.3	7	0	180
35,001 – 45,000	52.2	9	0	340
45,001 and over	67.1	13	0	607
TOTAL	21.5	259	0	607

Group Therapy

Average Number of Unique Clients Who Attended At Least One Group Appointment

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	10.7	35	0	59
1,501 - 2,500	18.7	36	0	119
2,501 - 5,000	29.5	51	0	233
5,001 - 7,500	32.0	36	0	299
7,501 - 10,000	59.0	26	0	173
10,001 - 15,000	102.9	37	0	490
15,001 - 20,000	152.8	13	26	460
20,001 - 25,000	130.6	19	0	391
25,001 - 30,000	133.1	12	6	361
30,001 - 35,000	298.4	9	68	757
35,001 - 45,000	328.0	11	60	1057
45,001 and over	367.4	13	94	558
TOTAL	89.4	299	0	1057

**Includes 7 Community Colleges that provided groups*

Average Number of Groups Offered*

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	2.1	39	0	13
1,501 - 2,500	3.3	41	0	20
2,501 - 5,000	4.6	61	0	35
5,001 - 7,500	4.9	45	0	32
7,501 - 10,000	7.0	33	0	24
10,001 - 15,000	13.6	40	0	66
15,001 - 20,000	13.2	14	4	29
20,001 - 25,000	16.2	19	0	39
25,001 - 30,000	22.4	15	1	55
30,001 - 35,000	44.9	9	10	82
35,001 - 45,000	21.6	12	9	53
45,001 and over	76.0	12	8	214
TOTAL	11.5	340	0	214

**Includes 7 Community Colleges that provided groups*

Average Number of Clients Engaged in Groups*

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	16.3	35	0	156
1,501 - 2,500	37.2	32	0	539
2,501 - 5,000	36.2	56	0	295
5,001 - 7,500	54.4	40	0	360
7,501 - 10,000	118.3	27	0	735
10,001 - 15,000	219.5	36	0	1141
15,001 - 20,000	224.6	12	36	1504
20,001 - 25,000	202.4	18	0	832
25,001 - 30,000	264.9	13	0	1022
30,001 - 35,000	757.8	9	60	2265
35,001 - 45,000	399.9	9	69	991
45,001 and over	867.8	10	30	3513
TOTAL	154.7	297	0	3412

*Excludes 7 Community Colleges that provided groups

Psychiatric Appointments

Campuses That Have Any Psychiatric Full-Time or Part-Time Psychiatrist or Psychiatric Nurse Practitioner

Size of Institution	# of Centers	% No	% Yes, in the Center	% Yes, both in the Center & other location(s)	% Yes, but not in the Center
Under 1,501	46	73.9%	19.6%	2.2%	4.3%
1,501 - 2,500	53	41.5%	45.3%	0	13.2%
2,501 - 5,000	73	34.2%	42.5%	5.5%	17.8%
5,001 - 7,500	46	32.6%	47.8%	2.2%	17.4%
7,501 - 10,000	37	29.7%	48.6%	5.4%	16.2%
10,001 - 15,000	49	28.6%	28.6%	12.2%	30.6%
15,001 - 20,000	17	11.8%	58.8%	5.9%	23.5%
20,001 - 25,000	26	7.7%	46.2%	3.8%	42.3%
25,001 - 30,000	20	10.0%	45.0%	5.0%	40.0%
30,001 - 35,000	14	7.1%	50.0%	7.1%	35.7%
35,001 - 45,000	16	6.3%	43.8%	18.8%	31.3%
45,001 and over	18	11.1%	11.1%	22.2%	55.6%
TOTAL	415	31.6%	39.8%	6.0%	22.7%

Unique Clients Who Attended at-Least One Session with a Psychiatric Provider

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	36.0	7	11	54
1,501 - 2,500	75.3	19	18	158
2,501 - 5,000	79.2	31	5	475
5,001 - 7,500	88.7	19	22	482
7,501 - 10,000	114.4	14	23	393
10,001 - 15,000	220.9	17	27	641
15,001 - 20,000	156.3	10	47	411
20,001 - 25,000	312.3	12	52	1073
25,001 - 30,000	554.6	7	227	1627
30,001 - 35,000	467.7	6	94	1096
35,001 – 45,000	547.9	8	45	1327
45,001 and over	488.0	5	269	583
Total	193.6	155	5	1627

Psychiatric Appts Attended

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	134.9	7	15	240
1,501 - 2,500	268.0	20	32	704
2,501 - 5,000	288.7	31	7	1307
5,001 - 7,500	365.2	20	111	2422
7,501 - 10,000	505.6	16	93	2385
10,001 - 15,000	769.2	19	108	1780
15,001 - 20,000	651.9	11	135	2707
20,001 - 25,000	1237.5	13	238	4888
25,001 - 30,000	2269.3	7	725	5785
30,001 - 35,000	1759.5	6	531	3852
35,001 – 45,000	2049.0	8	195	5285
45,001 and over	2346.0	5	716	3383
Total	755.1	163	7	5785

Psychiatric Appts: Average Attended Per Client

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	3.43	7	1.36	4.86
1,501 - 2,500	3.68	18	1.36	6.05
2,501 - 5,000	4.07	30	1.08	10.5
5,001 - 7,500	4.08	19	2.40	6.55
7,501 - 10,000	3.48	14	2.15	6.07
10,001 - 15,000	3.74	17	2.57	5.86
15,001 - 20,000	3.86	10	2.39	6.59

20,001 - 25,000	3.97	12	1.95	5.44
25,001 - 30,000	4.22	7	2.63	7.40
30,001 - 35,000	4.45	6	2.14	6.40
35,001 – 45,000	3.74	8	2.84	4.33
45,001 and over	4.61	5	2.66	6.26
Total	3.91	153	1.08	10.50

Psychiatric Appts Cancelled or Rescheduled

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	9.00	3	3	18
1,501 - 2,500	14.65	17	2	40
2,501 - 5,000	21.88	25	0	117
5,001 - 7,500	30.71	14	11	109
7,501 - 10,000	25.17	12	4	78
10,001 - 15,000	76.76	17	6	343
15,001 - 20,000	45.33	9	0	143
20,001 - 25,000	232.73	11	8	1031
25,001 - 30,000	366.17	6	80	1399
30,001 - 35,000	185.20	5	29	677
35,001 – 45,000	168.43	7	19	365
45,001 and over	395.40	5	92	583
Total	92.42	131	0	1399

Psychiatric Appts No-Showed By Clients

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	9.00	3	1	13
1,501 - 2,500	33.71	17	1	90
2,501 - 5,000	26.62	26	0	165
5,001 - 7,500	30.86	14	9	62
7,501 - 10,000	78.31	13	0	453
10,001 - 15,000	87.59	17	6	261
15,001 - 20,000	68.89	9	8	176
20,001 - 25,000	165.09	11	16	562
25,001 - 30,000	306.50	6	101	860
30,001 - 35,000	160.40	5	38	421
35,001 – 45,000	170.14	7	15	402
45,001 and over	254.40	5	85	436
Total	88.50	133	0	860

Total Weekly Hours of Psychiatric Services Available at Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	8.43	7	3	19
1,501 - 2,500	11.98	20	3	41
2,501 - 5,000	10.28	30	2	30
5,001 - 7,500	10.86	21	3	37
7,501 - 10,000	24.14	18	4	96
10,001 - 15,000	24.66	19	4	70
15,001 - 20,000	23.00	9	7	44
20,001 - 25,000	42.15	13	14	104
25,001 - 30,000	59.67	6	12	100
30,001 - 35,000	69.30	5	15	170
35,001 – 45,000	77.57	7	10	160
45,001 and over	96.80	5	16	178
Total	26.40	160	2	178

Psychiatric Hours: Sufficiency

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	9	22.2%	55.6%	22.2%	0
1,501 - 2,500	22	4.5%	50.0%	31.8%	13.6%
2,501 - 5,000	34	5.9%	44.1%	50.0%	0
5,001 - 7,500	23	8.7%	43.5%	39.1%	8.6%
7,501 - 10,000	20	5.0%	55.0%	30.0%	10.0%
10,001 - 15,000	21	0	33.3%	38.1%	28.5%
15,001 - 20,000	11	0	45.5%	54.6%	0
20,001 - 25,000	11	18.2%	45.5%	9.1%	27.3%
25,001 - 30,000	8	25.0%	0	37.5%	37.5%
30,001 - 35,000	6	0	50.0%	0	50.0%
35,001 – 45,000	10	10.0%	20.0%	40.0%	30.0%
45,001 and over	5	0	60.0%	20.0%	20.0%
Total	180	7.2%	42.8%	35.6%	14.4%

NOTE: 31.9% of centers reported that there are NO psychiatric hours available on campus, and are not included in the table above.

Total Weekly Hours of Psychiatric Services Available Outside Center

Total Weekly Hours of Psychiatric Services Available Outside Center (For Centers Who Had Psychiatric Services)				
School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	2.00	2	1	3
1,501 - 2,500	11.00	5	4	19
2,501 - 5,000	12.75	10	2	40
5,001 - 7,500	9.08	6	2	25
7,501 - 10,000	27.29	7	3	77
10,001 - 15,000	24.19	16	0	110
15,001 - 20,000	43.33	3	20	70
20,001 - 25,000	46.75	8	10	100
25,001 - 30,000	20.14	7	10	30
30,001 - 35,000	62.00	3	24	132
35,001 – 45,000	50.86	7	8	120
45,001 and over	43.50	8	5	100
Total	28.71	82	0	132

Total Weekly Hours of Psychiatric Services Available Anywhere on Campus

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	8.57	7	3.0	19.0
1,501 - 2,500	11.98	20	2.5	41.0
2,501 - 5,000	9.93	27	2.0	30.0
5,001 - 7,500	11.33	21	3.0	37.0
7,501 - 10,000	24.53	18	4.0	96.0
10,001 - 15,000	29.40	19	4.0	80.0
15,001 - 20,000	23.00	9	7.0	44.0
20,001 - 25,000	46.62	13	16.0	104.0
25,001 - 30,000	61.60	5	12.0	110.0
30,001 - 35,000	82.88	4	46.0	169.5
35,001 – 45,000	87.00	7	20.0	160.0
45,001 and over	104.00	3	41.0	176.0
Total	27.31	153	2.0	176.0

Are Psychiatric Resources Available on Campus Outside the Center

School Size	# of Centers	% No	% Yes
Under 1,501	13	76.9%	23.1%
1,501 - 2,500	31	80.6%	19.4%
2,501 - 5,000	48	70.8%	29.2%
5,001 - 7,500	32	75.0%	25.0%
7,501 - 10,000	27	66.7%	33.3%
10,001 - 15,000	35	51.4%	48.6%
15,001 - 20,000	15	60.0%	40.0%
20,001 - 25,000	24	54.2%	45.8%
25,001 - 30,000	19	36.8%	63.2%
30,001 - 35,000	12	50.0%	50.0%
35,001 – 45,000	15	46.7%	53.3%
45,001 and over	16	6.3%	93.8%
Total	287	59.9%	40.1%

Location of Psychiatric Services Available Outside Center

School Size	# of Centers	Health Center	Other	Unspecified
Under 1,501	3	100.0%	0%	0%
1,501 - 2,500	6	66.7%	33.3%	0%
2,501 - 5,000	14	71.4%	28.6%	0%
5,001 - 7,500	8	75.0%	12.5%	12.5%
7,501 - 10,000	9	88.9%	0%	11.1%
10,001 - 15,000	17	94.1%	5.9%	0%
15,001 - 20,000	6	83.3%	16.7%	0%
20,001 - 25,000	11	90.0%	0%	9.1%
25,001 - 30,000	12	66.7%	25.0%	8.3%
30,001 - 35,000	6	83.3%	16.7%	0%
35,001 – 45,000	8	100.0%	0%	0%
45,001 and over	15	46.7%	33.3%	20.0%
Total	115	78.3%	15.7%	6.1%

Trainings/Outreach

Average Number of Individuals Who Attended a Training Provided by Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	70.9	21	0	600
1,501 - 2,500	204.0	25	1	976
2,501 - 5,000	492.4	41	0	5055
5,001 - 7,500	407.8	28	0	3642
7,501 - 10,000	657.1	18	4	6377
10,001 - 15,000	1564.5	25	14	11469
15,001 - 20,000	889.4	8	27	2404
20,001 - 25,000	3805.8	13	23	45616
25,001 - 30,000	418.9	7	0	1172
30,001 - 35,000	1809.3	6	444	7257
35,001 – 45,000	762.9	8	226	2311
45,001 and over	2737.0	6	0	11897
TOTAL	883.7	206	0	45616

Average Number of Individuals Attending an Outreach Provided by Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	288.6	22	0	2136
1,501 - 2,500	737.0	24	10	3816
2,501 - 5,000	1309.8	37	2	8927
5,001 - 7,500	1608.4	26	2	7132
7,501 - 10,000	2880.0	20	0	8194
10,001 - 15,000	3066.8	25	10	14135
15,001 - 20,000	3145.7	10	986	8800
20,001 - 25,000	7307.9	13	2780	20982
25,001 - 30,000	6887.4	7	0	17400
30,001 - 35,000	7395.8	6	885	15950
35,001 – 45,000	13506.2	6	869	31668
45,001 and over	8491.0	10	121	29550
TOTAL	3075.6	206	0	31668

CENTER CLIENTS

Highlights

- Anxiety and depression remain the most frequent presenting concerns for clients.
- About 17% of students sent to the hospital for mental health concerns are done so on an involuntary basis.

Presenting Problems of Clients

Mean Percent of Clients with Specific Presenting Concerns

Presenting Problem	# of Centers Reporting	Mean Percent
Anxiety	248	59.2%
Depression	247	46.5%
Stress	199	42.8%
Family	218	27.4%
Relationship problem (e.g. roommate, friend, romantic partner)	230	25.2%
Academic performance difficulties	236	25.1%
Sleep disturbance	201	16.6%
Social isolation / loneliness	187	16.4%
Adjustment to new environment	213	16.1%
Trauma (NOT including sexual assault)	198	15.4%
Eating/body image	232	13.0%
Suicidal thought/behaviors	221	11.7%
Career concerns	188	10.6%
Grief or loss	228	10.6%
Sexual abuse or assault or misconduct (survivor of)	213	7.8%
Non-suicidal self-injury	205	6.4%

NOTE: The number of centers reporting data varied for each presenting problem area. The reasons for this are varied. Some centers collect this data from clinician rating of concerns while other centers collect this data from client self-report. Another reason for the variability is that many centers did not report any data on these variables, either because they do not collect such data or because the manner in which the data is collected does not allow for easy tabulation.

Academic Impact of Counseling Services

Does Counseling Help Academic Performance?

	# of Centers Reporting	Percent
Centers that do not ask clients this question	205	55.0%
Centers that do ask clients this question	168	45.0%
TOTAL	373	100%
For Centers Asking, Percent of Clients Reporting Counseling Helped Academic Performance		
		Percent
Yes, counseling helped		67.9%
No, counseling did not help		32.1%

Does Counseling Help Clients Stay in School?

	# of Centers Reporting	Percent
Centers that do not ask this question	219	58.4%
Centers that do ask this question	156	41.6%
TOTAL	375	100%
For Centers Asking, Mean Percent of Clients Reporting Counseling Helped Them Stay in School		
		Percent
Yes, counseling helped me stay in school		64.3%
No, counseling did not help me stay in school		35.7%

Hospitalizations

Number of Clients Sent to a Hospital (or Other Center for Assessment for Hospitalization) for Psychological Reasons

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	2.0	39	0	7
1,501 - 2,500	6.1	36	0	29
2,501 - 5,000	6.0	46	0	38
5,001 - 7,500	6.4	30	0	34
7,501 - 10,000	10.2	19	0	23
10,001 - 15,000	20.3	22	1	70
15,001 - 20,000	20.2	11	4	60

20,001 - 25,000	13.0	15	0	36
25,001 - 30,000	12.4	9	1	65
30,001 - 35,000	13.7	7	5	23
35,001 – 45,000	23.6	8	6	47
45,001 and over	30.3	9	5	53
TOTAL	9.9	251	0	70

Number of Clients Admitted to a Hospital for Psychological Reasons

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	2.0	40	0	12
1,501 - 2,500	5.2	40	0	22
2,501 - 5,000	5.6	45	0	36
5,001 - 7,500	5.1	31	0	20
7,501 - 10,000	10.1	19	1	25
10,001 - 15,000	11.7	26	1	36
15,001 - 20,000	21.4	10	4	79
20,001 - 25,000	14.8	12	0	68
25,001 - 30,000	14.1	8	1	52
30,001 - 35,000	22.0	5	5	75
35,001 – 45,000	15.2	6	6	30
45,001 and over	29.4	5	4	60
TOTAL	8.3	247	0	79

Number of Clients with Involuntary Hospitalizations

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	0.3	39	0	3
1,501 - 2,500	0.9	34	0	11
2,501 - 5,000	0.5	47	0	6
5,001 - 7,500	1.0	30	0	6
7,501 - 10,000	2.2	17	0	21
10,001 - 15,000	2.5	29	0	33
15,001 - 20,000	6.2	9	0	52
20,001 - 25,000	0.9	9	0	5
25,001 - 30,000	3.6	9	0	9
30,001 - 35,000	1.0	5	0	5
35,001 – 45,000	5.9	7	0	15
45,001 and over	11.0	6	0	37
TOTAL	1.7	241	0	52

Suicide

Number of Clients Who Attempted Suicide while Enrolled as a Student)

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	0.4	37	0	4
1,501 - 2,500	2.8	36	0	55
2,501 - 5,000	1.0	43	0	6
5,001 - 7,500	0.9	20	0	4
7,501 - 10,000	2.0	12	0	5
10,001 - 15,000	5.7	21	0	37
15,001 - 20,000	15.2	6	2	66
20,001 - 25,000	7.4	5	0	32
25,001 - 30,000	4.7	3	0	12
30,001 - 35,000	4.0	1	4	4
35,001 – 45,000	6.0	4	0	12
45,001 and over	12.0	3	0	35
TOTAL	2.8	191	0	66

Number of Clients Who Died by Suicide while Enrolled as a Student

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	0.0	41	0	0
1,501 - 2,500	0.1	42	0	1
2,501 - 5,000	0.0	59	0	0
5,001 - 7,500	0.1	39	0	2
7,501 - 10,000	0.2	26	0	3
10,001 - 15,000	0.3	36	0	3
15,001 - 20,000	0.2	10	0	1
20,001 - 25,000	0.3	12	0	1
25,001 - 30,000	0.1	9	0	1
30,001 - 35,000	0.4	9	0	3
35,001 – 45,000	0.0	7	0	0
45,001 and over	1.2	6	0	4
TOTAL	0.1	296	0	4

Client Demographics

Client Demographics

Ethnic/Racial Identity	# of Centers Reporting	Percent of Clients
American Indian /Native American	212	1.0%
Arab / Arab-American	109	1.3%
Asian /Asian-American	254	9.7%
Black /African-American	253	14.0%
Latino / Latina	251	12.4%
Multiracial	235	6.1%
White	252	60.1%
Other race / ethnicity	187	2.6%
TOTAL # of CENTERS REPORTING: 254		
Gender Identity	# of Centers Reporting	Percent of Clients
Cis-Female	257	65.8%
Cis-Male	254	30.4%
Non-Binary	146	2.3%
Trans	170	1.1%
Self-identify	158	2.3%
TOTAL # of CENTERS REPORTING: 257		
Other Demographics	# of Centers Reporting	Percent of Clients
Greek Affiliated	73	9.1%
International Students	212	7.5%
Veteran	175	1.9%
Registered with disability services	170	16.3%
Athlete	163	8.7%

SERVICE DEMAND

Highlights

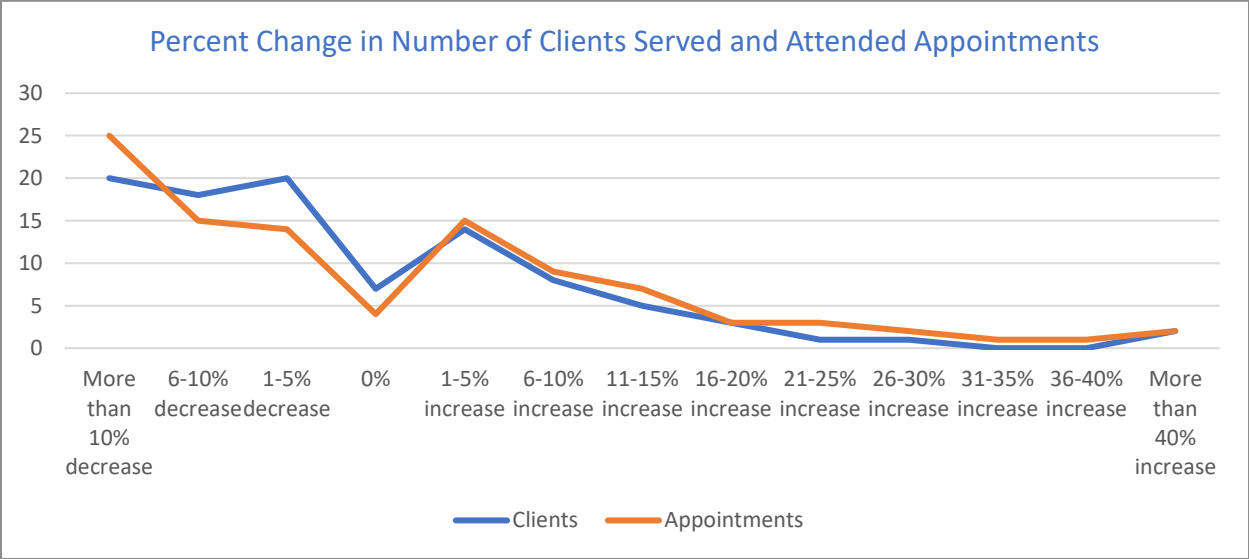
- 58.3% of Centers reported a decrease in the number of unique clients served compared to the previous year, and 54.0% reported a decrease in the number of individual counseling appointments.
- However, 80.9% (n=386) of responding centers reported utilizing at least one method to manage increased demand for services.

Percent Change in the Number of Individual Appointments Attended

Amount of Change	# of Centers	Percent
More than 10% decrease	84	24.8%
6-10% decrease	52	15.3%
1-5% decrease	47	13.9%
0% (no change)	13	3.8%
1-5% increase	52	15.3%
6-10% increase	31	9.1%
11-15% increase	22	6.5%
16-20% increase	10	2.9%
21-25% increase	9	2.7%
26-30% increase	6	1.8%
31-35% increase	3	0.9%
36-40% increase	3	0.9%
More than 40% increase	7	2.1%
TOTAL	339	100%

Change in the Number of Unique Clients Center Served

Amount of Change	# of Centers	Percent
More than 10% decrease	71	20.0%
6-10% decrease	64	18.0%
1-5% decrease	72	20.3%
0% (no change)	24	6.8%
1-5% increase	50	14.1%
6-10% increase	27	7.6%
11-15% increase	18	5.1%
16-20% increase	12	3.4%
21-25% increase	5	1.4%
26-30% increase	4	1.1%
31-35% increase	0	0.0%
36-40% increase	1	0.3%
More than 40% increase	7	2.0%
TOTAL	355	100%



Managing Demand

Methods Used by Centers to Manage Increased Demand

Method	# of Centers	Percent
Clients were triaged in terms of urgency/severity	230	48.2%
More groups were offered	145	30.4%
Establish a wait list	123	25.8%
Additional clinical staff hours were funded on temporary basis	120	25.2%
Most (or all) clients had an appointment every two weeks	184	38.6%
More clients were referred off-campus for services	154	32.3%
Outreach activities were reduced	145	30.4%
Non-essential meetings were cancelled	82	17.2%
Center staff routinely skipped their lunch breaks	81	17.0%
Center staff routinely came in early or stayed late	76	15.9%
Administrative time was reduced	73	15.3%
Appoints were often spaced to once every three weeks or less	72	15.1%
The length of appointments were reduced (e.g., to 30 min)	65	13.6%
More students were put into existing groups	54	11.3%
Additional trainees were recruited	43	9.0%
Additional clinical staff hours were funded on permanent basis	27	5.7%
TOTAL # of CENTERS REPORTING: 477		

Stepped Care

Centers Having a Version of Stepped Care by School Size

School Size	# of Centers	Percent
Under 1,501	46	17.4%
1,501 – 2,500	52	23.1%
2,501 – 5,000	73	39.7%
5,001 – 7,500	46	45.7%
7,501 – 10,000	37	56.8%
10,001 – 15,000	49	40.8%
15,001 – 20,000	17	64.7%
20,001 – 25,000	25	60.0%
25,001 – 30,000	20	75.0%
30,001 – 35,000	12	83.3%
35,001 – 45,000	16	75.0%
45,001 and over	18	77.8%
TOTAL	411	45.7%

Appointment Frequency

Percent of Centers with Policies for Frequency of Appointments

Appointment Frequency	# of Centers	Percent
Most Seen Weekly	172	41.5%
Most Seen Every Other Week	185	44.7%
All Seen Every Other Week	52	12.3%
Other	6	1.4%
TOTAL	414	100%

Percent of Centers with Policies for Frequency of Appointments by School Size

School Size	# of Centers	Most Seen Weekly	Most Seen Every Other Week	All Seen Every Other Week or Longer	Other
Under 1,501	46	56.5%	32.6%	10.9%	0.0%
1,501 – 2,500	52	46.2%	44.2%	5.8%	3.8%
2,501 – 5,000	73	43.8%	45.2%	9.6%	1.4%
5,001 – 7,500	46	45.7%	43.5%	10.9%	0.0%
7,501 – 10,000	37	29.7%	56.8%	10.8%	2.7%
10,001 – 15,000	49	51.0%	38.8%	8.2%	2.0%
15,001 – 20,000	17	35.3%	58.8%	5.9%	0.0%
20,001 – 25,000	25	36.0%	44.0%	16.0%	4.0%
25,001 – 30,000	20	40.0%	55.0%	5.0%	0.0%
30,001 – 35,000	13	23.1%	38.5%	38.5%	0.0%
35,001 – 45,000	16	18.8%	43.8%	37.5%	0.0%
45,001 and over	18	16.7%	50.0%	33.3%	0.0%
TOTAL	412	41.5%	44.7%	12.4%	1.5%

Clinical Capacity

Clinical Capacity = total number of weekly hours of direct service available at the center

Clinical Capacity of Center by School Size

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	63.9	47	20	340
1,501 – 2,500	95.1	56	10	220
2,501 – 5,000	104.2	75	20	250
5,001 – 7,500	134.8	50	40	270
7,501 – 10,000	159.2	37	29	320
10,001 – 15,000	215.7	53	40	507
15,001 – 20,000	305.9	16	128	501
20,001 – 25,000	296.9	25	70	525
25,001 – 30,000	423.7	19	179	950
30,001 – 35,000	482.6	13	297	1098
35,001 – 45,000	497.3	12	296	854
45,001 and over	646.9	9	35	1055
TOTAL	190.9	412	10	1098

Clinical FTE

Clinical FTE = Clinical Capacity divided by 24

Clinical FTE (CFTE) of Center by School Size

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	2.66	47	0.83	14.17
1,501 – 2,500	3.96	56	0.42	9.17
2,501 – 5,000	4.34	75	0.83	10.42
5,001 – 7,500	5.62	50	1.67	11.25
7,501 – 10,000	6.63	37	1.21	13.33
10,001 – 15,000	8.99	53	1.67	21.13
15,001 – 20,000	12.75	16	5.33	20.88
20,001 – 25,000	12.37	25	2.92	21.88
25,001 – 30,000	17.65	19	7.46	39.58
30,001 – 35,000	20.11	13	12.38	45.75
35,001 – 45,000	20.72	12	12.33	35.58
45,001 and over	25.30	10	1.46	43.96
TOTAL	7.96	413	0.42	45.75

Client Load Index

Clinical Load Index = Unique number of clients served divided by Clinical FTE

Clinical Load Index (CLI) of Center by School Size

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	77.9	42	19.3	168.0
1,501 – 2,500	93.1	50	31.2	238.8
2,501 – 5,000	102.8	72	44.6	285.3
5,001 – 7,500	120.1	47	54.2	350.0
7,501 – 10,000	114.8	32	42.2	213.8
10,001 – 15,000	128.2	47	51.6	245.5
15,001 – 20,000	116.8	16	73.0	194.4
20,001 – 25,000	134.3	23	66.5	267.4
25,001 – 30,000	140.7	18	96.1	248.7
30,001 – 35,000	158.6	11	85.0	248.7
35,001 – 45,000	161.6	9	53.5	275.7
45,001 and over	162.0	8	130.1	205.0
TOTAL	114.0	375	19.3	350.0

Clinical Load Index (CLI) of Center by School Size and Appointment Frequency

School Size	# of Centers	Most Seen Weekly	Most Seen Every Other Week	All Seen Every Other Week	Other
Under 1,501	39	68.4	94.0	86.9	
1,501 – 2,500	44	88.2	95.6	94.4	66.1
2,501 – 5,000	65	83.2	113.8	110.3	109.6
5,001 – 7,500	43	105.6	118.0	166.8	
7,501 – 10,000	30	91.1	124.2	141.3	
10,001 – 15,000	40	117.5	127.9	144.2	
15,001 – 20,000	16	113.6	118.6	114.9	
20,001 – 25,000	22	130.1	120.4	199.7	
25,001 – 30,000	17	142.6	129.8	130.6	
30,001 – 35,000	10	142.7	169.2	138.6	
35,001 – 45,000	8	229.4	193.7	109.1	
45,001 and over	8	168.6	155.4	161.8	
TOTAL	342	100.8	119.3	131.3	

CENTER STAFF

Highlights

- More centers gained staff than lost staff.
- Nearly half of centers reported no turnover, with smaller schools seeming more likely to report no turnover or only one position turning over.
- Promotion and retirement combined (both forms of natural career progression) are the most common reasons for staff leaving; however, these only account for about a third of cases. Other reasons are at play in the majority of staff turnovers, with most loosely connected to the position being a poor fit in some way.
- The majority of center staff are white-identified, heterosexual, cisgender females, but may be more diverse in their identities than Directors.
- It may be that directors are reluctant to ask about more hidden or invisible identities of their staff, given a higher percentage of “no demographic information reported” responses in the areas of sexual orientation and disability status relative to race/ethnicity and gender identity.

Staff Turnover

Centers That Gained or Lost Staff Last Year by School Size

School Size	# Centers That Gained Staff	% Centers That Gained Staff	# Centers That Lost Staff	% Centers That Lost Staff
Under 1,501	12	9.8%	1	1.9%
1,501 – 2,500	10	8.1%	5	9.3%
2,501 – 5,000	15	12.2%	12	22.2%
5,001 – 7,500	15	12.2%	10	18.5%
7,501 – 10,000	9	7.3%	5	9.3%
10,001 – 15,000	17	13.9%	7	13.0%
15,001 – 20,000	5	4.0%	3	5.6%
20,001 – 25,000	6	4.9%	4	7.4%
25,001 – 30,000	10	8.1%	3	5.6%
30,001 – 35,000	5	4.0%	2	3.7%
35,001 – 45,000	9	7.3%	0	0.0%
45,001 and over	9	7.3%	2	3.7%
TOTAL	122	31.6%	54	13.8%

Percent of Centers with Specific Number of Position Turnover by School Size

School Size	None	1	2	3 or more
Under 1,501	16.9%	7.7%	3.2%	0.0%
1,501 - 2,500	15.3%	15.4%	2.1%	0.5%
2,501 - 5,000	22.2%	19.2%	3.2%	1.6%
5,001 - 7,500	13.8%	7.7%	3.2%	2.6%
7,501 - 10,000	7.4%	12.5%	3.2%	1.1%
10,001 - 15,000	13.2%	12.5%	3.7%	2.1%
15,001 - 20,000	1.6%	6.7%	2.1%	1.6%
20,001 - 25,000	3.7%	3.8%	3.2%	3.2%
25,001 - 30,000	2.6%	4.8%	2.1%	3.2%
30,001 - 35,000	1.1%	2.9%	2.6%	1.6%
35,001 - 45,000	1.1%	3.8%	1.1%	4.2%
45,001 and over	1.1%	2.9%	0.5%	5.8%
TOTAL	47.0%	25.9%	14.2%	12.9%

Percent of Staff Noting Specific Reasons for Position Turnover (Listed by Rank)

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8	Total Centers
Career shift	27.0%	16.6%	10.4%	3.1%	3.7%	3.1%	1.8%	0.6%	163
Family needs	22.6%	16.7%	11.3%	6.5%	22.6%	16.7%	11.3%	6.5%	168
Promotion	20.8%	10.4%	8.4%	5.8%	3.2%	0.6%	1.3%	0.0%	154
Retired	15.6%	4.1%	0.0%	0.0%	0.7%	2.7%	0.0%	0.0%	147
Termination	12.4%	3.4%	0.0%	0.7%	0.7%	0.0%	0.0%	0.0%	145
Low Salary	10.6%	13.0%	9.9%	5.0%	4.3%	3.1%	3.1%	0.6%	161
Work conditions	10.1%	8.8%	13.2%	7.5%	5.7%	4.4%	1.3%	0.0%	159
Relocation	9.5%	5.4%	4.7%	4.1%	1.4%	0.7%	0.7%	0.0%	148
Conflict	8.7%	4.7%	7.4%	4.0%	3.4%	2.0%	2.7%	0.7%	149
Other	6.4%	2.8%	3.7%	0.0%	0.9%	0.9%	0.0%	0.0%	109
Poor Fit	6.0%	8.7%	6.0%	6.0%	4.0%	1.3%	1.3%	3.4%	149
Workforce reduction	2.8%	2.1%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	142
Outsourcing	0.0%	0.7%	0.0%	0.7%	0.0%	0.0%	0.7%	0.7%	137
TOTAL # of CENTERS REPORTING: 168									

Demographics of Staff

Center Staff Demographics

Ethnic/Racial Identity	Percent
American Indian / Native American	0.2%
Arab / Arab-American	1.3%
Asian / Asian-American	6.0%
Black / African-American	13.2%
Latino / Latina	5.6%
Multiracial	1.8%
White	60.5%
Other race / ethnicity	0.4%
No demographic information reported	11.0%
TOTAL	100%
Gender Identity	Percent
Cis-Female	66.8%
Cis-Male	19.5%
Non-Binary	1.3%
Trans-Female	0.1%
Trans-Male	0.3%
Other	0.3%
No demographic information reported	11.7%
TOTAL	100%
Sexual Orientation	Percent
Bisexual	2.4%
Gay Man	2.8%
Heterosexual	58.8%
Lesbian	3.5%
Queer	1.8%
Self-Identify	0.3%
No demographic information reported	29.3%
TOTAL	100%
Disability Status	Percent
No Disability	62.7%
Disability: Attention Deficit Disorder	1.0%
Disability: Hearing Impairment	0.4%
Disability: Learning Disability	0.7%
Disability: Mobility Impairment	0.6%
Disability: Neurological Disorder	0.6%

Disability: Psychological/Psychiatric Disorder	0.8%
Disability: Visual Impairment	0.3%
Disability: Other	1.4%
No demographic information reported	31.5%
TOTAL	100%

This data is compiled from the Staff and Salary Spreadsheet Data: 123 centers reported data for 1812 positions.

COVID IMPACT

Highlights

- Most Centers report using a HIPAA compliant platform.
- Very few telemental health services were provided prior to the pandemic. Teleaudio was more common prior to the pandemic, with a clear shift to greater use of televideo during the pandemic.
- While in-person sessions were not the norm during the pandemic, there were schools that were still offering them. There does not appear to be a clear pattern connected to school size.
- Just over half of schools reported providing services to students out of state during the pandemic.

Centers That Used HIPAA Compliant Platform by School Size

School Size	# using HIPAA compliant platform	% centers using HIPAA compliant platform	# not using HIPAA compliant platform	% not using HIPAA compliant platform
Under 1,501	34	85.0%	6	15.0%
1,501 – 2,500	39	84.8%	39	15.2%
2,501 – 5,000	54	80.6%	13	19.4%
5,001 – 7,500	40	87.0%	6	13.0%
7,501 – 10,000	28	80.0%	7	20.0%
10,001 – 15,000	37	80.4%	9	19.6%
15,001 – 20,000	9	60.0%	6	40.0%
20,001 – 25,000	23	95.8%	1	4.2%
25,001 – 30,000	14	70.0%	6	30.0%
30,001 – 35,000	11	91.7%	1	8.3%
35,001 – 45,000	15	100%	0	0.0%
45,001 and over	16	94.1%	1	5.9%
TOTAL	320	83.6%	63	16.4%

Percent of Centers Using Specific HIPAA Platforms by School Size

School Size	Doxy Me	Skype for Business	TAO	WebEx	Zoom for Health	Zoom Other	No Platform Used
Under 1,501	31.7%	0.0%	2.4%	2.4%	31.7%	9.8%	7.3%
1,501 – 2,500	33.3%	0.0%	6.7%	4.4%	35.6%	4.4%	2.2%
2,501 – 5,000	13.1%	0.0%	6.1%	4.5%	37.9%	7.6%	6.1%
5,001 – 7,500	15.2%	2.2%	6.5%	0.0%	39.1%	8.7%	6.5%
7,501 – 10,000	8.6%	0.0%	2.9%	14.3%	42.9%	17.1%	2.9%
10,001 – 15,000	10.9%	0.0%	4.3%	6.5%	45.7%	8.7%	4.3%
15,001 – 20,000	0.0%	0.0%	20%	0.0%	33.3%	33.3%	6.7%
20,001 – 25,000	8.3%	0.0%	0.0%	25.0%	45.8%	4.2%	0.0%
25,001 – 30,000	0.0%	0.0%	10.0%	10.0%	50.0%	25.0%	0.0%
30,001 – 35,000	0.0%	0.0%	16.7%	8.3%	66.7%	8.3%	0.0%
35,001 – 45,000	0.0%	0.0%	20.0%	13.3%	46.7%	0.0%	0.0%
45,001 and over	5.9%	0.0%	11.8%	5.9%	59.8%	11.8%	0.0%
TOTAL	14.9%	0.3%	6.8%	6.8%	41.6%	10.2%	19.4%

Number of Telemental Health Sessions Provided by Video from 7/1/2019 to 3/15/2020 by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	37	1.9	0	39
1,501 – 2,500	43	4.67	0	169
2,501 – 5,000	55	42.6	0	1448
5,001 – 7,500	33	42.9	0	1390
7,501 – 10,000	27	0.0	0	0
10,001 – 15,000	39	9.4	0	274
15,001 – 20,000	13	0.1	0	2
20,001 – 25,000	21	27.9	0	586
25,001 – 30,000	15	0.0	0	0
30,001 – 35,000	11	0.0	0	0
35,001 – 45,000	13	2.3	0	27
45,001 and over	14	74.0	0	945
TOTAL	321	17.1	0	1448

Number of Telemental Health Sessions Provided by Video From 3/16/2020 to 6/30/2020 by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	35	141.3	0	1500
1,501 – 2,500	41	216.5	0	652
2,501 – 5,000	50	305.5	0	1319

5,001 – 7,500	29	440.3	0	1434
7,501 – 10,000	21	542.6	0	1471
10,001 – 15,000	35	621.7	0	2172
15,001 – 20,000	11	1769.7	0	11222
20,001 – 25,000	19	1477.7	0	11119
25,001 – 30,000	10	2171.6	410	5852
30,001 – 35,000	9	2044.8	188	5129
35,001 – 45,000	9	2185.4	499	8242
45,001 and over	14	2060.5	68	5065
TOTAL	283	1164.8	0	11222

Number of Telemental Health Sessions Provided by Audio from 7/1/2019 thru 3/15/ 2020 by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	32	1.5	0	15
1,501 – 2,500	42	1.1	0	24
2,501 – 5,000	46	1.6	0	21
5,001 – 7,500	33	5.2	0	134
7,501 – 10,000	22	10.0	0	99
10,001 – 15,000	28	6.9	0	150
15,001 – 20,000	11	0.7	0	6
20,001 – 25,000	16	52.6	0	742
25,001 – 30,000	9	37.3	0	286
30,001 – 35,000	8	0.0	0	0
35,001 – 45,000	10	111.8	0	802
45,001 and over	12	624.8	0	3784
TOTAL	269	71.1	0	3784

Number of Telemental Health Sessions Provided by Audio from 3/16/2020 to 6/30/2020 by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	27	25.5	0	226
1,501 – 2,500	38	63.5	0	409
2,501 – 5,000	39	93.8	0	404
5,001 – 7,500	27	103.0	0	464
7,501 – 10,000	19	173.1	0	956
10,001 – 15,000	28	268.2	0	2439

15,001 – 20,000	10	515.6	22	1250
20,001 – 25,000	14	705.8	0	4369
25,001 – 30,000	7	131.1	0	429
30,001 – 35,000	8	276.6	0	1050
35,001 – 45,000	10	417.6	0	2747
45,001 and over	11	1410.1	89	5065
TOTAL	238	348.6	0	5065

Number of In-Person Sessions Provided from 3/16/2020 to 6/30/2020 by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	38	3.3	0	100
1,501 – 2,500	45	2.8	0	36
2,501 – 5,000	55	5.5	0	167
5,001 – 7,500	39	22.9	0	532
7,501 – 10,000	24	6.6	0	61
10,001 – 15,000	38	6.9	0	110
15,001 – 20,000	14	6.3	0	58
20,001 – 25,000	19	10.2	0	105
25,001 – 30,000	15	25.7	0	217
30,001 – 35,000	10	7.0	0	38
35,001 – 45,000	14	2.8	0	20
45,001 and over	14	55.6	0	723
TOTAL	325	12.9	0	723

Percent of Individual Appointments Provided before March 16, 2020 (for 7/1/2019 -6/30/2020 Service Period)

School Size	# of Centers	Mean	Min	Max	Std Dev
Under 1,501	24	84.9%	63.4%	97.6%	10.4%
1,501 – 2,500	34	82.9%	62.5%	100%	9.2%
2,501 – 5,000	37	79.0%	35.2%	98.6%	13.3%
5,001 – 7,500	24	80.7%	50.7%	96.8%	10.2%
7,501 – 10,000	16	74.7%	20.1%	92.8%	19.8%
10,001 – 15,000	26	80.0%	54.4%	98.4%	11.2%
15,001 – 20,000	10	75.1%	49.5%	84.1%	11.1%
20,001 – 25,000	13	70.5%	52.4%	83.9%	11.6%

25,001 – 30,000	6	78.9%	70.9%	88.6%	8.1%
30,001 – 35,000	5	78.5%	71.2%	90.7%	9.6%
35,001 – 45,000	7	67.8%	39.0%	90.7%	18.2%
45,001 and over	8	72.4%	40.7%	83.1%	13.8%
TOTAL	210	79%	20.1%	100%	12.7%

Percent of Centers Providing Services to Students Residing Out-of-State from 7/1/2019 to 6/30/2020 by School Size

School Size	# of Centers	Services Provided from 7/1/2019 to 3/15/2020	Services Provided from 3/16/2020 to 6/30/2020
Under 1,501	41	12.2%	61.0%
1,501 – 2,500	46	6.5%	56.5%
2,501 – 5,000	64	10.9%	62.5%
5,001 – 7,500	45	6.7%	54.3%
7,501 – 10,000	35	5.7%	65.7%
10,001 – 15,000	46	10.9%	60.0%
15,001 – 20,000	15	13.3%	80.0%
20,001 – 25,000	24	0.0%	50.0%
25,001 – 30,000	23	0.0%	72.2%
30,001 – 35,000	12	0.0%	8.3%
35,001 – 45,000	15	0.0%	20.0%
45,001 and over	17	5.9%	41.2%
TOTAL	383	6.0%	52.6%

Percent of Centers with Change in Number of FTE from 7/1/2019 to 6/30/2020 by School Size

School Size	# of Centers	Change from 7/1/2019 to 3/15/2020	Change from 3/16/2020 to 6/30/2020
Under 1,501	40	12.5%	7.5%
1,501 – 2,500	46	21.7%	21.7%
2,501 – 5,000	63	17.5%	23.1%
5,001 – 7,500	43	34.9%	20.0%
7,501 – 10,000	35	54.3%	25.7%
10,001 – 15,000	44	36.4%	29.5%
15,001 – 20,000	15	46.7%	20.0%
20,001 – 25,000	22	31.8%	27.3%
25,001 – 30,000	19	31.6%	36.8%

30,001 – 35,000	12	33.3%	25.0%
35,001 – 45,000	15	53.3%	33.3%
45,001 and over	16	50.0%	43.8%
TOTAL	370	37.4%	26.1%

Percent of Centers Experiencing Furloughs from 7/1/2019 to 6/30/2020 by School Size

School Size	# of Centers	Percent with Furloughs between 7/1/2019 and 3/15/2020	Percent with Furloughs between 3/16/2020 and 6/30/2020
Under 1,501	41	0.0%	12.2%
1,501 – 2,500	45	0.0%	22.2%
2,501 – 5,000	65	0.0%	23.1%
5,001 – 7,500	46	2.2%	19.6%
7,501 – 10,000	35	8.6%	20.0%
10,001 – 15,000	45	0.0%	15.6%
15,001 – 20,000	15	0.0%	13.3%
20,001 – 25,000	23	0.0%	12.5%
25,001 – 30,000	19	0.0%	5.3%
30,001 – 35,000	12	0.0%	8.3%
35,001 – 45,000	15	0.0%	0.0%
45,001 and over	17	0.0%	17.6%
TOTAL	378	0.9%	14.1%

INSTITUTIONAL INFORMATION

Highlights

- Most of the Directors responding to the survey represent centers in the United States and within or close proximity an urban setting.
- 34.3% of undergraduate students live on campus. The percentage is higher for schools with 10,000 students or less.

Country in Which College or University is Located

	# of Centers	Percent
Armenia	1	0.2%
Australia	2	0.5%
Canada	4	1.0%
China	1	0.2%
Grenada	1	0.2%
Ireland	1	0.2%
Japan	3	0.7%
Qatar	1	0.2%
St. Kitts	1	0.2%
St. Maarten	1	0.2%
United States of America	398	95.9%
Multinational	1	0.2%
TOTAL	415	100%

U.S. State/Territory in Which College or University is Located

State/Territory	# of Centers	State/Territory	# of Centers	State/Territory	# of Centers
Alabama	6	Massachusetts	19	South Dakota	0
Alaska	0	Michigan	6	Tennessee	11
Arizona	3	Minnesota	9	Texas	18
Arkansas	2	Mississippi	2	Utah	7
California	28	Missouri	9	Vermont	2
Colorado	8	Montana	2	Virginia	13
Connecticut	6	Nebraska	6	Washington	8
Delaware	0	Nevada	2	West Virginia	4
Florida	13	New Hampshire	2	Wisconsin	8
Georgia	11	New Jersey	10	Wyoming	0
Hawaii	1	New Mexico	1		

Idaho	2	New York	36	District of Columbia	3
Illinois	15	North Carolina	12		
Indiana	13	North Dakota	1	Puerto Rico	1
Iowa	8	Ohio	18		
Kansas	4	Oklahoma	2		
Kentucky	8	Oregon	6	Not in U.S.A.	17
Louisiana	5	Pennsylvania	30		
Maine	3	Rhode Island	3	TOTAL	416
Maryland	9	South Carolina	4		

Setting of Institution

Location	# of Centers	Percent
Metropolitan Inner-City Campus	41	9.9%
Urban Campus – inside a city or town	184	44.3%
Urban Adjacent Campus – Easy access to urban environment	88	21.2%
Rural Setting Campus – More distant access to urban environment	102	24.6%
TOTAL	415	100%

School Size

School Size	# of Centers	Percent
Under 1,501	55	11.5%
1,501 – 2,500	62	13.0%
2,501 – 5,000	85	17.8%
5,001 – 7,500	53	11.1%
7,501 – 10,000	41	8.6%
10,001 – 15,000	58	12.2%
15,001 – 20,000	18	3.8%
20,001 – 25,000	29	6.1%
25,001 – 30,000	23	4.8%
30,001 – 35,000	15	3.1%
35,001 – 45,000	19	4.0%
45,001 and over	19	4.0%
TOTAL	477	100%

Type of School

School Status	# of Centers	Percent
Art School only (e.g., Culinary, Music, Design, etc.)	6	1.3%
Community college (e.g., 2-year)	21	4.4%
Health profession school only (e.g., Chiropractic, Nursing, etc.)	17	3.6%
Science, Technology, Engineering and Math (STEM) institution only	14	2.9%
Four-year public university	184	38.7%
Four-year public college	33	6.9%
Four-year private university	135	28.4%
Four-year private college	65	13.7%
TOTAL	475	100%

Percent of All Enrolled Undergraduate Students Who Live On-Campus by School Size

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	58.8%	36	0.0%	100%
1,501 – 2,500	73.1%	43	0.0%	100%
2,501 – 5,000	45.9%	54	0.0%	95.0%
5,001 – 7,500	41.5%	29	0.0%	90.0%
7,501 – 10,000	43.4%	28	0.0%	99.0%
10,001 – 15,000	26.8%	32	0.0%	100%
15,001 – 20,000	26.9%	14	3.0%	50.0%
20,001 – 25,000	19.4%	16	0.0%	39.0%
25,001 – 30,000	17.7%	12	0.0%	50.0%
30,001 – 35,000	26.0%	9	10.0%	61.0%
35,001 – 45,000	18.2%	9	4.0%	27.0%
45,001 and over	14.3%	10	0.0%	45.0%
TOTAL	34.3%	292	0%	100%

Institutional Affiliations/Benchmarking Institutions

	# of Centers
AACC (American Association of Community Colleges)	6
AACU (Association of American Colleges and Universities)	48
AAMC (Association of American Medical Colleges)	9
AASI (Asian American Serving Institutions)	5
AAU (Association of American Universities)	54
ACCU (Association of Catholic Colleges and Universities)	32
ACE (American Council on Education)	34
ACJU (Association of Jesuit Colleges and Universities)	9
ACM (Associated Colleges of the Midwest)	6

ACS (Associated Colleges of the South)	8
AICAD (Association of Independent Colleges of Art & Design)	3
APLU (Association of Public Land-Grant Universities)	25
CCCU (Council for Christian Colleges and Universities)	7
CI (Catholic Institution)	26
CIC (Council of Independent Colleges)	20
COFHE (Council on Financing Higher Education)	11
CUNY (City University of New York)	3
GLCA (Great Lakes Colleges Association)	6
HBCU (Historically Black Colleges and Universities)	10
HSI (Hispanic-Serving Institution)	36
Ivy League, or Ivy Plus	5
NESAC (New England Small College Athletic Conference)	9
National Liberal Arts College or University	14
Research 1 University	57
Research 2 University	20
Research 3 University	6
Senior Military Colleges	2
Seven Sisters	3
SUNY (State University of New York)	8
Tribal College or University	0
U15 (U15 Group of Canadian Research Universities)	1
US Service Academy	0
Other benchmarking groups to which your institutions belong*	73

*The Other category included a wide range of responses, encompassing 82 unique organizations/groups. Themes are listed here. The number in parentheses indicates the number of centers listing an organization in the thematic area. Themes included: institutional accrediting bodies (26); broad national organizations supporting student affairs professionals, student health, or professional practice (19); general state or regional higher education associations (17); consortiums, associations, or councils for specialty-focused schools or colleges (16); discipline-specific accrediting bodies (11); organizations supporting director-specific identity or role (7); national, state, or regional associations for independent colleges and universities (7); religiously-affiliated associations or organizations (6); country-specific national, regional, or mission-specific organizations (5); collegiate sports conferences (5); organizations supporting campus-focus population or trans-regional location (3) and one (1) organization that did not fit into any of the foregoing themes.

DIRECTOR INFORMATION

Some of the data gathered in this section is from the Annual Salary Survey that was distributed to counseling center directors separately. Those tables are noted with an asterisk.

Highlights

- The majority of directors are White-identified, heterosexual, cisgender females.
- 56.1% of directors have been in their role for 1-5 years. Only 14.3% have been in their role for 11 or more years.
- Directors tend to wear multiple hats and often oversee other areas besides counseling services, most frequently psychiatry services.

Director Racial/Ethnic Background

Racial/Ethnic Identity	Percent
American Indian / Native American	0.2%
Arab / Middle Eastern	0.2%
Asian / Asian American	5.8%
Black / African American	8.9%
Latinx	4.3%
Multiracial	1.4%
White / Caucasian	77.9%
Other	1.2%
Number of Centers Reporting: 414	

Director Gender Identity

Gender Identity	Percent
Cis-Female	68.8%
Cis-Male	30.0%
Trans-Female	0.0%
Trans-Male	0.0%
Gender non-binary/non-forming /fluid	0.0%
Self-Identify	0.5%
Other	0.7%
Number of Centers Reporting: 414	

Director Sexual Orientation*

Director Sexual Orientation	Percent
Bisexual	5.6%

Gay man	4.7%
Heterosexual	74.8%
Lesbian	6.5%
Queer	2.8%
Other	0.9%
Number of Centers Reporting: 104	

**Data from Salary Survey*

Directors of One-Person Centers

One Person Center	# of Centers	Percent
No	398	96.4%
Yes	15	3.6%
TOTAL	413	100%

Number of Years as Director in Current Position (in Ranges)*

Range	# of Centers	Percent
0 (first year as director)	6	6.1%
1 to 5 years	55	56.1%
6 to 10 years	23	23.5%
11 to 15 years	6	6.1%
16 or more years	8	8.2%
TOTAL	98	100%

**Data from Salary Survey*

Number of Years of Professional Experience (in Ranges)*

Range	# of Centers	Percent
0 years (first year since obtaining degree)	0	0.0%
1 to 5 years	2	2.2%
6 to 10 years	8	8.8%
11 to 15 years	20	22.0%
16 or more	61	67.0%
TOTAL	91	100%

**Data from Salary Survey*

Director Professional Identity

Professional Identity	# of Centers	Percent
Counseling	97	23.4
Higher Education Administration	8	1.9

Marriage & Family Therapy	6	1.4
Medicine	2	0.5
Psychology, Clinical	133	32.1
Psychology, Counseling	125	30.2
Rehabilitation Counseling	1	0.2
Social Work	33	8.0
Other	9	2.2
TOTAL	414	100%

Director Highest Degree

Degree	# of Centers	Percent
Ed.D.	7	1.7%
M.A.	43	10.4%
M.D.	3	0.7%
M.Ed.	12	2.9%
M.S.	28	6.8%
M.S.W.	30	7.2%
Ph.D.	205	49.5%
Psy.D.	75	17.9%
Other	10	2.6%
TOTAL	413	100%

Average Number of Hours Worked per Week*

Hours	# of Centers	Percent
Less than 35	4	4.0%
35	13	12.8%
36 to 39	20	19.8%
40	64	63.4%
TOTAL	101	100%

*Data from Salary Survey

Percent of Directors Whose Position is 12-Months*

	# of Centers	Percent
Not in a 12-month position	17	16.3%
In a 12-month position	87	83.7%
TOTAL	104	100%

*Data from Salary Survey

Areas / Functions Director Oversees

Area	# of Centers	Percent
Academic advising	0	0.0%
AOD education and prevention	49	10.3%
BIT or CARE team	32	6.7%
Career services	8	1.7%
Conduct/Judicial office	1	0.2%
Dean of students' services	3	0.6%
Dental services	0	0.0%
Disability services	36	7.5%
Educational support services	7	1.5%
Enrollment services	0	0.0%
First-Year seminars	1	0.2%
Food insecurity services	11	2.3%
Health services	52	10.9%
Health promotion services	41	8.6%
Homelessness services	8	1.7%
Immunizations	20	4.2%
Occupational therapy	1	0.2%
Pharmacy	1	0.2%
Psychiatric services	101	21.2%
Recreation services	6	1.3%
Sexual misconduct education and prevention	21	4.4%
Spiritual life	6	1.3%
Student affairs	1	0.2%
Testing center	15	3.1%
Threat assessment team	10	2.1%
Title IX	2	0.4%
Tutoring	0	0.0%
Veterans services	3	0.6%
Violence prevention	25	5.2%
Women's resource center	3	0.6%
Other	39	8.2%
Total # of Centers Responding: 415		

SUGGESTIONS FOR NEXT YEAR'S SURVEY

Suggestions for Next Year's Survey
<p>We had worsening outcomes for our student survey so I'd like to know if that is a trend possibly associated with COVID-19. Also, I'd like to know different creative strategies that counseling centers used to meet mental health needs of students who are out of state.</p>
<p>Two suggestions: 1. Make a correct distinction between embedded and satellite counselors. 2. Consider sending, under separate cover, the different categories used to measure data in the survey so Directors can apply those categories to measurements being done in our Electronic Health Records.</p>
<p>The survey needs to be significantly shorter. I suspect that one of the reasons people don't complete it is because it is too long.</p> <p>The ability to drag back to a particular item would be great, rather than having to hit the "Prev" button numerous times to get to the ones I skipped.</p>
<p>Tease out the embedded counselors question. Athletics has 3 embedded counselors, but they do not report to the SCPS Director.</p>
<p>Send a 1-2 page checklist of all the data you'll want for next year so we can set up reports now that track it all. I had to look in multiple locations to get all the answers. Also, the last section that asks about Veterans and Fraternities doesn't clarify if I should leave it blank or put 0. We don't track Fraternity/Sorority involvement. Thanks!</p>
<p>Question about which EMR/EHR system is used; I think this will be helpful when centers do RFP's. Without this data, a center could have less ability to advocate for a product that works for us than for a product that works for their student health when there is a pressure to integrate records. Being able to state which products are widely used and liked is important. Also, would suggest a question regarding how much the director likes the EMR/EHR System/how it works for their needs and pros and cons. However, I know that the goal of the survey is to minimize the questions. Thanks</p>
<p>Please ask for percentage based numbers rather than absolute numbers for everything. It is hard to come up with exact figures when your institution does not have an EMR system. Lastly, the question concerning psychiatry services, there wasn't a space to indicate that we ONLY have a telehealth psychiatrist that runs through our health center. Not every institution is fortunate to have one physically on their campus. Please think of smaller institutions without a lot of resources when forming some of your questions. Thanks so much!</p>
<p>more categories for LGBTQ+ students (for students who identify as pansexual, queer, asexual, etc.)</p>
<p>It would be helpful if the SDS could gather the same demographic information that is asked for on this survey. Can we advocate for that to happen?</p>
<p>It would be great to have a training on this at the conference so we learn how to run these reports better and ask the questions that would be helpful to the survey. Thank you so much for all this work.</p>

<p>Instructions on how to get some of this data from Mediat (particularly client demographics, presenting problems, and crisis information).</p>
<p>In Japan, our school year begins in April and ends in March. So, it is hard to answer to many questions of the survey.</p>
<p>I was unable to provide many stats as my staff stopped using Titanium from March 15-early June and the notes data we have are not completely reliable. We were scrambling and accurate data collection unfortunately was not a priority. Our center also works with student in non-clinical interactions so it is difficult to ascertain accurate numbers without software.</p>
<p>I really appreciate the changes made! Your team has streamlined the process. I especially appreciate the clarity of instruction, provided examples, and specifics on how to run the Ti report to garner the requested information. Thank you! In SurveyMonkey is there a way to return to, or search, for a question other than Prev and Next options?</p>
<p>I appreciate being able to complete the survey in several sittings. It would help to have a site navigation menu so that I can go directly to questions I skipped. Clicking through each page was time consuming and frustrating. This is my first time completing this survey, so I don't know if I will be able to save/print my responses once I click done, but that would be a nice option. Thank you!</p>
<p>I appreciate all the changes are done in the past few years to reflect feedback especially from universities located outside the U.S. Below are my further feedback: 1. It is difficult to define some demographic information such as race and ethnicity in universities outside of the U.S in general and in particular, I am not sure how to interpret "international students" for our school. A few American students would be considered international on our campus. However, not sure if this what is intended for this survey. I wonder if this can be further clarified in the instructions for the future. 2. Questions about "telemental health" items asked "How many sessions were provided." It seems the intention was to capture how many sessions were attended. This can be changed in the future surveys maybe.</p>
<p>I am INCREDIBLY grateful for this survey every year and this year in particular. Thank you to every survey team member for you time, talent, and making survey really do-able. I appreciate what I learn from this. One challenging question that I left blank was percent change of clients this academic year to last as we saw an increase in clients/sessions prior to COVID when comparing past 5 years to that time period in March although overall I would say we saw decrease when looking at entire academic year so I left that blank but I think looking at that time in particular may be useful and appreciate recent short survey pulling out data for this fall given COVID. Again, thank you!</p>
<p>Give option of dual degrees, or multiple choice option for those of us with multiple masters.</p>
<p>For sexual orientation, please add the following categories: queer, pansexual, and asexual (at least queer if you are going to add only one). And please get rid of or clarify what you mean by self-identify</p>
<p>For Sexual Orientation, add Questioning and Self-Identify as categories.</p>
<p>Counseling Centers using a psychoeducational or pre-counseling workshop such as RIO or Pathways. Those who are providing single session only for routine clients during high demand times (e.g. end of semester)</p>

Consider Canadian responses and memberships

1. It would be less cumbersome to allow centers to use their own reporting year so it's not a complete duplication of effort from their annual report. 2. Many of the questions it says to look up unique clients in Ti under appt statistics, but many centers have multiple codes for say individual therapy so adding those would be misleading, and you really have to find that under the monthly statistics report.

PARTICIPATING COLLEGES AND UNIVERSITIES

Institutions That Participated in the 2019- 2020 AUCCCD Director Survey

Abraham Baldwin Agricultural College	Bates College	California State University, Fresno
Agnes Scott College	Bellarmine University	California State University, Fullerton
Albany College of Pharmacy and Health Sciences	Bellevue University	California State University, Long Beach
Albright College	Benedictine University	California State University, Monterey Bay
Alfred University	Birmingham-Southern College	California State University, San Bernardino
American International College	Black Hawk College	Campbell University
American University	Borough of Manhattan Community College/City University of New York	Case Western Reserve University
American University of Armenia	Boston College	Central Washington University
American University of the Caribbean School of Medicine	Bradley University	Centre College
Angelo State University	Brigham Young University	Chaminade University of Honolulu
Appalachian State University	Bryant University	Charles R Drew University of Medicine and Science
Aquinas College	Buffalo State College	Chatham University
Arizona State University	Butler University	Christopher Newport University
Athlone Institute of Technology, Ireland	BYU-Idaho	Clarkson University
Auburn University	Cabrini University	Clayton State University
Augusta University	Caldwell University	Clemson University
Azusa Pacific University	California Institute of Technology	Colgate University
Baldwin Wallace University	California Lutheran University	College of Coastal Georgia
Ball State University	California State Polytechnic University	College of Saint Benedict Saint John's University
Barnard College	California State University at Chico	
Barry University	California State University Channel Islands	
Baruch College		

College of Staten Island/CUNY	East Central University	Grand Rapids Community College
College of the Ozarks	Eastern Connecticut State University	Grinnell College
College of Wooster	Eastern Michigan University	Gustavus Adolphus College
Colorado Christian University	Eckerd College	Hamilton College
Colorado School of Mines	Edgewood College	Hampden-Sydney College
Colorado State University	Elizabethtown College	Harrisburg University of Science and Technology
Columbus College of Art & Design	Elmhurst University	Haverford College
Concordia College	Elon University	Heartland Community College
Concordia University Nebraska	Emerson College	Hollins University
Connecticut College	Emmanuel College	Hope College
Cornell College	Emory University	Howard Community College
Cornell University	Fairmont State University	Illinois State University
Cornish College of the Arts	Felician University	Illinois Wesleyan University
Culver Stockton College	Florida Atlantic University	Indiana State University
Curtin University	Florida Gulf Coast University	Indiana University
Dalhousie University	Florida International University	Indiana University Northwest
Dallas College - Richland Campus	Florida State University	Indiana University – Purdue University Indianapolis
Dallas College - Brookhaven Campus	Florida State University Panama City	Indiana University School of Medicine
Dalton State College	Fordham University	Iowa State University
Dartmouth College	Fort Lewis College	Ithaca College
Davidson College	George Mason University	John Carroll University
DePaul University	Georgetown College	Johns Hopkins University
Des Moines University	Georgetown University in Qatar	Johnson & Wales University - North Miami Campus
Drake University	Georgia Gwinnett College	Johnson & Wales University - Providence Campus
Duke Kunshan University	Georgia Southern University	Juniata College
Dutchess Community College	Georgia Tech University	
East Carolina University	Goucher College	

Kansas City Kansas Community College	Marymount Manhattan College	Mount St. Joseph University
Kansas State University	Marymount University	Murray State University
Kennesaw State University	McMaster University	Nazareth College
Kent State University - Kent Campus	Medaille College	Nebraska Wesleyan University
Kenyon College	Meharry Medical Collage	New College of Florida
King's College	Mercer University - Macon campus	New England Conservatory
Kirkwood Community College	Mercy College of Ohio	New Mexico Institute of Mining and Technology
La Salle University	Meredith College	Nicholls State University
Lafayette College	Merrimack College	Norfolk State University
Lake Forest College	Michigan State University	North Carolina A&T State University
LDS Business College	Michigan Technological University	North Carolina Central University
Le Moyne College	Middle Tennessee State University	North Carolina State University
Lee University	Millersville University	North Dakota State University
Lees McRae College	Minerva Schools at KGI	Northwest Missouri State University
Lehigh University	Minnesota State University, Mankato	Northeast Ohio Medical University
Lewis University	Misericordia University	Northeastern Illinois University
Lewis-Clark State College	Mississippi State University	Northern Arizona University
Lincoln University of PA	Missouri State University	Northern Michigan University
Longwood University	Missouri University of Science and Technology	Northwest Missouri State University
Louisiana State University Shreveport	Massachusetts Institute of Technology	Norwich University
Loyola Marymount University	Mohawk College	Occidental College
Loyola University Maryland	Molloy College	Ohio Northern University
Luther College	Monmouth College	Ohio University
Manhattanville College	Montana State University	Ohio Wesleyan University
Marshall University	Montclair State University	Oregon State University
Marymount California University	Moravian College	

Otis College of Art and Design	Randolph-Macon College	Saint Xavier University
Otterbein University	Regis College	Salisbury University
Oxford College of Emory University	Regis University	Salt Lake Community College
Pace University-NYC	Rensselaer Polytechnic Institute	Salve Regina University
Pace University - Westchester campuses	Rhodes College	Samford University
Pacific University	Rice University	San Diego State University
Parker University	Rider University	San Francisco State University
Pellissippi State Community College	Roanoke College	San Jose State University
Pennsylvania College of Technology	Robert Morris University	Santa Rosa Junior College
Penn State University	Rochester Institute of Technology	Sapporo Gakuin University
Penn State University Harrisburg	Rose-Hulman Institute of Technology	Savannah College of Art and Design
Penn State University Schuylkill Campus	Rutgers University - New Brunswick	Seattle Pacific University
Pepperdine University	Rutgers University- Camden Campus	Seton Hall University
Philadelphia College of Osteopathic Medicine	Sacred Heart University	Sewanee: The University of the South
Point Park University	Saint Ambrose University	Shawnee State University
Portland State University	Saint Cloud State University	Siena College
Post University	Saint Elizabeth University	Skidmore College
Princeton University	Saint George's University	Snow College
Purdue University	Saint John's University	Sonoma State University
Queensboro Community College	Saint Joseph's University	Southeast Missouri State University
Quinnipiac University	Saint Mary's College of Maryland	Southern Methodist University
Radford University	Saint Mary's University	Southern Oregon University
Ramapo College	Saint Michael's College	Southern University and A&M College
Randolph College	Saint Norbert College	Southern Utah University
	Saint Olaf College	Southwestern University
		Spalding University

Spartanburg Methodist College	The College of Saint Scholastica	University of Arkansas
Springfield College	The Ohio State University	University of British Columbia (Okanagan)
State University of New York at Brockport	The University of Alabama	University of California, Berkeley
State University of New York at Fredonia	The University of Alabama at Birmingham	University of California, Irvine
State University of New York at New Paltz	The University of Arizona	University of California, Santa Cruz
State University of New York at Oneonta	The University of Texas at Austin	University of Central Arkansas
State University of New York at Oswego	The University of Tokyo	University of Central Florida
State University of New York College at Cortland	Thomas Jefferson University - East Falls	University of Central Missouri
State University of New York Westchester Community College	Tokyo City University	University of Central Oklahoma
Stephen F. Austin State University	Touro University Nevada	University of Colorado, Colorado Springs
Stonehill College	Towson University	University of Colorado, Denver
Stony Brook University	Transylvania University	University of Colorado, Boulder
Suffolk University	Trinity Christian College	University of Dayton
Swarthmore College	Trinity University	University of Denver
Sweet Briar College	Truman State University	University of Florida
Syracuse University	Tufts University	University of Houston Main Campus
Tennessee State University	Tulane University	University of Houston-Clear Lake
Texas A&M University-Kingsville	Union College	University of Idaho
Texas State University	Union University	University of Illinois at Chicago
Texas Tech University	United States Naval Academy	University of Illinois, Urbana-Champaign
The Catholic University of America	University of Nebraska Medical Center	University of Indianapolis
The College of New Jersey	Universities at Shady Grove	
	University at Buffalo	
	University of California Santa Barbara	
	University of Akron	

University of Iowa	University of Nebraska - Omaha	University of South Florida - St Petersburg
University of Kansas Medical Center	University of Nevada, Las Vegas	University of South Florida - Tampa campus
University of Kentucky	University of Nevada, Reno	University of Southern California
University of La Verne	University of New Hampshire	University of Southern Maine
University of Louisville	University of North Alabama	University of St. Thomas
University of Lynchburg	University of North Carolina at Charlotte	University of Tennessee at Chattanooga
University of Maine	University of North Carolina Chapel Hill	University of Tennessee Health Science Center
University of Maryland Baltimore County	University of North Carolina Greensboro	University of Tennessee at Knoxville
University of Maryland-College Park	University of North Dakota	University of Texas at San Antonio
University of Massachusetts Amherst	University of North Florida	University of Texas Health Science Center San Antonio
University of Massachusetts, Dartmouth	University of North Texas	University of Texas Rio Grande Valley
University of Massachusetts, Lowell	University of Northern Iowa	University of the District of Columbia
University of Melbourne	University of Notre Dame	University of Tulsa
University of Memphis	University of Oregon	University of Utah
University of Michigan Ann Arbor	University of the Pacific	University of Victoria
University of Michigan Dearborn	University of Pennsylvania	University of Virginia
University of Minnesota-Twin Cities	University of Pittsburgh	University of Washington Bothell
University of Minnesota - Morris	University of Puerto Rico, Rio Piedras Campus	University of Washington in Seattle
University of Mississippi	University of Richmond	University of West Florida
University of Missouri-St. Louis	University of Rochester	University of West Georgia
University of Montana	University of Saint Francis	University of Wisconsin - River Falls
University of Montevallo	University of the Sciences	
University of Nebraska - Lincoln	University of Scranton	
	University of South Alabama	
	University of South Carolina	
	University of South Carolina Upstate	

University of Wisconsin Eau Claire
University of Wisconsin Oshkosh
University of Wisconsin-La Crosse
University of Wisconsin-Madison
University of Wisconsin-Stout
Ursinus College
Valparaiso University
Vassar College
Villanova University
Vincennes University
Virginia Military Institute
Virginia Wesleyan University
Wabash College
Wake Forest University

Walsh University
Washburn University
Washington & Jefferson College
Washington State University, Pullman
Washington University in Saint Louis
Waukesha County Technical College
Weber State University
Wellesley College
West Chester University
Western Carolina University
Western Connecticut State University
Western Oregon University
Western Washington University

Westfield State University
West Virginia University
Wheaton College, MA
Wheeling University
Whitman College
Whitworth University
Wichita State University
Widener University
William Jewell College
Wingate University
Worcester Polytechnic Institute
Wright State University
Xavier University
Xavier University of Louisiana
Youngstown State University