



AUCCCD

Association for University and College
Counseling Center Directors

Annual Survey for

Reporting Period July 1, 2022 through June 30, 2023

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INTRODUCTION

AUCCCD

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

AUCCCD Mission

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

The AUCCCD Annual Survey Overview

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

The survey continues to provide important information about trends in counseling center service delivery. This year's survey also included information about third-party vendors and the ongoing difficulties centers have in managing turnover of positions.

In July 2023, all (non-emeriti) members of AUCCCD were invited to complete the Annual Survey administered through Survey Monkey software. Unique survey links were sent to 1,010 verified email accounts. A total of 381 counseling center directors responded to the 2022-2023 Survey, a 37.7% return rate. However, not every director responded to every question and thus, throughout this report, the number of directors/centers/institutions represented by each variable differs.

The reporting period for the information on the Annual Survey was July 1, 2022 through June 30, 2023. This monograph provides a summary of this data.

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

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EXECUTIVE SUMMARY

A total of 381 counseling center directors responded to the 2022-2023 AUCCCD survey.

Institution Information

Institutions represented in this report are primarily within the United States or its territories (98%) and are primarily 4-year colleges or universities (89.5%). The sample is largely urban or urban adjacent institutions (68.3%). Schools with enrollments less than 7,501 comprise 55.3% of the sample.

Center Information

Counseling centers represented in this sample are largely open 12 months a year (79.4%) but only 45.6% are fully staffed all 12 months. 60.4% of responding centers reported that at least some staff were allowed at least some remote work on a routine basis. One-person centers comprise 3.5% of the sample. The average clinical FTE for four-year institutions was 9.8 FTE, while the average for community colleges was 4.7 FTE. About 25% of centers reported having embedded counselors as part of their staffing model.

For those schools that ask clients if having counseling services positively impacts their academics and ability to stay in school, on average 70% of clients answer affirmatively. This confirms that counseling services have a positive impact on retention as well as academic performance.

40.2% of centers receive funding from mandatory fees, and 23.8% from state funding. Very few receive funding from grants, insurance, or session fees.

Director Information

Demographically, 27.1% of directors who completed the survey identify as a person of color. In the 2021-2022 survey, this percentage was 23.5%. This is significantly higher than 2012-2013, when only 16.1% of directors identified as persons of color. The majority of directors identify as cis-gender women (69.2%); 1.6% identify outside of the gender binary. The majority (55.7%) of responding directors label their professional identity as related to psychology. The next most frequent is counseling (27.3%) and then social work (11.9%).

Nearly 1 in 5 of the Directors completing the survey were in their first year as a director, and another 38.9% had been a Director for 5 years or less. 58.5% of directors who completed the survey report 16 or more years of experience after their terminal degree. 81.9% of directors worked in higher education prior to taking on the director role.

Many directors oversee areas besides counseling services. The most common of these was psychiatric services followed by health promotion and then health services. 29% of directors reported experiencing a supervisor change during the reporting year.

Clinical Services

In contrast to the 2021-2022 survey, the majority of centers reported a decrease or no change in both the number of unique clients seen (69.3%) and the number of appointments provided (62.0%). The exception to this finding was community college utilization reports, which reported either an increase in number of students served and appointments provided or no change. No community college reported a decrease in either utilization measure.

Directors reported that on average 12% of their campus was served by the counseling center in 2022-2023; this number was 3.4% for community colleges. To manage the demand for services, as school size increases, the more likely a center is to impose limits on individual therapy. Across school size, the most common way to limit sessions is by year. The average number of sessions per client is 5.7 (4.9 for community colleges) which is nearly the same as the 2021-2022 report.

Clinical Load Index

For the fifth year in a row, the Clinical Load Index (CLI) was calculated for each center that provided the necessary data. Calculating the CLI helps evaluate and compare counseling center clinical resources, accounting for demand and true clinical capacity. The average CLI for 2022-2023 was 106, down from 113.5 in 2021-2022.

Service Delivery

Post-COVID, centers have tended to return to in-person services but continue to provide a portion of their services via telehealth. On average, 77.3% of sessions were provided in-person for responding centers while 20.4% of sessions were provided via video platform and 2.5% of sessions were provided by phone.

In terms of wait for services, the average wait time for the first clinical contact across all centers is 4.8 days. The average wait time for the first therapy appointment across all centers is 9.2 days. Larger schools have longer average wait times for the first therapy appointment, but do not have longer average wait times for the first clinical contact.

In the last several years, counseling centers have implemented models for providing individual therapy services that are less than the traditional 45-50 minute “therapy hour”. 48% of responding centers stated they continue to provide only sessions that are at least 45 minutes long, but another 37% reported that between 1-10% of individual therapy sessions are scheduled for less than a traditional therapy hour. Across all centers, the average percent of appointment that were less than 45 minutes was 5.2%.

Stepped Care

42.4% 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. A stepped care model was much more likely to be used at the largest than at the smallest centers.

Crisis Services

The average number of clients who attended a crisis appointment across all centers was 134. Across all centers, the average number of crisis appointments provided in a year was 173.3. The majority of centers use third party vendors to provide afterhours crisis support to students.

Billing for Services

Very few directors reported that their centers billed clients (3.2%) or insurance (3.8%) for individual therapy services. For the small number of sessions that reported billing clients, 60% reported that billing starts at beginning of service, while 40% reported that billing started after a specified number of sessions. A slightly higher percentage of directors reported that their center bills clients (13.8%) or insurance (7.6%) for psychiatric services. When a center bills a client for psychiatric care, 100% of responding centers start this charge at the beginning of services.

Staff Turnover

Staff turnover continues to be a challenge for Directors to manage. As in the 2021-2022 report the top three reasons positions given for staff leaving during 2022-2023 were 1) low salary, 2) work conditions and 3) departure from the counseling center field.

Hiring new staff for these open positions remains difficult. 65.1% of centers with open positions had difficulty recruiting, somewhat lower than the 78.1% of centers who reported difficulty hiring from 2021-2022, but still representing well over half of centers. The average pool for doctoral positions had 2.1 applicants while masters positions had 7.5 applicants and open degree postings had 7.1 applicants. 32.7% of centers reported using short-term hiring solutions to fill one or more permanent positions during the reporting year.

Raises

Given that the number one reason staff cite for leaving their positions is low salaries, Directors have been working diligently to increase salaries for staff. 59.8% of directors were able to secure raises outside of standard cost of living adjustments (COLA) for some or all of their center staff. The average increase was 5.9%. Directors sometimes strategize to raise salaries for new positions to attract applicants and create an argument for increasing current staff salaries. 45% of directors reported that they were able to increase salary for open positions. The average increase was 8.8%. Finally, about half (50.3%) of directors reported receiving a raise outside of COLA. Across most institution sizes, the average raise was 5.7%. For centers at institutions larger than 45,000, the mean raise was 10.1%.

Teletherapy Vendors

The number of students served by a vendor appears to vary widely even across institutions of similar sizes. 54.3% of responding directors reported that utilization was less than what they planned/hoped.

INSTITUTION INFORMATION

Highlights

- 98% of the responding centers were from Colleges/Universities in the United States.
- The majority of responding centers are in urban/urban adjacent settings (68.3%).
- The majority of responding centers have a school size of 7,500 students or less (55.3%).
- The vast majority of responding centers are four-year colleges or universities (89.5%), and those are almost equally split between public and private (47% and 42.5% respectively).
- On average, 47.2% of enrolled undergraduate students live on campus (for those responding centers who are not community colleges).
 - The responding centers with the highest average percentage of students who live on-campus were those with under 5,001 students (averages ranged from 55.0% to 71.4%).

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

State/Territory	# of Centers	State/Territory	# of Centers	State/Territory	# of Centers
Alabama	7	Massachusetts	26	South Dakota	1
Alaska	0	Michigan	11	Tennessee	6
Arizona	1	Minnesota	6	Texas	19
Arkansas	2	Mississippi	1	Utah	7
California	17	Missouri	12	Vermont	1
Colorado	7	Montana	1	Virginia	10
Connecticut	3	Nebraska	4	Washington	8
Delaware	0	Nevada	1	West Virginia	1
Florida	17	New Hampshire	1	Wisconsin	6
Georgia	16	New Jersey	11	Wyoming	1
Hawaii	0	New Mexico	2		
Idaho	6	New York	31	District of Columbia	2
Illinois	17	North Carolina	8		
Indiana	13	North Dakota	1	Puerto Rico	1
Iowa	6	Ohio	13		
Kansas	3	Oklahoma	4		
Kentucky	5	Oregon	2	Other Country	9
Louisiana	3	Pennsylvania	28		
Maine	4	Rhode Island	4	TOTAL	381
Maryland	12	South Carolina	3		

Country in Which College or University is Located

Country	# of Centers
USA	372
Antigua	1
Australia	1
Canada	2
Grenada	1
Japan	1
Qatar	1
St. Kitts	1
United Kingdom	1
Not listed	0
TOTAL	381

Setting of Institution

Location	# of Centers	Percent
Metropolitan/Inner-City Campus	35	9.2%
Urban Campus	180	47.5%
Urban Adjacent Campus	79	20.8%
Rural Setting Campus	85	22.4%
TOTAL	379	100%

School Size

School Size	# of Centers	Percent
Under 1,501	47	12.3%
1,501 – 2,500	42	11.0%
2,501 – 5,000	75	19.7%
5,001 – 7,500	47	12.3%
7,501 – 10,000	31	8.1%
10,001 – 15,000	40	10.5%
15,001 – 20,000	31	8.1%
20,001 – 25,000	19	5.0%
25,001 – 30,000	10	2.6%
30,001 – 35,000	11	2.9%

35,001 – 45,000	11	2.9%
45,001 and over	17	4.5%
TOTAL	381	100%

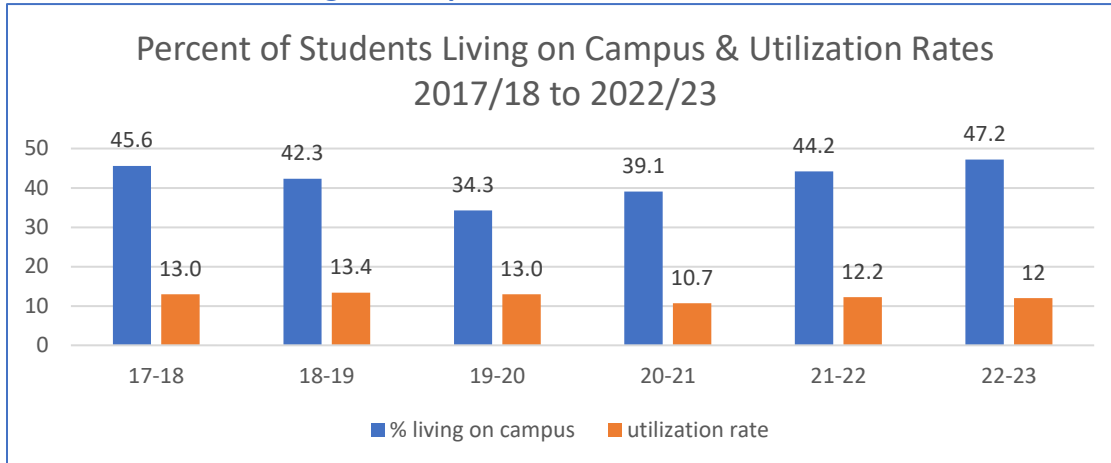
Type of School

School Type	# of Centers	Percent
Art School Only (e.g., Culinary, Music, Design, etc.)	7	1.8%
Community College (e.g., 2-year)	18	4.7%
Health Profession School	8	2.1%
Science, Technology, Engineering and Math (STEM) Institution	8	2.1%
Four-year Public University	164	43.0%
Four-year Public College	14	3.7%
Four-year Private University	106	27.8%
Four-year Private College	56	14.7%
TOTAL	381	100%

Percent of All Enrolled Undergraduate Students Who Live On-Campus by School Size: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	32	66.7%	0.0%	100%
1,501 – 2,500	29	73.8%	2.0%	100%
2,501 – 5,000	42	56.2%	0.0%	100%
5,001 – 7,500	17	41.5%	0.0%	80.0%
7,501 – 10,000	19	38.3%	0.0%	99.0%
10,001 – 15,000	24	31.3%	0.0%	85.0%
15,001 – 20,000	16	30.1%	1.0%	55.0%
20,001 – 25,000	7	33.6%	16.0%	65.0%
25,001 – 30,000	5	39.6%	19.0%	95.0%
30,001 – 35,000	7	24.7%	5.0%	61.0%
35,001 – 45,000	8	37.6%	15.0%	90.0%
45,001 and over	11	19.6%	4.0%	42.0%
TOTAL	221	47.2%	0.0%	100%

Percent of Student Living on Campus and Utilization Rate Trends



CENTER INFORMATION

Months Open/Fully Staffed

Highlights

- The majority of centers are open 12 months a year.
- There is the greatest variability in how many months centers are open on campuses of 5,000 students or less.
- Although nearly 80% of responding centers are open 12 months, only 45.6% of responding centers are fully staffed for all 12 months.

Months of Year That Center is Open for Counseling Services

Months	# of Centers	Percent
9	25	7.9%
10	33	10.5%
11	7	2.2%
12	250	79.4%
TOTAL	315	100%

Number of Months Counseling Center is Open by School Size

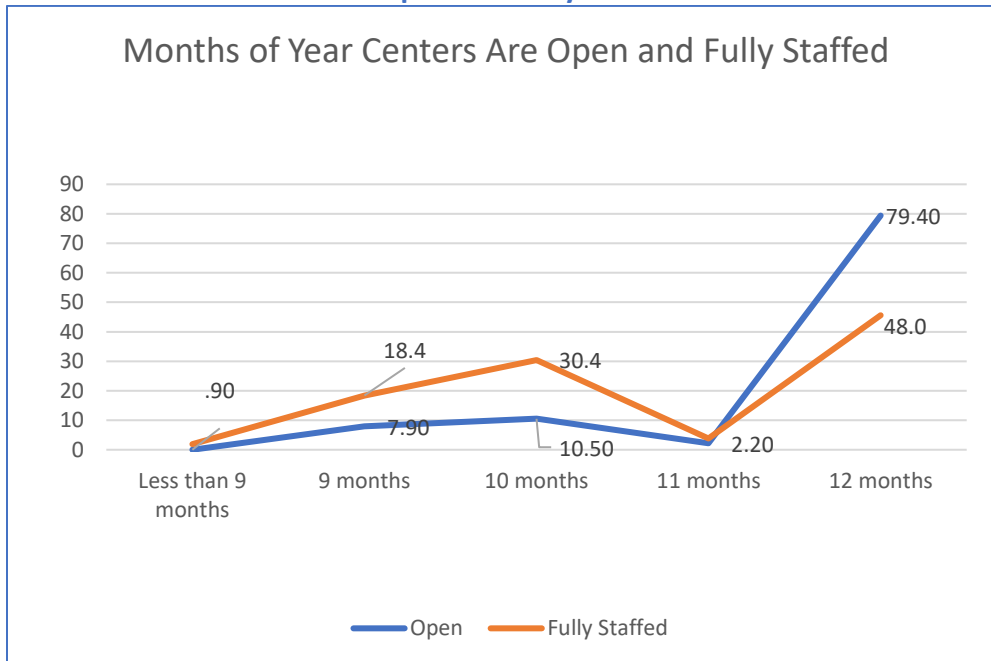
School Size	# of Centers	9 Months	10 Months	11 Months	12 Months
Under 1,501	37	8	11	4	14
1,501 – 2,500	37	11	7	1	18
2,501 – 5,000	62	5	11	1	45

5,001 – 7,500	36	1	0	0	35
7,501 – 10,000	26	0	1	0	25
10,001 – 15,000	34	0	2	1	31
15,001 – 20,000	26	0	1	0	25
20,001 – 25,000	15	0	0	0	15
25,001 – 30,000	8	0	0	0	8
30,001 – 35,000	10	0	0	0	10
35,001 – 45,000	10	0	0	0	10
45,001 and over	14	0	0	0	14
TOTAL	315	25	33	7	250

Months of Year That Center is Fully Staffed

Months	# of Centers	Percent
Less than 9	6	1.9%
9	58	18.4%
10	96	30.4%
11	12	3.8%
12	144	45.6%
TOTAL	316	100%

Months of Year Centers are Open and Fully Staffed



Number of Months Counseling Center is Fully Staffed by School Size

School Size	# of Centers	Less than 9 Months	9 Months	10 Months	11 Months	12 Months
Under 1,501	37	2	11	13	4	7
1,501 – 2,500	37	1	11	19	1	5
2,501 – 5,000	62	0	12	23	0	27
5,001 – 7,500	37	1	7	10	0	19
7,501 – 10,000	26	0	3	8	0	15
10,001 – 15,000	34	0	4	13	2	15
15,001 – 20,000	26	1	4	5	2	14
20,001 – 25,000	15	0	2	2	1	10
25,001 – 30,000	8	0	0	1	0	7
30,001 – 35,000	10	1	0	2	0	7
35,001 – 45,000	10	0	3	0	2	5
45,001 and over	14	0	1	0	0	13
TOTAL	316	6	58	96	12	144

Remote Work Allowed

Highlights

- Of the responding centers, 60.4% allowed at least some remote work for the reporting period.

Centers Allowing Routine Remote Work

School Size	# of Centers Responding	# of Centers Allowing Remote Work	Percent
Under 1,501	35	16	45.7%
1,501 – 2,500	37	21	56.8%
2,501 – 5,000	61	31	50.8%
5,001 – 7,500	36	17	47.2%
7,501 – 10,000	25	18	72.0%
10,001 – 15,000	34	24	70.6%
15,001 – 20,000	26	16	61.5%
20,001 – 25,000	14	9	64.3%
25,001 – 30,000	8	7	87.5%
30,001 – 35,000	10	8	80.0%
35,001 – 45,000	10	9	90.0%

45,001 and over	12	10	83.3%
TOTAL	308	186	60.4%

Center Staffing

Highlights

- 3.5% of counseling centers are staffed by only one person.
- One-person counseling centers were reported only by respondents from institutions with enrollments of 5,000 students or less.
- The mean clinical FTE for counseling centers that are not one-person centers, excluding community colleges, was 9.8 FTE.
- For community colleges, the mean clinical FTE for counseling centers that are not one-person centers was 4.7 FTE.

Are You a “One-Person Counseling Center”?

School Size	# of Centers Responding	# of One Person Centers	Percent
Under 1,501	35	6	17.1%
1,501 – 2,500	37	1	2.7%
2,501 – 5,000	62	4	6.5%
5,001 – 7,500	37	0	0.0%
7,501 – 10,000	26	0	0.0%
10,001 – 15,000	34	0	0.0%
15,001 – 20,000	26	0	0.0%
20,001 – 25,000	15	0	0.0%
25,001 – 30,000	8	0	0.0%
30,001 – 35,000	10	0	0.0%
35,001 – 45,000	10	0	0.0%
45,001 and over	14	0	0.0%
TOTAL	314	11	3.5%

FTE of Clinicians* in Centers Larger than One-Person Centers: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	27	2.6	1.0	6.7
1,501 – 2,500	34	4.0	1.2	8.5
2,501 – 5,000	52	4.7	1.8	9.0

5,001 – 7,500	33	5.6	2.0	10.0
7,501 – 10,000	22	8.1	3.0	17.0
10,001 – 15,000	31	9.3	4.0	18.0
15,001 – 20,000	21	13.5	4.5	25.0
20,001 – 25,000	12	19.4	11.7	31.0
25,001 – 30,000	8	21.3	14.0	52.0
30,001 – 35,000	10	23.1	9.0	35.0
35,001 – 45,000	8	25.7	18.0	37.0
45,001 and over	11	36.5	12.7	62.0
TOTAL	269	9.8	1.0	62.0

*Trainees are excluded from calculations

FTE of Clinicians* in Centers Larger than One-Person Centers: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	7	3.4	2.0	6.0
10,001 and over	5	6.5	2.0	15.0
TOTAL	12	4.7	2.0	15.0

*Trainees are excluded from calculations

FTE of All Staff* in Centers Larger than One-Person Centers: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	26	3.3	1.0	12.2
1,501 – 2,500	33	4.7	1.7	10.0
2,501 – 5,000	49	6.0	2.0	11.8
5,001 – 7,500	32	7.3	2.0	13.0
7,501 – 10,000	21	10.0	5.0	20.0
10,001 – 15,000	31	11.6	4.0	22.0
15,001 – 20,000	20	15.3	4.5	28.0
20,001 – 25,000	12	26.1	13.7	48.0
25,001 – 30,000	8	24.6	17.5	60.0
30,001 – 35,000	10	28.7	12.0	54.7
35,001 – 45,000	8	30.9	20.0	50.5
45,001 and over	11	42.8	12.7	72.0
TOTAL	261	12.1	1.0	72.0

*Trainees are excluded from calculations

FTE of All Staff* in Centers Larger than One-Person Centers: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	7	4.1	2.5	7.0
10,001 and over	4	8.6	4.0	16.0
TOTAL	11	5.7	2.5	16.0

*Trainees are excluded from calculations

Clinical FTE (CFTE) in Centers Larger than One-Person Centers: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	27	2.9	1.7	5.4
1,501 – 2,500	34	4.0	1.0	8.8
2,501 – 5,000	51	4.9	1.7	10.8
5,001 – 7,500	30	5.8	2.3	10.5
7,501 – 10,000	21	8.1	2.8	22.0
10,001 – 15,000	32	8.9	3.1	22.3
15,001 – 20,000	22	12.7	6.3	22.1
20,001 – 25,000	13	18.6	9.8	27.3
25,001 – 30,000	7	13.2	9.2	20.9
30,001 – 35,000	10	18.6	9.0	25.1
35,001 – 45,000	9	23.0	17.7	41.3
45,001 and over	14	28.3	9.2	43.2
TOTAL	270	9.2	1.0	43.2

*Trainees are INCLUDED in the calculations

Clinical FTE (CFTE) in Centers Larger than One-Person Centers: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	7	2.8	1.3	4.7
10,001 and over	4	4.4	2.0	6.4
TOTAL	11	3.3	1.3	6.4

*Trainees are INCLUDED in the calculations

Use of Embedded Counselors

Highlights

- 25.9% of centers have at least one embedded counselor in another office on campus.
- Larger centers are more likely to have embedded counselors than small or medium centers
- Most centers that have embedded counselors have one or two.
- Centers are most likely to have embedded counselors in athletics, and in schools and colleges within the institution.

Number of Centers with Embedded Counselors

School Size	Total # of Centers Responding	# of Centers with Embedded Counselors	Percent of Centers with Embedded Counselors
Under 1,501	37	2	5.4%
1,501 - 2,500	37	0	0.0%
2,501 - 5,000	61	7	11.5%
5,001 - 7,500	37	5	13.5%
7,501 - 10,000	26	7	26.9%
10,001 - 15,000	34	8	23.5%
15,001 - 20,000	27	12	44.4%
20,001 - 25,000	15	10	66.7%
25,001 - 30,000	8	6	75.0%
30,001 - 35,000	10	8	80.0%
35,001 - 45,000	10	5	50.0%
45,001 and over	14	12	85.7%
TOTAL	317	82	25.9%

Mean Number of Embedded Counselors (only for centers that had any embedded counselors)

School Size	Total # of Centers Responding	Mean # of Embedded Counselors	Minimum	Maximum
Under 1,501	2	1.0	1.0	1.0
1,501 - 2,500	0	0	0	0
2,501 - 5,000	6	1.5	1.0	2.0
5,001 - 7,500	5	1.5	0.5	2.0
7,501 - 10,000	7	2.8	1.0	4.0
10,001 - 15,000	8	1.4	0.4	2.0
15,001 - 20,000	11	2.2	1.0	6.3

20,001 - 25,000	10	3.6	1.0	9.0
25,001 - 30,000	5	1.4	1.0	2.0
30,001 - 35,000	8	4.1	1.0	7.0
35,001 - 45,000	5	4.0	1.0	13.0
45,001 and over	10	8.4	2.0	21.0
TOTAL	77	3.3	0.40	21.0

Percentage of Centers with Embedded Counselors at Specific Locations (only for centers who had any embedded counselors)

Location	Number of Centers Responding	# With Embedded Counselor at Location	Percentage
Athletics	77	37	48.1%
Residential Life	77	19	24.7%
School(s) or College(s) Within the University	77	37	48.1%
Student Affairs/Student Life/Student Activities Office	77	19	24.7%
Campus Police	77	4	5.2%
Other Area	77	5	6.5%

Number of Embedded Counselors at Specific Locations (only for centers who had any embedded counselors)

Location	# of Centers	Mean	Minimum	Maximum
Athletics	77	0.6	0	5
Residential Life	77	0.3	0	2
School(s) or College(s) Within the University	77	1.8	0	18
Student Affairs/Student Life/Student Activities Office	77	0.4	0	4
Campus Police	77	0.1	0	2
Other Area	77	0.1	0	2

Additional Services Offered

Highlights

- 68.8% of centers provide clinical supervision of trainees/interns, and 61.2% provide clinical supervision of unlicensed center staff.
- The majority of responding centers do not provide testing services.

- If a center provides testing, it is more likely to provide psychological testing than neuropsychological or career testing.

Additional Services Provided by Centers

Services	# Centers	% Indicating Services are Provided
Career Counseling	65	17.1%
Career Testing	25	6.6%
Clinical Supervision of Trainees/Interns	262	68.8%
Clinical Supervision of Unlicensed Staff Employees	233	61.2%
Couples Therapy	209	54.9%
Neuropsychological Testing/Assessment	17	4.5%
Psychological Testing/Assessment	87	22.8%
TOTAL NUMBER OF CENTERS REPORTING: 381		

Center Impact on Academics

Highlights

- Close to half of responding centers ask about impact on academic performance and retention.
- 70.0% of students report that services help with academic performance.
- 69.6% of students report that services helped them stay in school.
- These percentages are fairly consistent regardless of school size.
- These percentages have also been highly consistent, averaging at least 64.5% every year since first included on the survey in 2016-17.

49.8% of Centers ask about impact of services on academic performance (out of 273 that responded to this question).

Percent of Students Stating Center Services Helped Their Academic Performance

School Size	# of Centers Asking Question	Percent of Students that Indicate Services Help Academic Performance
Under 1,501	12	75.8%
1,501 – 2,500	16	68.9%
2,501 – 5,000	17	75.7%
5,001 – 7,500	19	66.7%
7,501 – 10,000	16	69.9%
10,001 – 15,000	18	67.9%
15,001 – 20,000	10	59.7%
20,001 – 25,000	8	76.1%
25,001 – 30,000	4	57.0%
30,001 – 35,000	5	69.0%
35,001 – 45,000	5	76.2%
45,001 and over	6	76.5%
TOTAL	136	70.0%

46.2% of Centers ask about impact of services on staying in school (out of 273 that responded to this question).

Percent of Students Stating Center Services Helped Them Stay in School

School Size	# of Centers Asking Question	Percent of Students that Indicate Services Helped Them Stay in School
Under 1,501	7	71.0%
1,501 – 2,500	16	64.5%
2,501 – 5,000	21	74.1%
5,001 – 7,500	20	66.4%
7,501 – 10,000	12	70.8%
10,001 – 15,000	14	72.8%
15,001 – 20,000	10	68.7%
20,001 – 25,000	7	59.4%
25,001 – 30,000	3	81.3%
30,001 – 35,000	4	66.3%

35,001 – 45,000	5	72.6%
45,001 and over	7	73.7%
TOTAL	126	69.6%

Center Funding Sources

Highlights

- The most frequently reported funding sources, besides funding from the general institution budget, are mandatory fees, then state funding, and then grant funding.
- If a center has 100% of its funding from a single source, that source is most likely to be either a mandatory fee or state funding.
- When they receive grant funding, centers at institutions of 7,500 or less generally appear to report a higher mean percent of their budget coming from grants than do larger institutions.
- Institutions of varied sizes report receiving at least a small percentage of their budget from insurance billing, but the mean percent tends to be quite low.

Percent of Centers Receiving Budget Funding from Various Sources

Type of Funding	# of Centers Responding	# of Centers Receiving Funding	% of Centers Receiving Funding
Mandatory Fee	268	141	52.6%
Insurance Claims	252	14	5.6%
Session Fees	248	17	6.9%
State Funding	252	96	38.1%
Grant Funding	252	40	15.9%

Number of Centers Receiving Budget Funding from Various Sources by School Size

School Size	Mandatory Fee	Insurance Claims	Session Fees	State Funding	Grant Funding
Under 1,501	11	1	2	3	6
1,501 – 2,500	13	0	0	1	4
2,501 – 5,000	16	1	0	17	5
5,001 – 7,500	17	1	2	14	3
7,501 – 10,000	12	0	1	11	7
10,001 – 15,000	15	2	3	14	5
15,001 – 20,000	18	3	2	13	2
20,001 – 25,000	9	0	0	3	2
25,001 – 30,000	6	0	1	2	1

30,001 – 35,000	7	2	1	5	2
35,001 – 45,000	6	1	2	5	1
45,001 and over	11	3	3	8	2
TOTAL	141	14	17	96	40

Percent of Center Budget from Different Sources

Type of Funding	# of Centers	Mean	Minimum	Maximum
Mandatory Fee	268	40.2%	0.0%	100%
Insurance Claims	252	1.0%	0.0%	62.0%
Session Fees	248	0.4%	0.0%	38.0%
State Funding	252	23.8%	0.0%	100%
Grant Funding	252	2.2%	0.0%	73.0%

Percent of Budget Funded by Mandatory Fee by School Size

School Size	# of Centers Responding	Mean	Minimum	Maximum
Under 1,501	27	25.7%	0.0%	100%
1,501 – 2,500	32	33.8%	0.0%	100%
2,501 – 5,000	50	26.7%	0.0%	100%
5,001 – 7,500	34	39.8%	0.0%	100%
7,501 – 10,000	22	37.6%	0.0%	100%
10,001 – 15,000	28	40.7%	0.0%	100%
15,001 – 20,000	24	57.0%	0.0%	100%
20,001 – 25,000	12	55.7%	0.0%	100%
25,001 – 30,000	8	66.4%	0.0%	100%
30,001 – 35,000	9	49.7%	0.0%	100%
35,001 – 45,000	8	61.8%	0.0%	100%
45,001 and over	14	59.3%	0.0%	100%
TOTAL	268	40.2%	0.0%	100%

Percent of Centers with Different Types of Mandatory Fees

School Size	# of Centers	Counseling Fee	Health Fee	Counseling and at Least One Other Area	General Student Activity Fee	Other*
Under 1,501	35	0.0%	25.7%	5.7%	8.6%	8.6%
1,501 - 2,500	35	0.0%	0.0%	14.3%	22.9%	11.4%
2,501 - 5,000	55	0.0%	7.3%	12.7%	9.1%	7.3%

5,001 - 7,500	37	5.4%	18.9%	13.5%	18.9%	2.7%
7,501 - 10,000	24	12.5%	12.5%	8.3%	20.8%	16.7%
10,001 - 15,000	33	15.2%	12.1%	21.2%	9.1%	0%
15,001 - 20,000	25	4.0%	20.0%	20.0%	28.0%	4.0%
20,001 - 25,000	14	21.4%	14.3%	21.4%	28.6%	14.3%
25,001 - 30,000	7	0.0%	71.4%	0.0%	0.0%	0.0%
30,001 - 35,000	10	30.0%	20.0%	30.0%	0.0%	0.0%
35,001 - 45,000	9	33.3%	11.1%	33.3%	11.1%	0.0%
45,001 and over	14	0.0%	21.4%	14.3%	35.7%	0.0%
TOTAL	298	6.7%	15.1%	14.8%	16.1%	5.7%

*Note: Other fees listed include: Health and wellness fees that do not fund the counseling center, fees for specific staff like psychiatry, and fees that fund the counseling center indirectly.

Note2: There are variations in this table compared to earlier tables regarding mandatory fees due to some directors responding to this item and not to the other items.

Percent of Budget Funded by Insurance Claims by School Size

School Size	# of Centers Responding	Mean	Minimum	Maximum
Under 1,501	24	0.4%	0.0%	10.0%
1,501 – 2,500	31	0.0%	0.0%	0.0%
2,501 – 5,000	51	0.2%	0.0%	10.0%
5,001 – 7,500	29	1.0%	0.0%	30.0%
7,501 – 10,000	22	0.0%	0.0%	0.0%
10,001 – 15,000	27	0.9%	0.0%	15.0%
15,001 – 20,000	22	2.0%	0.0%	40.0%
20,001 – 25,000	12	0.0%	0.0%	0.0%
25,001 – 30,000	5	0.0%	0.0%	0.0%
30,001 – 35,000	10	3.2%	0.0%	25.0%
35,001 – 45,000	7	0.7%	0.0%	5.0%
45,001 and over	12	7.7%	0.0%	62.0%
TOTAL	252	1.0%	0.0%	62.0%

Percent of Budget Funded by Session Fees by School Size

School Size	# of Centers Responding	Mean	Minimum	Maximum
Under 1,501	22	0.1%	0.0%	2.0%
1,501 – 2,500	31	0.0%	0.0%	0.0%
2,501 – 5,000	50	0.0%	0.0%	0.0%
5,001 – 7,500	29	0.1%	0.0%	1.0%

7,501 – 10,000	22	0.0%	0.0%	1.0%
10,001 – 15,000	27	0.8%	0.0%	20.0%
15,001 – 20,000	23	0.3%	0.0%	5.0%
20,001 – 25,000	12	0.0%	0.0%	0.0%
25,001 – 30,000	5	1.0%	0.0%	5.0%
30,001 – 35,000	9	0.1%	0.0%	1.0%
35,001 – 45,000	6	1.0%	0.0%	5.0%
45,001 and over	12	3.4%	0.0%	38.0%
TOTAL	248	0.4%	0.0%	38.0%

Percent of Budget Funded by State Funding by School Size

School Size	# of Centers Responding	Mean	Minimum	Maximum
Under 1,501	22	6.2%	0.0%	100%
1,501 – 2,500	30	3.3%	0.0%	100%
2,501 – 5,000	53	20.3%	0.0%	100%
5,001 – 7,500	29	31.2%	0.0%	100%
7,501 – 10,000	19	42.4%	0.0%	100%
10,001 – 15,000	29	34.8%	0.0%	100%
15,001 – 20,000	23	39.3%	0.0%	100%
20,001 – 25,000	12	11.8%	0.0%	72.0%
25,001 – 30,000	6	10.3%	0.0%	50.0%
30,001 – 35,000	8	30.4%	0.0%	80.0%
35,001 – 45,000	8	39.6%	0.0%	100%
45,001 and over	13	22.8%	0.0%	100%
TOTAL	252	23.8%	0.0%	100%

Percent of Budget Funded by Grant Funding by School Size

School Size	# of Centers Responding	Mean	Minimum	Maximum
Under 1,501	24	6.1%	0.0%	50.0%
1,501 – 2,500	30	0.7%	0.0%	10.0%
2,501 – 5,000	50	1.6%	0.0%	47.0%
5,001 – 7,500	30	4.2%	0.0%	73.0%
7,501 – 10,000	21	5.1%	0.0%	33.0%
10,001 – 15,000	28	0.4%	0.0%	5.0%
15,001 – 20,000	23	0.6%	0.0%	9.0%
20,001 – 25,000	13	0.6%	0.0%	1.0%

25,001 – 30,000	5	1.0%	0.0%	5.0%
30,001 – 35,000	9	2.3%	0.0%	20.0%
35,001 – 45,000	7	0.1%	0.0%	1.0%
45,001 and over	12	1.6%	0.0%	18.0%
TOTAL	252	2.2%	0.0%	73.0%

DIRECTOR INFORMATION

Demographic Information

Highlights

- 27.1% of directors who completed the survey identify as a person of color. This is significantly higher than 2012-2013, when only 16.1% of directors identified as persons of color.
- 69.2% of directors identify as Cis-female.
- The majority (55.7%) of responding directors label their professional identity as related to psychology. The next most frequent is counseling (27.3%) and then social work (11.9%).

Director Racial/Ethnic Identity

Racial/Ethnic Identity	# of Centers	Percent
American Indian/Native American	2	0.5%
Arab/Middle Eastern	3	0.8%
Asian/Asian American	15	4.0%
Black/African American	38	10.1%
Latine	19	5.1%
Multiracial	20	5.3%
White	273	72.8%
Better described As	5	1.3%
TOTAL	375	100%

Better described as includes: Afro-Caribbean, Black/Caribbean, Iranian & Non-Arab Middle Eastern, Jewish

Director Gender Identity

Gender Identity	# of Centers	Percent
Cis-female	261	69.2%
Cis-male	110	29.2%

Trans-female	0	0.0%
Trans-male	0	0.0%
Non-binary	5	1.3%
Self Identify	1	0.3%
TOTAL	377	100%

Director Highest Degree General

Degree	# of Centers	Percent
Bachelors	0	0.0%
Masters	132	35.0%
Doctorate	239	63.4%
M.D.	2	0.5%
Better Described As	4	1.1%
TOTAL	377	100%

Better described as includes: See table below.

Director Highest Degree Details

Degree	# of Centers	Percent
D.S.W.	2	1.3%
Ed.D.	6	1.6%
M.A.	46	12.1%
M.D.	2	0.5%
M.S.	26	6.8%
M.Ed.	16	4.2%
M.S.W.	45	11.8%
Ph.D.	170	44.7%
Psy.D.	62	16.3%
Better Described As	5	1.3%
TOTAL	380	100%

Other includes: B.D., D.BH., Ed.S., MA/EdS, MSN & FNP.

Director Professional Identity

Professional Identity	# of Centers	Percent
Counseling	103	27.3%
Higher Education Administration	3	0.8%
Marriage & Family Therapy	11	2.9%
Medicine	2	0.5%
Psychology, Clinical	114	30.2%

Psychology, Counseling	95	25.2%
Rehabilitation Counseling	1	0.3%
Social Work	45	11.9%
Better Described As	3	0.8%
TOTAL	377	100%

Better described as includes: Sport Psychology, School Psychology & LMHC, Nurse Practitioner

Number of Months per Year Contracted

Highlights

- The majority of directors (88.1%) are contracted to work 12 months a year.
- No respondent working at an institution with more than 20,000 students enrolled reported having less than a 12 month contract.

Number of Months Contracted to Work as Director

Number of Months	# of Centers	Percent
12 months	333	88.1%
11 months	17	4.5%
10 months	21	5.6%
9 months	5	1.3%
Less than 9	2	0.5%
TOTAL	378	100%

Months Contracted to Work as Director by Size of Institution

School Size	# of Centers	< 9 Months	9 Months	10 Months	11 Months	12 Months
Under 1,501	46	0.0%	0.0%	17.4%	10.9%	71.7%
1,501 – 2,500	42	0.0%	2.4%	21.4%	7.1%	69.0%
2,501 – 5,000	74	1.4%	0.0%	4.1%	8.1%	85.1%
5,001 – 7,500	47	0.0%	4.3%	2.1%	2.1%	91.5%
7,501 – 10,000	31	3.2%	0.0%	0.0%	0.0%	96.8%
10,001 – 15,000	40	0.0%	2.5%	0.0%	2.5%	95.0%
15,001 – 20,000	31	0.0%	3.2%	0.0%	0.0%	96.8%
20,001 – 25,000	19	0.0%	0.0%	0.0%	0.0%	100%
25,001 – 30,000	10	0.0%	0.0%	0.0%	0.0%	100%
30,001 – 35,000	10	0.0%	0.0%	0.0%	0.0%	100%

35,001 – 45,000	11	0.0%	0.0%	0.0%	0.0%	100%
45,001 and over	17	0.0%	0.0%	0.0%	0.0%	100%
TOTAL	378	0.5%	1.3%	5.6%	4.5%	88.1%

Director Experience

Highlights

- 19.3% of the directors who completed the survey were in their first year as a director, and another 38.9% have been a director less than 6 years.
- 58.1% of directors who completed the survey report 16 or more years of experience after their terminal degree.
- 81.9% of directors worked in higher education prior to taking on the director role.

Number of Years as a Director

Range	# of Centers	Percent
First Year as Director	73	19.3%
1 to 5 years	147	38.9%
6 to 10 years	73	19.3%
11 to 15 years	42	11.1%
16 to 20 years	22	5.8%
21 to 25 years	10	2.6%
26 to 30 years	3	0.8%
More than 30 Years	8	2.1%
TOTAL	378	100%

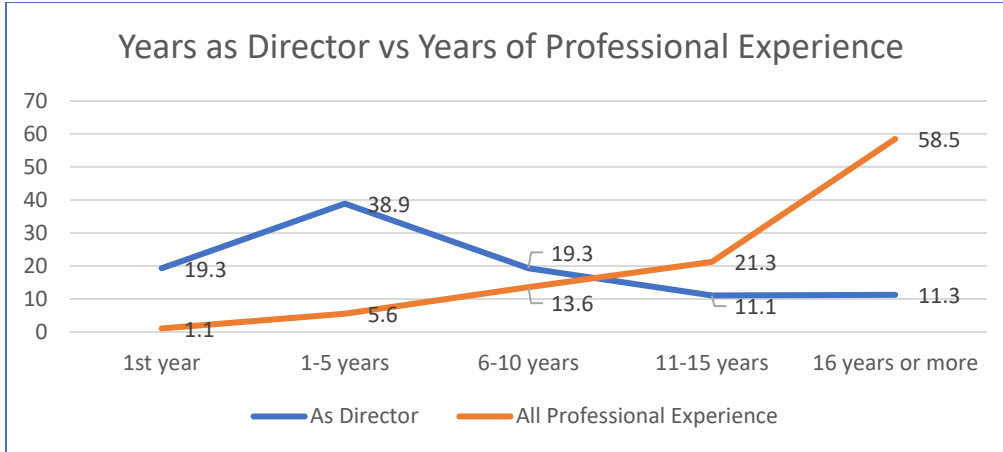
Number of Years of Professional Experience after Final Degree

Range	# of Centers	Percent
First Year as Director	4	1.1%
1 to 5 years	21	5.6%
6 to 10 years	51	13.6%
11 to 15 years	80	21.3%
16 to 20 years	62	16.5%
21 to 25 years	87	23.1%
26 to 30 years	36	9.6%
More than 30 Years	35	9.3%
TOTAL	376	100%

Director Worked in Higher Education before Becoming a Director

Range	# of Centers	Percent
No	65	17.2%
Yes	312	81.9%
TOTAL	377	100%

Years as Director versus Years of Professional Experience



Director Responsibilities

Highlights

- The most common area or function that directors report overseeing was psychiatric services followed by health promotion and then health services.

Areas / Functions Director Oversees

Area	# of Centers
Academic Advising	2
AOD Education and Prevention	40
BIT or CARE Team	42
Career Services	3
Conduct/Judicial Office	2
Dean of Students' Services	2
Dental Services	0
Disability Services	25
Educational Support Services	2
Enrollment Services	0

First-Year Seminars	4
Food Insecurity Services	3
Health Services	44
Health Promotion Services	49
Homelessness Services	2
Immunizations	15
New Student Orientation	8
Occupational therapy	0
Pharmacy	2
Psychiatric Services	89
Recreation Services	2
Sexual Misconduct Education & Prevention	10
Spiritual Life	1
Student Affairs	5
Testing Center	15
Threat Assessment Team	18
Title IX	2
TRIO services	0
Tutoring	2
Veterans' Services	2
Violence Prevention	11
Women's Resource Center	4
Other area not listed above	52

Other includes: Campus Gym, Assault Survivors Advocacy, Case Management, Wellness Programming, Jed Task Force, Collegiate Recovery, Crisis Intervention Team, Peer Ambassador Program, Student Health Insurance, Neurodiversity Services, Services for Former Foster Youth

Supervisor Change

Highlights

- A significant minority of responding directors (29.0%) experienced a supervisor change during the reporting year.

Directors Who Experienced a Supervisor Personnel Change

School Size	# of Centers Responding	# of Directors with Supervisor Personnel Change	Percent
Under 1,501	29	11	37.9%
1,501 – 2,500	32	12	37.5%

2,501 – 5,000	50	14	28.0%
5,001 – 7,500	36	9	25.0%
7,501 – 10,000	24	6	25.0%
10,001 – 15,000	33	7	21.2%
15,001 – 20,000	24	7	29.2%
20,001 – 25,000	14	4	28.6%
25,001 – 30,000	8	3	37.5%
30,001 – 35,000	10	1	10.0%
35,001 – 45,000	10	5	50.0%
45,001 and over	13	3	23.1%
TOTAL	283	82	29.0%

SERVICE DEMAND

Utilization

Highlights

- For institutions other than Community Colleges, smaller institutions tend to see a larger percentage of the student body than larger institutions.
 - Counseling centers in Community College settings see a similar percentage of the student body regardless of institution size.

Percent of Students Using Services by School Size: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	37	20.3%	5.2%	44.6%
1,501 – 2,500	38	17.4%	5.4%	30.5%
2,501 – 5,000	57	13.8%	3.3%	30.6%
5,001 – 7,500	34	9.0%	1.6%	25.1%
7,501 – 10,000	24	8.6%	1.8%	27.0%
10,001 – 15,000	32	8.2%	2.6%	20.6%
15,001 – 20,000	24	8.4%	4.3%	15.3%
20,001 – 25,000	14	9.2%	4.8%	14.1%
25,001 – 30,000	8	7.1%	5.0%	13.1%
30,001 – 35,000	10	7.6%	3.3%	12.0%
35,001 – 45,000	9	8.4%	4.5%	18.1%
45,001 and over	14	6.5%	3.7%	10.4%
TOTAL	301	12.0%	1.6%	44.6%

Percent of Students Using Services by School Size: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	7	3.3%	2.1%	6.1%
10,001 and over	6	3.5%	1.4%	5.2%
TOTAL	13	3.4%	1.4%	6.1%

Clinical Load Index

Highlights

- For both community colleges and other institution types, the mean CLI is 106. The Center for Collegiate Mental Health (CCMH) reported the mean for their 2022-2023 sample was 101.
- On average, centers represented in this sample fall into the mid-range CLI (62-139) as defined by CCMH.
 - However, schools with 25,001-30,000 enrollment have a mean CLI of 157.

Clinical Load Index by School Size: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	25	77	40	167
1,501 – 2,500	33	87	39	134
2,501 – 5,000	47	98	51	187
5,001 – 7,500	29	104	35	187
7,501 – 10,000	20	98	41	297
10,001 – 15,000	31	119	54	202
15,001 – 20,000	22	113	67	195
20,001 – 25,000	13	116	89	191
25,001 – 30,000	7	157	116	216
30,001 – 35,000	10	134	92	184
35,001 – 45,000	8	127	93	159
45,001 and over	14	137	65	233
TOTAL	259	106	35	297

Clinical Load Index by School Size: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	5	86	65	121
10,001 and over	4	132	81	220
TOTAL	9	106	65	220

Wait Times

Highlights

- The average wait time for the first clinical contact across all centers is 4.8 days.
- The average wait time for the first therapy appointment across all centers is 9.2 days.
- Larger schools have longer average wait times for the first therapy appointment, but do not have longer average wait times for the first clinical contact.

Average Wait Times for 1st Clinical Contact by School Size

School Size	# of Centers	Mean Number of Days for 1st Clinical Contact*	Minimum	Maximum
Under 1,501	29	5.5	0	23.0
1,501 – 2,500	25	3.7	0	10.0
2,501 – 5,000	46	4.5	0	14.0
5,001 – 7,500	27	5.9	2.0	14.0
7,501 – 10,000	22	6.2	0	16.6
10,001 – 15,000	30	4.7	0	11.0
15,001 – 20,000	23	4.1	0	10.0
20,001 – 25,000	11	3.6	0	8.5
25,001 – 30,000	6	7.7	0	16.5
30,001 – 35,000	6	3.0	0	7.0
35,001 – 45,000	10	4.0	0	7.9
45,001 and over	13	4.9	0	28.0
TOTAL	248	4.8	0	28.0

* Average wait time includes weekends and counts days from date the client first requested an appointment to the date of that first clinical contact.

Average Wait Times for 1st Therapy Appointment by School Size

School Size	# of Centers	Mean Number of Days for 1st Therapy Appointment*	Minimum	Maximum
Under 1,501	15	7.2	1.0	25.0
1,501 – 2,500	16	6.8	1.0	14.0
2,501 – 5,000	21	5.7	1.0	10.0
5,001 – 7,500	17	10.1	1.0	21.0
7,501 – 10,000	13	8.3	1.0	14.0
10,001 – 15,000	22	10.4	2.0	22.0
15,001 – 20,000	16	10.0	1.0	32.0
20,001 – 25,000	8	13.0	6.4	28.0
25,001 – 30,000	4	11.3	8.0	14.0

30,001 – 35,000	4	14.2	5.0	24.7
35,001 – 45,000	7	10.2	5.2	16.7
45,001 and over	10	13.1	7.0	29.0
TOTAL	153	9.2	1.0	32.0

*Average wait time includes weekends and counts days from initial intake/triage appointment to the date of the next therapy appointment

Utilization Changes

Highlights

- Decreases in utilization, both in number of unique clients and in number of appointments, were more commonly reported than increases. This was most consistent in centers at larger schools.
- The exception to this was community colleges, all of which reported either no change or an increase in utilization.

Change in the Number of Unique Clients Center Served: Excluding Community Colleges

Amount of Change	# of Centers	Percentage
More than 10% Decrease	58	21.5%
6-10% Decrease	50	18.5%
1-5% Decrease	47	17.4%
0% (No Change)	32	11.9%
1-5% Increase	28	10.4%
6-10% Increase	19	7.0%
11-15% Increase	10	3.7%
16-20 % Increase	2	0.7%
21-25% Increase	7	2.6%
26-30% Increase	8	3.0%
31-35% Increase	1	0.4%
36-40% Increase	1	0.4%
Over 40% Increase	7	2.6%
TOTAL	270	100%

Change in the Number of Unique Clients Center Served: Community Colleges Only

Amount of Change	# of Centers	Percentage
0% (No Change)	2	16.7%
11-15% Increase	2	16.7%
16-20 % Increase	1	8.3%
21-25% Increase	2	16.7%

26-30% Increase	2	16.7%
Over 40% Increase	3	25.0%
TOTAL	12	100%

Note: Only categories with at least one center reporting are represented in the table.

Change in Number of Unique Clients Center Served by School Size: All Institutions

School Size	# Centers	>10% Decrease	1-10% Decrease	No Change	1-10% Increase	11-20% Increase	21-30% Increase	>30% Increase
Under 1,501	30	16.7%	20.0%	20.0%	26.7%	3.3%	10.0%	3.3%
1,501 - 2,500	30	13.3%	26.7%	20.0%	13.3%	16.7%	10.0%	0.0%
2,501 - 5,000	55	10.9%	25.5%	16.4%	27.3%	3.6%	10.9%	5.5%
5,001 - 7,500	34	8.8%	41.2%	5.9%	20.6%	2.9%	8.8%	11.8%
7,501 - 10,000	25	16.0%	48.0%	8.0%	16.0%	4.0%	0.0%	8.0%
10,001 - 15,000	32	25.0%	31.3%	9.4%	18.8%	9.4%	0.0%	6.3%
15,001 - 20,000	25	44.0%	28.0%	8.0%	0.0%	8.0%	12.0%	0.0%
20,001 - 25,000	11	27.3%	45.5%	9.1%	9.1%	0.0%	9.1%	0.0%
25,001 - 30,000	8	50.0%	37.5%	12.5%	0.0%	0.0%	0.0%	0.0%
30,001 - 35,000	10	40.0%	40.0%	10.0%	10.0%	0.0%	0.0%	0.0%
35,001 - 45,000	8	37.5%	50.0%	12.5%	0.0%	0.0%	0.0%	0.0%
45,001 and over	14	21.4%	71.4%	0.0%	7.1%	0.0%	0.0%	0.0%
TOTAL	282	20.6%	34.4%	12.1%	16.7%	5.3%	6.7%	4.3%

Change in the Number of Attended Appointments for All Types of Clinical Services: Excluding Community Colleges

Amount of Change	# of Centers	Percentage
More than 10% Decrease	49	18.6%
6-10% Decrease	37	14.1%
1-5% Decrease	51	19.4%
0% (No Change)	26	9.9%
1-5% Increase	32	12.2%

6-10% Increase	24	9.1%
11-15% Increase	15	5.7%
16-20% Increase	8	3.0%
21-25% Increase	5	1.9%
26-30% Increase	3	1.1%
31-35% Increase	3	1.1%
36-40% Increase	3	1.1%
Over 40% Increase	7	2.7%
TOTAL	263	100%

Change in the Number of Attended Appointments for All Types of Clinical Services: Community Colleges Only

Amount of Change	# of Centers	Percentage
0% (No Change)	3	30.0%
1-5% Increase	2	20.0%
11-15% Increase	3	30.0%
21-25% Increase	1	10.0%
Over 40% Increase	1	10.0%
TOTAL	10	100%

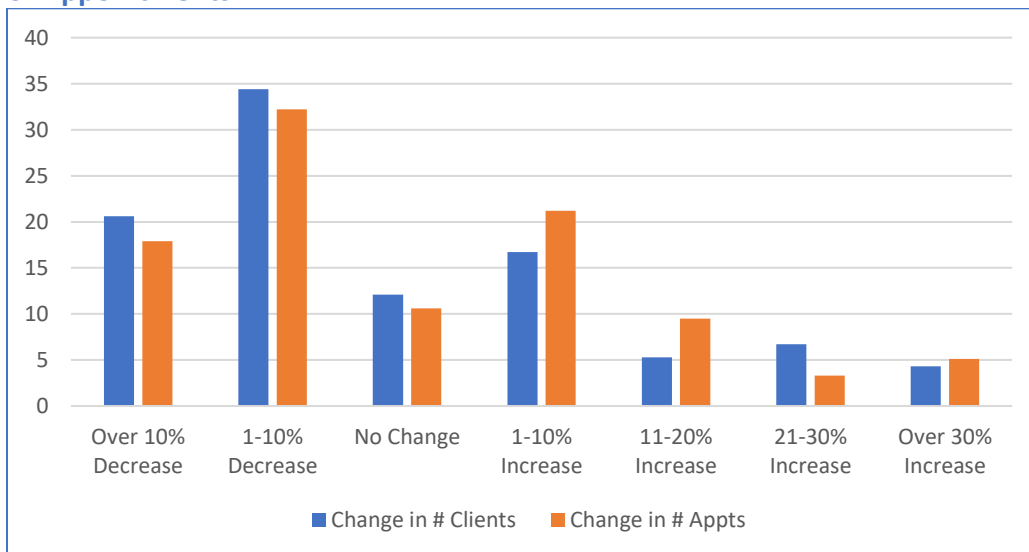
Note: Only categories with at least one center reporting are represented in the table.

Change in Number of Attended Appointments for All Types of Clinical Services: All Institutions

School Size	# Centers	>10% Decrease	1-10% Decrease	No Change	1-10% Increase	11-20% Increase	21-30% Increase	>30% Increase
Under 1,501	29	10.3%	27.6%	10.3%	31.0%	3.4%	6.9%	10.3%
1,501 - 2,500	29	3.4%	31.0%	13.8%	20.7%	20.7%	6.9%	3.4%
2,501 - 5,000	54	18.5%	22.2%	16.7%	16.7%	9.3%	7.4%	9.3%
5,001 - 7,500	33	9.1%	39.4%	6.1%	27.3%	9.1%	3.0%	6.1%
7,501 - 10,000	24	16.7%	50.0%	8.3%	12.5%	4.2%	0.0%	8.3%
10,001 - 15,000	31	16.1%	35.5%	6.5%	19.4%	19.4%	0.0%	3.2%
15,001 - 20,000	23	30.4%	26.1%	8.7%	30.4%	4.3%	0.0%	0.0%
20,001 - 25,000	12	33.3%	25.0%	8.3%	25.0%	8.3%	0.0%	0.0%

25,001 - 30,000	8	50.0%	0.0%	25.0%	25.0%	0.0%	0.0%	0.0%
30,001 - 35,000	10	20.0%	50.0%	10.0%	20.0%	0.0%	0.0%	0.0%
35,001 - 45,000	8	37.5%	37.5%	12.5%	12.5%	0.0%	0.0%	0.0%
45,001 and over	12	25.0%	50.0%	0.0%	8.3%	16.7%	0.0%	0.0%
TOTAL	273	17.9%	32.2%	10.6%	21.2%	9.5%	3.3%	5.1%

Percent of Centers with Utilization Changes in Number of Clients and Number of Appointments



Strategies to Manage Utilization

Highlights

- 42.4% of responding centers used a stepped care model to meet demand.
- On average, 38.2% of responding centers limited the number of “talk therapy” sessions, and the average number of allotted sessions was 11.
- The majority of responding centers who limited sessions did this within a year’s timeframe (62.3%) versus per semester/quarter (18.0%) or across the entire time of enrollment (6.6%).
- Whether or not a center uses session limits had only a small impact on the average number of appointments attended (5.79 vs. 5.23).

Percent of Centers Using a Stepped Care Model by School Size

School Size	# of Centers	Percent Using Stepped Care Model
Under 1,501	35	20.0%
1,501 – 2,500	36	30.6%
2,501 – 5,000	61	32.8%
5,001 – 7,500	37	35.1%
7,501 – 10,000	26	38.5%
10,001 – 15,000	34	52.9%
15,001 – 20,000	26	57.7%
20,001 – 25,000	14	64.3%
25,001 – 30,000	8	75.0%
30,001 – 35,000	10	90.0%
35,001 – 45,000	10	50.0%
45,001 and over	14	64.3%
TOTAL	311	42.4%

Percent of Centers Limiting Number of “Talk Therapy” Sessions

School Size	# of Centers	Percent Limiting
Under 1,501	38	21.1%
1,501 – 2,500	38	26.3%
2,501 – 5,000	64	28.1%
5,001 – 7,500	39	33.3%
7,501 – 10,000	25	36.0%
10,001 – 15,000	35	51.4%
15,001 – 20,000	27	66.7%
20,001 – 25,000	15	46.7%
25,001 – 30,000	8	62.5%
30,001 – 35,000	10	70.0%
35,001 – 45,000	10	60.0%
45,001 and over	13	30.8%
TOTAL	322	38.2%

Percent of Centers Using Session Limits (only centers who use session limits)

School Size	# of Centers	Per semester /quarter	Per Year	Per Entire Time of Enrollment	Other*
Under 1,501	8	25.0%	50.0%	–	25.0%
1,501 – 2,500	10	10.0%	90.0%	–	–
2,501 – 5,000	18	38.9%	33.3%	22.2%	5.6%
5,001 – 7,500	12	33.3%	50.0%	–	16.7%
7,501 – 10,000	9	22.2%	55.6%	–	22.2%
10,001 – 15,000	18	11.1%	77.8%	5.6%	5.6%
15,001 – 20,000	18	5.6%	61.1%	11.1%	22.2%
20,001 – 25,000	7	–	71.4%	–	28.6%
25,001 – 30,000	5	20.0%	80.0%	–	–
30,001 – 35,000	7	14.3%	71.4%	–	14.3%
35,001 – 45,000	6	16.7%	66.7%	–	16.7%
45,001 and over	4	–	75.0%	25.0%	–
TOTAL	123	18.0%	62.3%	6.6%	13.1%

*Centers described different models in the other category, including having an allotment per presenting concern or episode of treatment, limiting the number of courses of short-term treatment (rather than sessions), having a mix of per year and lifetime limit (does not have a yearly allotment), or advertising a limit, but having flexibility with administrative approval.

Number of Sessions Allotted by Session Limit Timeframe (only including centers who use session limits)

Limit Timeframe	# of Centers	Mean	Minimum	Maximum
Per Semester/Quarter	22	9.0	6	16
Per Year	76	10.4	2	16
Per Time of Enrollment	8	15.9	10	30
Other	15	14.7	6	50
TOTAL	121	11.0	2	50

*Centers described different models in the other category, including having an allotment per presenting concern or episode of treatment, limiting the number of courses of short-term treatment (rather than sessions), having a mix of per year and lifetime limit (does not have a yearly allotment), or advertising a limit, but having flexibility with administrative approval.

Average Sessions by Whether or Not Center Uses Session Limits

Limit Timeframe	# of Centers	Mean	Minimum	Maximum
No Session Limits	185	5.79	2.0	11.3
Yes Sessions Limits	109	5.26	2.0	11.9
TOTAL	294	5.59	2.0	11.9

Other Demand Mitigation Strategies Used by Centers

Strategy	# of Centers	Percent of Centers Indicating They Use This Strategy
Waiting List	78	20.5%
Triaging for Urgency	159	41.7%
Referring Out More Clients	119	31.2%
Appointments Every Other Week	168	44.1%
Appointments Every Three Weeks or More	58	15.2%
Canceled Non-Essential Meetings	68	17.8%
Reduced Outreach	118	31.0%
Staff Routinely Skipped Lunch	59	15.5%
Staff Routinely Came in Early/Stayed Late	47	12.3%
Hired Temporary Clinicians	62	16.3%
Hired Additional Permanent Clinicians	22	5.8%
Recruited Additional Trainees	40	10.5%
Offered More Groups	70	18.4%
More Students Put in Existing Groups	25	6.6%
Reduced Length of Appointments	28	7.3%
Reduced Administrative Time for Staff	45	11.8%
Contracted with Vendor for Teletherapy Services	80	21.0%
Other	14	3.7%

*Other strategies including hiring additional administrative staff, providing advanced training on brief interventions, developing a session limit, moving to stepped care, contract with outside providers to provide in-person treatment, vendor for online student self-support or after hours crisis support, increase walk-in offerings, one-at-a-time offerings for students on waitlist, one-at-a-time sessions for all clients, same day solution focused sessions added, contracted with community provider as referral source and center pays for up to 8 sessions.

CLINICAL SERVICES PROVIDED

Unique Students Served

Highlights

- Generally speaking, as institution size increases, the number of clients seen by the counseling center increases.
- Removing One Person Centers from the analysis of average number of unique students seen does not significantly change the overall mean number of clients seen at either community colleges or universities.

The category of “All Appointments” includes individual counseling, triage/screening appointments, intakes, couples therapy, group therapy, and psychiatric appointments.

Number of Unique Students Attending One or More Clinical Services: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	37	182.0	50	389
1,501 – 2,500	38	340.5	93	747
2,501 – 5,000	57	483.6	137	1402
5,001 – 7,500	34	575.1	97	1326
7,501 – 10,000	24	762.4	141	2354
10,001 – 15,000	32	991.4	298	2143
15,001 – 20,000	24	1467.9	751	2603
20,001 – 25,000	14	2046.5	1054	3389
25,001 – 30,000	8	1966.4	1345	3914
30,001 – 35,000	10	2472.5	1059	4138
35,001 – 45,000	9	3187.4	1814	6551
45,001 and over	14	3685.0	1755	5458
TOTAL	301	1001.4	50	6551

Number of Unique Students Attending One or More Clinical Services: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	7	204.7	91	364
10,001 and over	6	637.3	162	1157
TOTAL	13	404.4	91	1157

Number of Unique Students Attending One or More Clinical Services in Centers Larger than One-Person Centers: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	26	203.0	50	389
1,501 – 2,500	35	345.3	93	747
2,501 – 5,000	51	496.4	137	1402
5,001 – 7,500	33	578.2	97	1326
7,501 – 10,000	22	784.3	141	2354
10,001 – 15,000	32	991.4	298	2143

15,001 – 20,000	23	1453.5	751	2603
20,001 – 25,000	13	2077.4	1054	3389
25,001 – 30,000	7	2046.6	1345	3914
30,001 – 35,000	10	2472.5	1059	4138
35,001 – 45,000	9	3187.4	1814	6551
45,001 and over	14	3685.0	1755	5458
TOTAL	275	1056.4	50	6551

Number of Unique Students Attending One or More Clinical Services in Centers Larger than One-Person Centers: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	5	246.4	135	364
10,001 and over	5	676.0	162	1157
TOTAL	10	461.2	135	1157

All Clinical Service Appointments

Highlights

- Across institution size and type, the average number of attended appointments per student seen is between five (5) and six (6).

The category of “All Appointments” includes individual counseling, triage/screening appointments, intakes, couples therapy, group therapy, and psychiatric appointments.

Total Number of All Appointments: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	38	1145.5	264	2591
1,501 – 2,500	37	2196.7	300	5170
2,501 – 5,000	56	2691.4	495	7321
5,001 – 7,500	33	3283.9	508	6326
7,501 – 10,000	23	4128.8	1147	13865
10,001 – 15,000	33	5380.8	1186	14093
15,001 – 20,000	24	7705.3	4088	11277
20,001 – 25,000	13	10265.9	5314	19510
25,001 – 30,000	8	9988.8	5951	23898

30,001 – 35,000	10	13459.9	5412	21701
35,001 – 45,000	9	14290.8	7682	33665
45,001 and over	14	17959.0	7466	30822
TOTAL	298	5266.3	264	33665

Total Number of All Appointments: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	9	1021.4	185	2752
10,001 and over	6	2530.2	1009	4609
TOTAL	15	1624.9	185	4609

Average Number of All Appointments: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	36	6.4	2.8	15.8
1,501 – 2,500	37	6.3	2.0	11.3
2,501 – 5,000	53	5.8	2.6	11.9
5,001 – 7,500	33	5.8	2.8	10.3
7,501 – 10,000	23	5.6	2.9	8.3
10,001 – 15,000	32	5.4	3.4	8.0
15,001 – 20,000	24	5.4	2.8	7.2
20,001 – 25,000	13	4.9	3.6	6.6
25,001 – 30,000	8	4.9	3.8	6.2
30,001 – 35,000	10	5.4	4.8	6.1
35,001 – 45,000	9	4.5	3.3	5.7
45,001 and over	14	4.9	3.6	8.0
TOTAL	292	5.7	2.0	15.8

Average Number of All Appointments: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	7	4.9	2.0	7.6
10,001 and over	6	4.4	2.3	6.2
TOTAL	13	4.9	2.0	7.6

Session Modality

Highlights

- On average, 77.3% of sessions were provided in-person for responding centers.

- On average, 20.4% of sessions were provided via video platform for responding centers.
- On average, 2.5% of sessions were provided by phone for responding centers.

Percent of Sessions Provided In-Person by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	32	87.7%	1.0%	100%
1,501 – 2,500	30	85.3%	20.0%	100%
2,501 – 5,000	54	86.0%	24.0%	100%
5,001 – 7,500	33	74.3%	24.0%	100%
7,501 – 10,000	23	69.6%	1.0%	95.0%
10,001 – 15,000	30	73.7%	28.0%	100%
15,001 – 20,000	21	70.8%	9.0%	100%
20,001 – 25,000	12	77.1%	49.0%	99.0%
25,001 – 30,000	7	59.4%	19.0%	100%
30,001 – 35,000	9	67.1%	38.0%	97.0%
35,001 – 45,000	8	58.8%	25.0%	81.0%
45,001 and over	12	64.8%	26.0%	98.0%
TOTAL	271	77.3%	1.0%	100%

Percent of Sessions Provided Via Video Platform by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	31	11.5%	0.0%	99.0%
1,501 – 2,500	30	14.0%	0.0%	80.0%
2,501 – 5,000	54	13.1%	0.0%	75.0%
5,001 – 7,500	32	24.3%	0.0%	70.0%
7,501 – 10,000	23	26.2%	2.0%	74.0%
10,001 – 15,000	29	23.6%	0.0%	73.0%
15,001 – 20,000	21	23.9%	0.0%	89.0%
20,001 – 25,000	11	18.1%	1.0%	46.0%
25,001 – 30,000	7	36.3%	0.0%	67.0%
30,001 – 35,000	9	30.3%	2.0%	60.0%
35,001 – 45,000	7	41.0%	14.0%	63.0%
45,001 and over	12	30.4%	2.0%	74.0%
TOTAL	266	20.4%	0.0%	99.0%

Percent of Sessions Provided by Telephone by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	31	0.6%	0.0%	15.0%
1,501 – 2,500	34	0.7%	0.0%	10.0%
2,501 – 5,000	55	0.9%	0.0%	10.0%
5,001 – 7,500	33	2.1%	0.0%	27.0%
7,501 – 10,000	23	4.0%	0.0%	26.0%
10,001 – 15,000	29	3.4%	0.0%	26.0%
15,001 – 20,000	21	5.8%	0.0%	27.0%
20,001 – 25,000	11	7.2%	0.0%	31.0%
25,001 – 30,000	7	4.4%	0.0%	15.0%
30,001 – 35,000	9	2.2%	0.0%	13.0%
35,001 – 45,000	7	3.4%	0.0%	12.0%
45,001 and over	12	4.7%	0.0%	21.0%
TOTAL	271	2.5%	0.0%	31.0%

Individual Therapy Appointments

Highlights

- The average number of unique students who attended individual therapy (excluding community colleges) is 715.
- The number of unique students seen for individual therapy is proportional to school size. Larger schools see more students for individual therapy.
- The average number of talk therapy appointments attended per client is slightly higher for smaller schools than larger schools.

Individual therapy appointments are traditional one-on-one talk therapy sessions and do not include triage/screenings, intakes, psychiatric appointments, or crisis appointments.

Number of Unique Students Attending Individual Therapy: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	36	162.3	44	349
1,501 – 2,500	37	299.9	73	661
2,501 – 5,000	55	376.6	76	1038
5,001 – 7,500	35	460.8	97	962
7,501 – 10,000	22	629.6	141	1617
10,001 – 15,000	33	780.8	225	2329

15,001 – 20,000	24	986.3	337	1784
20,001 – 25,000	14	1550.7	575	2457
25,001 – 30,000	7	1585.3	437	3171
30,001 – 35,000	10	1354.6	739	2104
35,001 – 45,000	10	1791.0	744	3280
45,001 and over	14	2221.9	798	3654
TOTAL	297	715.3	44	3654

Number of Unique Students Attending Individual Therapy: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	8	179.4	91	364
10,001 and over	6	386.7	173	715
TOTAL	14	268.2	91	715

Total Sessions of Individual Therapy Attended: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	34	960.8	275	2211
1,501 – 2,500	35	1816.6	489	3742
2,501 – 5,000	55	2059.8	402	5085
5,001 – 7,500	30	2535.2	508	4980
7,501 – 10,000	20	3106.3	944	6454
10,001 – 15,000	33	3646.3	886	8055
15,001 – 20,000	24	5226.0	1851	10040
20,001 – 25,000	13	7048.1	2809	11066
25,001 – 30,000	6	7124.8	2276	13678
30,001 – 35,000	10	7319.4	4408	9936
35,001 – 45,000	10	8199.0	4304	12426
45,001 and over	14	8782.6	3739	15114
TOTAL	284	3542.2	275	15114

Total Sessions of Individual Therapy Attended: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	8	732.8	185	1435
10,001 and over	6	1793.8	1009	3309
TOTAL	14	1187.5	185	3309

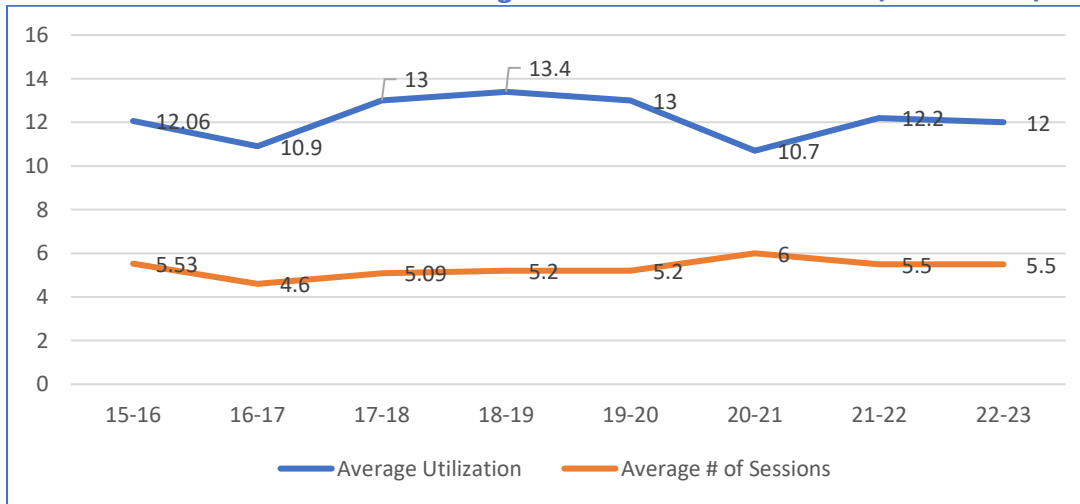
Average Number of Individual Appointments Attended per Client: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	33	6.3	2.8	14.9
1,501 – 2,500	35	6.0	2.0	12.4
2,501 – 5,000	54	5.6	2.4	11.6
5,001 – 7,500	30	5.5	3.1	10.3
7,501 – 10,000	20	5.5	2.7	8.1
10,001 – 15,000	33	5.0	2.1	10.6
15,001 – 20,000	24	5.5	3.3	7.8
20,001 – 25,000	12	5.0	2.3	9.6
25,001 – 30,000	6	4.4	3.2	5.4
30,001 – 35,000	10	5.7	4.3	6.9
35,001 – 45,000	10	4.9	3.4	6.3
45,001 and over	14	4.0	2.6	5.9
TOTAL	281	5.5	2.0	14.9

Average Number of Individual Therapy Appointments Attended per Client: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	7	4.7	2.0	6.3
10,001 and over	6	4.8	3.8	5.8
TOTAL	13	4.7	2.0	6.3

Trends in Utilization Rates and Average Number of Sessions: 2015/16 to 2022/23



Percent of Individual Therapy Appointments Scheduled for Less than 45 minutes

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	31	7.2%	0.0%	40.0%
1,501 - 2,500	36	4.9%	0.0%	31.0%
2,501 - 5,000	46	5.6%	0.0%	64.0%
5,001 - 7,500	24	6.2%	0.0%	30.0%
7,501 - 10,000	24	3.6%	0.0%	20.0%
10,001 - 15,000	31	5.1%	0.0%	32.0%
15,001 - 20,000	19	3.1%	0.0%	20.0%
20,001 - 25,000	11	3.0%	0.0%	22.0%
25,001 - 30,000	5	14.6%	0.0%	33.0%
30,001 - 35,000	9	1.2%	0.0%	5.0%
35,001 – 45,000	10	5.7%	0.0%	32.0%
45,001 and over	10	2.7%	0.0%	10.0%
TOTAL	256	5.1%	0.0%	64.0%

Percent of Individual Therapy Appointments Scheduled for Less than 45 minutes by Range

School Size	# of Centers	None (0.0%)	1-10%	11-20%	21-30%	31-40%	41% or greater
Under 1,501	31	35.5%	45.2%	6.5%	6.5%	6.5%	0.0%
1,501 - 2,500	36	50.0%	36.1%	8.3%	2.8%	2.8%	0.0%
2,501 - 5,000	46	56.5%	34.8%	2.2%	2.2%	2.2%	2.2%
5,001 - 7,500	24	45.8%	29.2%	16.7%	8.3%	0.0%	0.0%
7,501 - 10,000	24	58.3%	33.3%	8.3%	0.0%	0.0%	0.0%
10,001 - 15,000	31	38.7%	41.9%	16.1%	0.0%	3.2%	0.0%
15,001 - 20,000	19	57.9%	31.6%	10.5%	0.0%	0.0%	0.0%
20,001 - 25,000	11	45.5%	45.5%	0.0%	9.1%	0.0%	0.0%
25,001 - 30,000	5	40.0%	0.0%	40.0%	0.0%	20.0%	0.0%
30,001 - 35,000	9	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%
35,001 – 45,000	10	20.0%	70.0%	0.0%	0.0%	10.0%	0.0%
45,001 and over	10	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%
TOTAL	256	48.0%	37.9%	8.2%	2.7%	2.7%	0.4%

Percent of Individual Therapy Appointments No Shown by Clients

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	28	8.0%	4.0%	15.0%
1,501 – 2,500	28	7.7%	2.0%	18.0%
2,501 – 5,000	51	8.6%	4.0%	16.0%

5,001 – 7,500	35	7.9%	4.0%	16.0%
7,501 – 10,000	21	7.8%	3.0%	14.0%
10,001 – 15,000	30	8.9%	4.0%	17.0%
15,001 – 20,000	23	8.0%	3.0%	15.0%
20,001 – 25,000	10	7.6%	4.0%	14.0%
25,001 – 30,000	6	8.2%	4.0%	12.0%
30,001 – 35,000	8	6.8%	2.0%	16.0%
35,001 – 45,000	9	9.9%	6.0%	15.0%
45,001 and over	12	6.1%	4.0%	10.0%
TOTAL	261	8.1%	2.0%	18.0%

Percent of Individual Therapy Appointments Canceled by Clients

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	28	7.8%	2.0%	14.0%
1,501 – 2,500	27	7.9%	3.0%	17.0%
2,501 – 5,000	49	7.7%	2.0%	15.0%
5,001 – 7,500	33	8.0%	2.0%	15.9%
7,501 – 10,000	20	9.6%	3.0%	15.0%
10,001 – 15,000	30	7.5%	2.0%	18.0%
15,001 – 20,000	22	8.7%	3.0%	17.0%
20,001 – 25,000	7	8.7%	6.0%	13.2%
25,001 – 30,000	5	4.2%	3.0%	6.0%
30,001 – 35,000	8	9.8%	3.0%	17.0%
35,001 – 45,000	7	8.4%	5.0%	13.0%
45,001 and over	8	8.5%	4.0%	16.0%
TOTAL	244	8.1%	2.0%	18.0%

Counseling Session Fees and Insurance Billing

Highlights

- The majority of centers do not bill students or insurance for counseling sessions.
- Centers on campuses with more than 10,000 students are more likely to bill the student or insurance for counseling sessions and to charge more per session.
- If a center charges students a session fee, it is somewhat more likely that the charges start at the beginning of the service (60%) than after a certain number of sessions (40%).

Center Charges Students for Counseling Sessions

Response	# Centers	% Centers
Yes	10	3.2%
No	306	96.8%
TOTAL	316	100%

Percent of Centers Charging Students for Counseling Sessions by School Size

School Size	# Centers Responding	# of Centers Charging Fee	% Centers Charging Fee
Under 10,000	199	3	1.5%
10,001 and over	117	7	6.0%
TOTAL	316	10	3.2%

For Centers Charging a Fee: Amount Charged per Counseling Session by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	2	\$10.00	\$10.00	\$10.00
10,001 and over	6	\$34.50	\$15.00	\$122.00
TOTAL	8	\$28.38	\$10.00	\$122.00

Onset of Counseling Session Fee Charges

Response	# Centers	% Centers
At Outset of Treatment	6	60.0%
After a Certain Number of Sessions	4	40.0%
TOTAL	10	100%

For Centers Charging a Fee: Onset of Counseling Session Fee by School Size

School Size	# of Centers Responding	% Centers Start at Outset of Treatment	% Centers Start after a Certain Number of Sessions
Under 10,000	3	66.7%	33.3%
10,001 and over	7	57.1%	42.9%
TOTAL	10	60.0%	40.0%

Center Bills Insurance for Counseling Sessions

Response	# Centers	% Centers
Yes	12	3.8%
No	301	96.2%
TOTAL	313	100%

Percent of Centers Billing Insurance for Counseling Sessions by School Size

School Size	# of Centers Responding	# of Centers Billing Insurance	% Centers Billing Insurance
Under 10,000	197	5	2.5%
10,001 and over	116	7	6.0%
TOTAL	313	12	3.8%

Note: Due to small number of centers responding, data are not reported by traditional school size breakdowns.

Triage/Screening Services

Highlights

- Centers at larger schools are more likely to use triage/screening appointments.

Percent of Centers That Use Triage/Screening Appointments

School Size	Number of Centers Responding	Number of Centers that Use Triage/Screening Appointments	Percent of Centers that Use Triage/Screening Appointments
Under 1,501	41	19	46.3%
1,501 – 2,500	39	12	30.8%
2,501 – 5,000	64	25	39.1%
5,001 – 7,500	39	21	53.8%
7,501 – 10,000	28	16	57.1%
10,001 – 15,000	37	23	62.2%
15,001 – 20,000	30	20	66.7%
20,001 – 25,000	18	12	66.7%
25,001 – 30,000	9	8	88.9%
30,001 – 35,000	10	4	40.0%
35,001 – 45,000	10	5	50.0%
45,001 and over	14	12	85.7%
TOTAL	339	177	52.2%

Mean Number of Triage/Screening Appointments Attended

School Size	Number of Centers Responding	Mean Number of Triage/Screening Appointments Attended	Minimum	Maximum
Under 1,501	14	90.5	8	238
1,501 – 2,500	10	180.4	15	334
2,501 – 5,000	23	270.1	25	1297
5,001 – 7,500	19	299.8	13	757
7,501 – 10,000	15	435.9	25	1565
10,001 – 15,000	19	729.7	292	2114
15,001 – 20,000	17	996.0	312	1702
20,001 – 25,000	10	1636.3	180	2746
25,001 – 30,000	8	2016.5	335	5172
30,001 – 35,000	4	1640.8	920	3128
35,001 – 45,000	5	2567.0	840	3658
45,001 and over	12	2763.5	710	6627
TOTAL	156	880.6	8	6627

Group Services

Highlights

- 79.8% of centers (not including community colleges) reported running at least 1 group.
- 57.1% of centers at community colleges reported running at least 1 group.
- Centers at larger schools are providing more group services than at smaller schools.

For the Group Services statistics reported below, only counseling centers that reported running at least one group in 2022-2023 are included in the analyses.

Total Number of Unique Students Attending at Least One Group Session: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	17	10.1	2	26
1,501 – 2,500	19	23.4	3	74
2,501 – 5,000	33	54.1	1	518
5,001 – 7,500	21	41.6	1	219
7,501 – 10,000	15	55.9	1	200
10,001 – 15,000	26	84.4	3	318

15,001 – 20,000	20	121.2	50	248
20,001 – 25,000	10	115.7	6	390
25,001 – 30,000	5	266.8	40	813
30,001 – 35,000	9	262.4	88	498
35,001 – 45,000	9	187.1	23	418
45,001 and over	13	284.3	108	550
TOTAL	197	96.3	1	813

NOTE: 20.2% of non-community college centers (50 out of 247) reported running no groups.

Total Number of Unique Students Attending at Least One Group Session: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	3	15.3	5	26
10,001 and over	5	26.0	16	36
TOTAL	8	22.0	5	36

NOTE: 42.9% of community college centers (6 out of 14) reported running no groups.

Mean Number of Groups: Excluding Community Colleges

School Size	# of Centers Responding	# of Centers That Had Any Groups	Mean # of Groups	Minimum	Maximum
Under 1,501	35	17	2.3	1	7
1,501 – 2,500	36	19	4.2	1	13
2,501 – 5,000	55	32	6.2	1	21
5,001 – 7,500	32	21	5.2	1	28
7,501 – 10,000	20	14	8.0	1	25
10,001 – 15,000	31	26	12.7	1	35
15,001 – 20,000	23	20	19.0	6	53
20,001 – 25,000	14	10	13.4	1	28
25,001 – 30,000	5	5	10.4	5	24
30,001 – 35,000	8	7	39.0	20	75
35,001 – 45,000	9	9	28.7	4	51
45,001 and over	12	12	59.0	12	124
TOTAL	280	192	13.9	1	124

Mean Number of Groups: Community Colleges Only

School Size	# of Centers Responding	# of Centers That Had Any Groups	Mean # of Groups	Minimum	Maximum
Under 10,000	10	3	1.7	1	3
10,001 and over	6	5	4.8	2	10
TOTAL	16	8	3.6	1	10

Mean Number of Group Appointments Attended: Excluding Community Colleges

School Size	# of Centers	Mean # of Group Sessions	Minimum	Maximum
Under 1,501	17	23.5	1	148
1,501 – 2,500	19	67.2	6	556
2,501 – 5,000	33	60.0	1	354
5,001 – 7,500	21	53.6	1	267
7,501 – 10,000	15	127.7	8	650
10,001 – 15,000	26	232.1	4	1308
15,001 – 20,000	17	189.6	74	542
20,001 – 25,000	7	310.4	4	1086
25,001 – 30,000	4	69.0	50	94
30,001 – 35,000	8	1,000.8	197	2365
35,001 – 45,000	9	617.0	34	2622
45,001 and over	12	923.3	130	3652
TOTAL	188	229.0	1	3652

Mean Number of Group Appointments Attended: Community Colleges Only

School Size	# of Centers	Mean # of Group Sessions	Minimum	Maximum
Under 10,000	3	24.3	7	50
10,001 and over	5	65.2	6	199
TOTAL	8	49.9	6	199

Crisis Appointments

Highlights

- The average number of clients who attended a crisis appointment across all centers was 134.
- The average number of crisis appointments across all centers was 173.3.
- The majority of centers use third party vendors to provide afterhours crisis support to students.
- The majority of centers (61.7%) are located within 5 miles of a hospital with a behavioral health unit.
 - This is true across institution sizes.
 - However, for centers located in rural settings, only 27.4% are located within 5 miles of a behavioral health unit.
- On average centers referred 14 clients for hospitalization over the course of the year, however this number varied widely by school size with larger schools referring more students for hospitalization.

Number of Clients Who Attended a Crisis Appointment

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	29	27.3	2	116
1,501 – 2,500	30	59.2	1	346
2,501 – 5,000	53	60.4	1	218
5,001 – 7,500	31	77.6	6	274
7,501 – 10,000	21	115.2	13	376
10,001 – 15,000	31	126.7	25	342
15,001 – 20,000	24	205.3	30	1389
20,001 – 25,000	12	220.1	36	409
25,001 – 30,000	6	164.8	117	240
30,001 – 35,000	9	261.8	43	845
35,001 – 45,000	10	387.6	60	923
45,001 and over	13	527.6	19	1232
TOTAL	269	134.5	1	1389

Number of Crisis Appointments

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	29	35.0	2	210
1,501 – 2,500	32	77.1	1	590
2,501 – 5,000	56	77.5	1	544

5,001 – 7,500	31	90.0	7	430
7,501 – 10,000	22	136.7	16	475
10,001 – 15,000	31	169.5	24	699
15,001 – 20,000	24	257.5	10	1637
20,001 – 25,000	12	240.6	45	557
25,001 – 30,000	6	217.2	131	385
30,001 – 35,000	10	367.9	51	1026
35,001 – 45,000	8	580.9	94	1683
45,001 and over	13	761.5	24	2418
TOTAL	274	173.3	1	2418

Ways Centers Provide Afterhours Crisis Support to Students (Number of Centers Using)

School Size	Third Party Vendor	Community Hotline	All Center Staff Rotate On-Call	Select Center Staff Rotate On-Call	Campus Police or Security	Res Life Staff	Other
Under 1,501	12	13	13	10	0	4	1
1,501 – 2,500	17	14	9	9	1	1	1
2,501 – 5,000	28	26	15	15	5	3	2
5,001 – 7,500	23	18	5	7	3	0	2
7,501 – 10,000	16	11	6	3	1	0	0
10,001 – 15,000	23	16	9	4	1	0	3
15,001 – 20,000	17	7	8	3	0	1	0
20,001 – 25,000	13	6	7	1	2	1	0
25,001 – 30,000	7	1	1	1	0	0	1
30,001 – 35,000	10	4	2	0	0	0	0
35,001 – 45,000	8	3	3	2	0	0	1
45,001 and over	12	3	2	1	0	1	3
TOTAL	186	122	80	56	13	11	14

Other Afterhours Crisis Models Used by Responding Centers

Type of Service	# of Centers
Local Crisis Response Team	5
Center Staff are Backup to Third Party Vendor	4
In-Person Counselors in Residence	1
On-Call Dean System for All of Campus	1
Peer Helpline	1
Safer Communities Team	1
We Have a Crisis Intervention Team	1

Proximity of Nearest Hospital with Behavioral Health Unit

Distance	# Centers	% Centers
0-5 miles	198	61.7%
6-10 miles	52	16.2%
11-20 miles	32	10.0%
21-30 miles	11	3.4%
31-40 miles	8	2.5%
Over 40 miles	20	6.2%
Total	321	

Proximity of Nearest Hospital with Behavioral Health Unit Based on School Size

School Size	# Centers	0-5 miles	6-10 miles	11-20 miles	21-30 miles	31-40 miles	Over 40 miles
Under 1,501	37	22	4	7	2	1	1
1,501 – 2,500	37	23	4	6	1	0	3
2,501 – 5,000	64	33	16	6	5	1	3
5,001 – 7,500	38	21	9	4	0	1	3
7,501 – 10,000	25	17	3	1	1	1	2
10,001 – 15,000	35	22	4	4	0	2	3
15,001 – 20,000	27	17	3	1	2	2	2
20,001 – 25,000	16	13	2	0	0	0	1
25,001 – 30,000	8	4	1	2	0	0	1
30,001 – 35,000	10	7	3	0	0	0	0
35,001 – 45,000	10	7	2	1	0	0	0
45,001 and over	14	12	1	0	0	0	1
TOTAL	321	198	52	32	11	8	20

Proximity of Nearest Hospital with Behavioral Health Unit Based on Campus Location

School Size	# Centers	0-5 miles	6-10 miles	11-20 miles	21-30 miles	31-40 miles	Over 40 miles
Metropolitan	28	23	3	2	0	0	0
Urban	151	116	24	7	0	0	4
Urban Adjacent	69	39	17	9	1	1	2
Rural	73	20	8	14	10	7	14
TOTAL	321	198	52	32	11	8	20

Mean Number of Clients Referred, Admitted and Admitted Involuntarily to a Hospital

School Size	# of Centers	Mean # of Clients Referred	Mean # of Clients Hospitalized	Mean # of Clients Hospitalized Involuntarily	% of Hospitalizations that were Involuntary
Under 1,501	26	3.4	2.3	0.5	21.7%
1,501 – 2,500	29	8.0	6.1	1.1	18.0%
2,501 – 5,000	45	8.0	5.8	0.9	15.5%
5,001 – 7,500	25	11.8	7.4	2.2	29.7%
7,501 – 10,000	14	15.5	12.0	0.6	5.0%
10,001 – 15,000	17	17.2	14.2	2.0	14.1%
15,001 – 20,000	17	9.4	8.8	1.2	13.6%
20,001 – 25,000	5	49.6	36.0	6.0	16.7%
25,001 – 30,000	4	9.5	7.0	0.0	0.0%
30,001 – 35,000	6	23.0	19.0	13.4	70.5%
35,001 – 45,000	5	70.0	51.6	34.8	67.4%
45,001 and over	7	47.3	63.3	12.7	20.1%
TOTAL	190	14.1	11.3	2.9	25.5%

Note: These numbers reflect students engaged with crisis services via the counseling center. These do not reflect overall hospitalizations of the student body, as many times students access crisis services without involvement by the counseling center.

Clients Who Took a Medical Leave

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	13	3.2	0	13
1,501 – 2,500	21	14.0	0	51
2,501 – 5,000	28	9.9	0	53
5,001 – 7,500	10	19.8	0	60
7,501 – 10,000	5	12.2	0	35
10,001 – 15,000	7	49.3	0	180
15,001 – 20,000	4	34.0	2	114
20,001 – 25,000	0	—	—	—
25,001 – 30,000	1	177.0	177	177
30,001 – 35,000	1	58.0	58	58
35,001 – 45,000	1	210.0	210	210
45,001 and over	2	135.0	131	139
TOTAL	93	22.2	0	210

Outreach and Campus Community Education

Highlights

- Averaging across the responding centers, 577 individuals attended training events provided by centers during the reporting year.
- Averaging across the responding centers, 3,459 individuals attended outreach programs provided by centers during the reporting year.
- 94.9% of responding centers provided formal consultation services during the reporting year.
- 96.8% of responding centers provided informal consultation services during the reporting year.

Number of Individuals Attending Training Events Provided by Centers

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	19	92.7	20	297
1,501 – 2,500	26	169.8	4	1,064
2,501 – 5,000	40	151.6	2	755
5,001 – 7,500	22	789.2	3	7740
7,501 – 10,000	21	443.4	16	3426
10,001 – 15,000	20	1045.5	10	10341
15,001 – 20,000	10	635.8	44	2283
20,001 – 25,000	10	1284.1	11	3350
25,001 – 30,000	4	556.5	165	853
30,001 – 35,000	6	441.0	50	875
35,001 – 45,000	7	1837.7	454	3616
45,001 and over	7	2006.0	268	4463
TOTAL	192	577.1	2	10341

Number of Individuals Attending Outreach Programs Provided by Centers

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	17	698.6	4	2951
1,501 – 2,500	27	655.8	50	2070
2,501 – 5,000	38	1054.5	2	5746
5,001 – 7,500	19	3118.4	82	9502
7,501 – 10,000	20	2538.9	158	9623
10,001 – 15,000	23	2832.4	100	9577
15,001 – 20,000	16	5774.6	131	20881
20,001 – 25,000	11	5408.2	325	14123
25,001 – 30,000	3	10374.0	53	19583

30,001 – 35,000	7	13907.0	2,000	24497
35,001 – 45,000	4	5667.8	2,391	13407
45,001 and over	10	12666.2	265	37348
TOTAL	195	3459.1	2	37348

Percent of Centers Providing Formal Consultation Services

School Size	# Centers Responding	% of Centers Who Provided Formal Consultation
Under 1,501	35	88.6%
1,501 – 2,500	37	94.6%
2,501 – 5,000	60	91.7%
5,001 – 7,500	38	94.7%
7,501 – 10,000	25	100%
10,001 – 15,000	34	100%
15,001 – 20,000	26	100%
20,001 – 25,000	16	87.5%
25,001 – 30,000	7	100%
30,001 – 35,000	10	100%
35,001 – 45,000	10	100%
45,001 and over	14	92.9%
Total	312	94.9%

Item prompt: Did you or your staff spend time this year in formal meetings with faculty/staff/administrators/student leaders in which your role or expertise from the counseling center was sought?

Percent of Centers Providing Informal Consultation Services

School Size	# Centers Responding	% of Centers Who Provided Informal Consultation
Under 1,501	35	94.3%
1,501 – 2,500	37	97.3%
2,501 – 5,000	60	95.0%
5,001 – 7,500	38	97.4%
7,501 – 10,000	25	96.0%
10,001 – 15,000	34	100%
15,001 – 20,000	26	100%
20,001 – 25,000	16	87.5%
25,001 – 30,000	7	100%

30,001 – 35,000	10	100%
35,001 – 45,000	10	100%
45,001 and over	14	100%
Total	312	96.8%

Item prompt: Did you or your staff spend time this year in informal meetings/phone calls with faculty/staff/administrators/student leaders in which your role or expertise from the counseling center was sought?

Psychiatric Services

Highlights

- Over half (62.8%) of reporting institutions have psychiatric services available on campus.
- 38.8% of the psychiatric services exist within the counseling center either exclusively or in combination with psychiatric services elsewhere on campus as well.
- Very small campuses (5,000 students or less) are less likely to have on campus psychiatric services.
- There is a wide range with respect to the number of hours per week that psychiatric services are available; institution size is related to the number of psychiatry hours available only for very small schools (under 1,501 students)
- Regardless of institution size, the mean number of psychiatric appointments per client is approximately four (4).

Location of Psychiatric Providers on Campus

Location	# of Centers	Percent
No Psychiatric Provider on Campus	119	37.2%
On Campus, Not in Center	77	24.1%
Only in Center	110	34.4%
In Center and Elsewhere on Campus	14	4.4%
TOTAL	320	100.0%

Location of Psychiatric Providers on Campus by School Size

School Size	# of Centers	% of Centers with No Provider on Campus	% of Centers with Provider Elsewhere on Campus	% of Centers with Provider in Counseling Center	% of Centers with Provider in Center and Elsewhere on Campus
Under 1,501	37	70.3%	16.2%	13.5%	0.0%
1,501 – 2,500	38	55.3%	13.2%	28.9%	2.6%
2,501 – 5,000	62	50.0%	11.3%	33.9%	4.8%

5,001 – 7,500	38	39.5%	18.4%	34.2%	7.9%
7,501 – 10,000	26	26.9%	23.1%	46.2%	3.8%
10,001 – 15,000	34	26.5%	35.3%	35.3%	2.9%
15,001 – 20,000	27	14.8%	25.9%	51.9%	7.4%
20,001 – 25,000	16	6.3%	43.8%	43.8%	6.3%
25,001 – 30,000	8	37.5%	37.5%	25.0%	0.0%
30,001 – 35,000	10	0.0%	50.0%	50.0%	0.0%
35,001 – 45,000	10	10.0%	50.0%	40.0%	0.0%
45,001 and over	14	7.1%	50.0%	28.6%	14.3%
TOTAL	320	37.2%	24.1%	34.4%	4.4%

Average Number of Hours of Psychiatric Services Available per Week

School Size	# Centers	Mean	Minimum	Maximum
Under 1,501	4	3.9	2.5	6.0
1,501 – 2,500	11	12.9	2.0	30.0
2,501 – 5,000	23	11.8	3.0	50.0
5,001 – 7,500	15	12.2	4.0	32.0
7,501 – 10,000	12	16.0	3.0	68.0
10,001 – 15,000	11	24.6	7.0	60.0
15,001 – 20,000	14	26.3	6.0	47.0
20,001 – 25,000	4	50.5	12.0	100.0
25,001 – 30,000	0	–	–	–
30,001 – 35,000	4	50.9	32.0	64.0
35,001 – 45,000	3	91.0	30.0	181.0
45,001 and over	6	66.4	44.0	90.0
TOTAL	107	23.5	2.0	181.0

Number of Individuals Served by Psychiatric Services

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	4	35.5	13	77
1,501 – 2,500	10	69.4	31	135
2,501 – 5,000	23	71.3	4	215
5,001 – 7,500	12	88.4	16	218
7,501 – 10,000	10	99.6	9	356
10,001 – 15,000	12	274.3	43	751
15,001 – 20,000	13	189.1	46	411
20,001 – 25,000	4	300.5	63	771

25,001 – 30,000	0	–	–	–
30,001 – 35,000	4	529.5	168	1498
35,001 – 45,000	4	888.8	386	1228
45,001 and over	6	463.2	242	720
TOTAL	102	195.4	4	1498

Number of Psychiatric Appointments Attended

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	3	159.7	68	329
1,501 – 2,500	9	307.8	109	638
2,501 – 5,000	23	363.6	17	959
5,001 – 7,500	14	458.1	38	1449
7,501 – 10,000	10	482.0	31	1775
10,001 – 15,000	12	964.8	166	2819
15,001 – 20,000	13	735.2	131	1835
20,001 – 25,000	4	1343.8	277	2941
25,001 – 30,000	0	–	–	–
30,001 – 35,000	4	1699.0	668	3948
35,001 – 45,000	4	3468.8	1252	5359
45,001 and over	6	1908.2	1180	2317
TOTAL	102	776.4	17	5359

Average Number of Psychiatric Appointments Attended per Client

School Size	# Centers	Mean	Minimum	Maximum
Under 1,501	3	4.3	2.3	6.3
1,501 – 2,500	9	4.0	2.9	5.7
2,501 – 5,000	23	4.3	1.8	8.2
5,001 – 7,500	11	4.5	2.4	6.8
7,501 – 10,000	10	4.2	1.3	9.7
10,001 – 15,000	12	3.5	1.8	6.0
15,001 – 20,000	13	3.8	2.2	5.9
20,001 – 25,000	3	4.4	3.8	5.1
25,001 – 30,000	0	–	–	–
30,001 – 35,000	4	4.1	2.6	5.7
35,001 – 45,000	4	3.9	2.6	4.9
45,001 and over	6	4.3	3.2	5.3
TOTAL	98	4.1	1.3	9.7

Percent of Psychiatric Appointments No Shown by Clients

School Size	# Centers	Mean	Minimum	Maximum
Under 1,501	3	9.3%	7.0%	14.0%
1,501 – 2,500	6	9.5%	5.0%	16.0%
2,501 – 5,000	16	6.4%	1.0%	12.0%
5,001 – 7,500	10	10.1%	4.0%	16.0%
7,501 – 10,000	11	7.6%	1.0%	13.0%
10,001 – 15,000	10	9.9%	2.0%	16.0%
15,001 – 20,000	10	11.0%	3.0%	16.0%
20,001 – 25,000	3	8.0%	7.0%	10.0%
25,001 – 30,000	1	7.0%	7.0%	7.0%
30,001 – 35,000	3	7.0%	3.0%	12.0%
35,001 – 45,000	4	12.8%	10.0%	16.0%
45,001 and over	6	6.8%	4.0%	10.0%
TOTAL	83	8.7%	1.0%	16.0%

Percent of Psychiatric Appointments Canceled by Clients

School Size	# Centers	Mean	Minimum	Maximum
Under 1,501	3	3.3%	0.0%	8.0%
1,501 - 2,500	7	5.1%	2.0%	10.0%
2,501 - 5,000	16	6.1%	1.0%	11.0%
5,001 - 7,500	9	5.6%	3.0%	10.0%
7,501 - 10,000	9	5.1%	1.0%	11.0%
10,001 - 15,000	10	6.7%	3.0%	17.0%
15,001 - 20,000	9	7.2%	2.0%	15.0%
20,001 - 25,000	3	6.7%	5.0%	10.0%
25,001 - 30,000	0	–	–	–
30,001 - 35,000	3	10.3%	8.0%	13.0%
35,001 – 45,000	4	12.8%	6.0%	24.0%
45,001 and over	6	9.8%	4.0%	17.0%
TOTAL	79	6.7%	0.0%	24.0%

Psychiatric Appointment Fees

Highlights

- The majority of centers do not bill the student or insurance for psychiatric appointments.
- Centers serving campuses over 10,000 students are somewhat more likely to bill the student and/or insurance for psychiatric appointments.

- The amount a center charges a student for psychiatric sessions varies widely across institution size, with some charging a nominal fee and others charging \$100.00 or more.

Center Charges Students a Psychiatric Appointment Fee

Response	# Centers	% Centers
Yes	39	13.8%
No	244	86.2%
TOTAL	283	100%

Percent of Centers Charging Students a Psychiatric Appointment Fee by School Size

School Size	# of Centers Responding	# of Centers Charging Fee	% Centers Charging Fee
Under 1,501	33	3	9.1%
1,501 – 2,500	34	2	5.9%
2,501 – 5,000	55	2	3.6%
5,001 – 7,500	34	3	8.8%
7,501 – 10,000	23	3	13.0%
10,001 – 15,000	27	9	33.3%
15,001 – 20,000	24	4	16.7%
20,001 – 25,000	14	1	7.1%
25,001 – 30,000	7	2	28.6%
30,001 – 35,000	10	3	30.0%
35,001 - 45,000	9	2	22.2%
45,001 and over	13	5	38.5%
TOTAL	283	39	13.8%

Amount Charged per Psychiatric Appointment by School Size

School Size	# of Centers Responding	Mean	Minimum	Maximum
Under 1,501	1	\$15.00	\$15.00	\$15.00
1,501 – 2,500	0	–	–	–
2,501 – 5,000	2	\$27.50	\$15.00	\$40.00
5,001 – 7,500	2	\$115.00	\$30.00	\$200.00
7,501 – 10,000	2	\$62.50	\$25.00	\$100.00

10,001 – 15,000	6	\$49.17	\$20.00	\$100.00
15,001 – 20,000	2	\$57.50	\$15.00	\$100.00
20,001 – 25,000	1	\$75.00	\$75.00	\$75.00
25,001 – 30,000	1	\$10.00	\$10.00	\$10.00
30,001 – 35,000	2	\$118.00	\$50.00	\$186.00
35,001 – 45,000	2	\$32.50	\$25.00	\$40.00
45,001 and over	3	\$20.00	\$5.00	\$30.00
TOTAL	24	\$53.38	\$5.00	\$200.00

Onset of Psychiatric Appointment Fee

Response	# Centers	% Centers
At Onset of Treatment	34	100%
After a Certain Number of Sessions	0	0.0%
TOTAL	34	100%

Center Bills Insurance for Psychiatric Appointments

Response	# Centers	% Centers
Yes	21	7.6%
No	254	92.4%
TOTAL	275	100%

Percent of Centers Billing Insurance for Psychiatric Appointments by School Size

School Size	# of Centers Responding	# of Centers Billing Insurance	% Centers Billing Insurance
Under 1,501	31	1	3.2%
1,501 – 2,500	35	1	2.9%
2,501 – 5,000	54	2	3.7%
5,001 – 7,500	36	3	6.4%
7,501 – 10,000	21	0	0.0%
10,001 – 15,000	25	2	5.0%
15,001 – 20,000	23	3	13.0%
20,001 – 25,000	14	1	5.3%
25,001 – 30,000	5	1	20%

30,001 – 35,000	8	2	25.0%
35,001 – 45,000	9	1	11.1%
45,001 and over	14	4	28.6%
TOTAL	275	21	7.6%

STAFF TURNOVER AND RECRUITMENT

Reasons for Turnover of Staff Positions

Highlights

- Low salary is the top ranked reason for staff departures, followed by work conditions and leaving the counseling center field. These are the same top three reasons as in the 2022 survey.
- Over a third (37.1%) of departing staff left to work in private practice.

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

Reason for Leaving	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8	# Centers Ranking this as a concern
Low Salary	37.3%	14.7%	2.8%	1.8%	1.8%	0.0%	0.5%	0.5%	129
Work Conditions	17.5%	23.0%	8.3%	2.3%	1.4%	0.0%	1.4%	0.5%	118
Left the Counseling Center Field	13.4%	12.0%	9.7%	3.7%	0.0%	0.5%	0.5%	0.5%	87
Relocation	12.9%	6.9%	6.9%	2.3%	0.9%	0.9%	0.5%	0.9%	70
Promotion	6.0%	6.5%	4.1%	0.5%	1.4%	0.0%	0.5%	0.5%	42
Retired	6.9%	0.9%	2.3%	3.2%	0.9%	0.5%	0.9%	0.5%	35
Termination	4.1%	2.8%	1.8%	0.5%	0.0%	0.5%	0.9%	0.5%	24
Other	8.8%	5.5%	4.1%	2.8%	1.4%	0.0%	0.0%	0.0%	49

Total N=217

Top Three Reasons Staff Left (top 3 ranks)

Low salary: For those indicating this as a reason, 62.8% ranked it as one of the top three reasons for the departure.

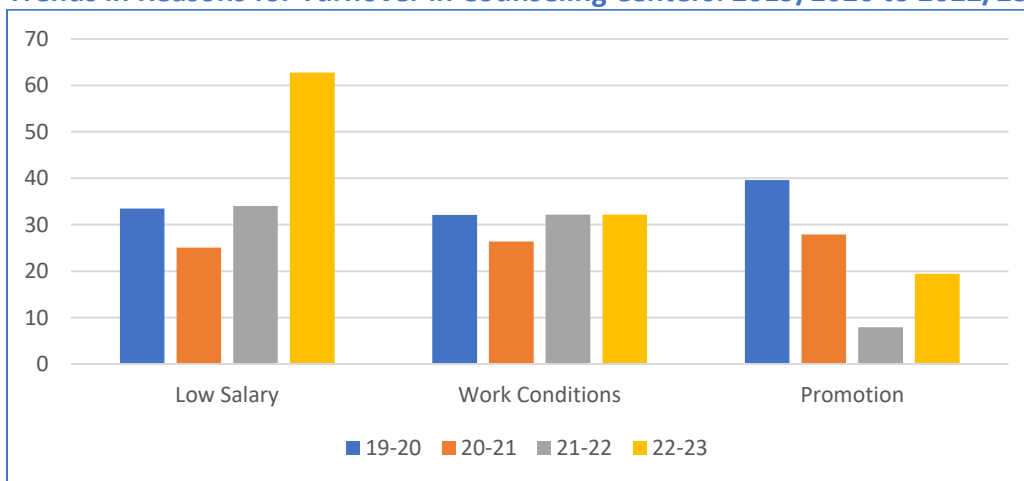
Work conditions: For those stating this as a reason, 32.2% ranked it as one of the top three reasons for the turnover.

The individual left the counseling center field. For those indicating this as a reason, 33.3% ranked it as a top three reason for the departure.

Where Staff Went After Leaving Positions

Next Step After Leaving	Frequency	Percent of Staff Who Left
Private Practice	127	37.1%
Different University/College Counseling Center	49	14.3%
Left the Counseling Field	49	14.3%
Other Type of Clinical Practice	48	14.0%
Community Mental Health	20	5.8%
Administrative Position in a University/College Setting	15	4.4%
VA	13	3.8%
Teaching	11	3.2%
Hospital	10	2.9%

Trends in Reasons for Turnover in Counseling Centers: 2019/2020 to 2022/23



Recruitment

Highlights

- The majority of centers (65.1%) had difficulty hiring to fill open positions.
- Searches for master’s level positions and open degree searches yielded a similar average number of applicants – 7.5 and 7.1 respectively. Doctoral degree searches had, on average, 2.1 applicants.
- 32.7% of centers reported using a short-term hiring solution to fill one or more permanent positions during the reporting year.

Percent of Centers that Had Difficulty Recruiting by School Size

School Size	# Centers Who Had Difficulty	% of Centers Who Had Difficulty
Under 1,501	13	52.0%
1,501 – 2,500	16	55.2%
2,501 – 5,000	32	61.5%
5,001 – 7,500	20	58.8%
7,501 – 10,000	14	60.9%
10,001 – 15,000	24	75.0%
15,001 – 20,000	21	80.8%
20,001 – 25,000	8	57.1%
25,001 – 30,000	6	75.0%
30,001 – 35,000	9	90.0%
35,001 – 45,000	6	66.7%
45,001 and over	10	76.9%
TOTAL	179	65.1%

Average Applicant Pool for Positions Posted

Type of Position	# of Centers	Mean # of Applications	Minimum # of Applicants	Maximum # of Applicants
Master’s Level	130	7.5	0	44
Doctoral Level	90	2.1	0	13
Open Level (Either Master’s or Doctoral)	131	7.3	0	40

Percent of Centers Using a Short-Term Hiring Solution to Fill Permanent Position

School Size	# Centers Responding	# of Centers that Used Short-Term Solution	% of Centers that Used Short-Term Solution
Under 1,501	21	4	19.0%
1,501 – 2,500	25	7	28.0%
2,501 – 5,000	43	12	27.9%
5,001 – 7,500	31	6	19.4%
7,501 – 10,000	21	7	33.3%
10,001 – 15,000	32	13	40.6%
15,001 – 20,000	23	10	43.5%
20,001 – 25,000	13	7	53.8%
25,001 – 30,000	8	3	37.5%
30,001 – 35,000	10	2	20.0%
35,001 – 45,000	9	2	22.2%
45,001 and over	12	8	66.7%
Total	248	81	32.7%

RAISES FOR STAFF AND DIRECTORS

Current Staff Raises

Highlights

- Across all centers, 40.2% of centers did not provide staff raises outside of cost of living adjustments. 59.8% of centers provide some or all staff raises in addition to COLA.
- A greater percentage of larger centers vs. smaller centers were able to provide at least some of their current staff raises outside of cost of living adjustments.
- The average percent salary increase across all schools was 5.9%.

Current Center Staff Received Raises Outside of Cost of Living Adjustments (COLA)

Response	# Centers	% Centers
Yes, All Staff	102	32.8%
No	125	40.2%
Some Staff	84	27.0%
TOTAL	311	100%

Percent of Centers in Which at Least Some Current Staff Received Raises Outside COLA by School Size

School Size	# of Centers Responding	# of Centers	% Centers
Under 1,501	37	14	37.8%
1,501 – 2,500	37	17	45.9%
2,501 – 5,000	61	35	57.4%
5,001 – 7,500	36	21	58.3%
7,501 – 10,000	25	14	56.0%
10,001 – 15,000	33	20	60.6%
15,001 – 20,000	26	19	73.1%
20,001 – 25,000	14	12	85.7%
25,001 – 30,000	8	7	87.5%
30,001 – 35,000	10	9	90.0%
35,001 – 45,000	10	6	60.0%
45,001 and over	14	12	85.7%
TOTAL	311	186	59.8%

Average Percent Salary Increase Outside of COLA for Current Positions by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	11	4.4%	2.0%	15.0%
1,501 – 2,500	15	5.6%	3.0%	16.0%
2,501 – 5,000	31	4.2%	1.0%	22.0%
5,001 – 7,500	20	6.4%	2.0%	25.0%
7,501 – 10,000	14	9.4%	2.0%	20.0%
10,001 – 15,000	18	6.6%	1.0%	18.0%
15,001 – 20,000	17	5.4%	2.0%	15.0%
20,001 – 25,000	11	6.5%	2.0%	20.0%
25,001 – 30,000	6	4.8%	3.0%	10.0%
30,001 – 35,000	9	5.9%	2.0%	20.0%
35,001 – 45,000	5	8.4%	4.0%	13.0%
45,001 and over	12	6.3%	2.0%	20.0%
TOTAL	169	5.9%	1.0%	25.0%

Open Position Salary Increases

Highlights

- Out of 302 centers who had open positions, 45.0% were able to increase the salary for the position.
- Larger schools were more likely to increase the salaries for open positions.
- The average percent increase of salaries for open positions was 8.8% across all centers.

Salary Increases for an Open Position

Response	# Centers	% Centers
Yes	136	45.0%
No	166	55.0%
TOTAL	302	100%

Percent of Centers Able to Increase Salaries for Open Positions by School Size

School Size	# of Centers Responding	# of Centers	% Centers
Under 1,501	34	12	35.3%
1,501 – 2,500	36	13	36.1%
2,501 – 5,000	56	21	37.5%
5,001 – 7,500	36	13	36.1%
7,501 – 10,000	25	11	44.0%
10,001 – 15,000	33	17	51.5%
15,001 – 20,000	26	14	53.8%
20,001 – 25,000	14	8	57.1%
25,001 – 30,000	8	4	50.0%
30,001 – 35,000	10	5	50.0%
35,001 – 45,000	10	7	70.0%
45,001 and over	14	11	78.6%
TOTAL	302	136	45.0%

Average Percent Salary Increase for Open Positions by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	11	9.3%	2.0%	22.0%
1,501 – 2,500	10	5.9%	3.0%	11.0%
2,501 – 5,000	19	9.3%	2.0%	33.0%
5,001 – 7,500	9	11.7%	5.0%	25.0%

7,501 – 10,000	8	10.1%	3.0%	20.0%
10,001 – 15,000	13	8.6%	1.0%	20.0%
15,001 – 20,000	10	5.2%	1.0%	11.0%
20,001 – 25,000	6	10.3%	5.0%	20.0%
25,001 – 30,000	3	9.0%	5.0%	12.0%
30,001 – 35,000	5	9.6%	5.0%	20.0%
35,001 – 45,000	5	9.4%	5.0%	12.0%
45,001 and over	11	8.5%	2.0%	20.0%
TOTAL	110	8.8%	1.0%	33.0%

Director Raises

Highlights

- About half (50.3%) of directors received a raise in addition to cost of living (COLA) adjustment.
- Across institution sizes, the mean percent raise was 5.7% over COLA.
 - Within the largest institution size (45,001+) the average adjustment was 10.1%.
- Generally, directors at larger institutions were more likely to have received a raise beyond COLA than directors at smaller institutions.

Percent of Directors Receiving a Raise Outside of COLA this Year

Response	# Centers	% Directors
Yes	155	50.3%
No	153	49.7%
TOTAL	308	100%

Percent of Directors Receiving a Raise Outside of COLA this Year by School Size

School Size	# of Directors Responding	# of Directors Receiving Raise	% Directors Receiving Raise
Under 1,501	36	12	33.3%
1,501 – 2,500	36	17	47.2%
2,501 – 5,000	59	32	54.2%
5,001 – 7,500	37	18	18.6%
7,501 – 10,000	25	11	44.0%

10,001 – 15,000	33	12	36.4%
15,001 – 20,000	26	14	53.8%
20,001 – 25,000	15	12	80.0%
25,001 – 30,000	7	3	42.9%
30,001 – 35,000	10	7	70.0%
35,001 – 45,000	10	6	60.0%
45,001 and over	14	11	78.6%
TOTAL	308	155	50.3%

Average Percent Salary Increase Outside of COLA by School Size

School Size	# of Directors Responding	Mean	Minimum	Maximum
Under 1,501	11	5.8%	2.0%	15.0%
1,501 - 2,500	16	5.9%	2.0%	20.0%
2,501 - 5,000	30	5.4%	1.0%	34.0%
5,001 - 7,500	17	5.1%	2.0%	17.0%
7,501 - 10,000	11	4.8%	2.0%	12.0%
10,001 - 15,000	11	4.7%	1.0%	14.0%
15,001 - 20,000	14	6.1%	2.0%	14.0%
20,001 - 25,000	12	5.4%	3.0%	12.0%
25,001 - 30,000	2	5.0%	3.0%	7.0%
30,001 - 35,000	7	5.1%	1.0%	9.0%
35,001 - 45,000	5	4.2%	3.0%	7.0%
45,001 and over	11	10.1%	2.0%	33.0%
TOTAL	147	5.7%	1.0%	34.0%

TELEHEALTH VENDOR USE

Highlights

- The number of students served by a vendor appears to vary widely even across institutions of similar sizes.
- 54.3% of responding directors reported that utilization was less than what they planned/hoped.

Total Number of Students Served via Telehealth Vendors

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	11	59.6	8	156
1,501 – 2,500	12	120.3	3	532
2,501 – 5,000	26	152.5	3	800
5,001 – 7,500	18	90.2	0	219
7,501 – 10,000	15	258.1	10	813
10,001 – 15,000	19	256.4	49	789
15,001 – 20,000	10	312.6	100	561
20,001 – 25,000	10	632.4	25	2016
25,001 – 30,000	3	1204.0	140	2940
30,001 – 35,000	6	825.5	135	1775
35,001 – 45,000	7	641.0	253	1328
45,001 and over	10	688.4	43	1692
TOTAL	147	311.7	0	2940

Telehealth Vendor Utilization

Satisfaction Level	# of Centers Responding	Percent
Less Than Planned/Hoped	114	54.3%
About What We Planned/ Hoped	78	37.1%
Greater Than What We Planned/Hoped	18	8.6%
TOTAL	210	100%

Participating Centers

Amarillo College
American International College
American University of Antigua College of Medicine
Appalachian State University
Aquinas College
Arizona State University
Ashland University
Auburn University
Augusta University
Aurora University
Ball State University
Barry University
Bay Path University
Baylor University
Bellarmine University
Bellevue University
Bentley University
Berklee College of Music
Bethel University
Boise State University
Borough of Manhattan Community College
Boston College
Boston University
Bowling Green State University-Intercollegiate Athletics
Bradley University
Brandeis University
Brescia University
Bridgewater State University
Brigham Young University-Idaho
Brigham Young University-Provo
Bryan College
Bryn Mawr College
Bucknell University
Butler University
Caldwell University
California Polytechnic State University-Pomona
California Polytechnic State University-San Luis Obispo
California State University-Dominguez Hills
California State University-Maritime Academy
California State University-Stanislaus
Central Washington University
Christopher Newport University
Clarkson University
Clayton State University
Clemson University
Cleveland State University
Colgate University
College of Lake County
College of the Ozarks
College of Western Idaho
Colorado Christian University
Colorado School of Mines
Columbia College
Columbia University in the City of New York
Connecticut College
Cornish College of the Arts
Covenant College
Culinary Institute of America
CUNY-Baruch College
CUNY-College of Staten Island
Curry College
Curtin University
Dakota State University
Dalhousie University
Dallas College
Davidson College
Drexel University
East Carolina University
East Tennessee State University
Eastern Connecticut State University
Eastern Michigan University
Edgewood College
Elizabethtown College
Elmhurst University
Embry-Riddle Aeronautical University-Daytona Beach
Emmanuel College
Emory & Henry College
Felician University
Flagler College
Florida Gulf Coast University
Florida International University
Florida Southern College
Florida State University-Panama City
Fordham University
Fort Lewis College
Frostburg State University
Gannon University
Genesee Community College
Georgetown University in Qatar
Georgia College & State University
Georgia Gwinnett College
Georgia Highlands College
Georgia Southern University
Georgia Southwestern State University
Georgian Court University

Gettysburg College
 Gordon State College
 Goucher College
 Grace College
 Grinnell College
 Gustavus Adolphus College
 Gwinnett Technical College
 Hamilton College
 Harrisburg University of Science and Technology
 Holy Cross College
 Hope College
 Houghton University
 Idaho State University
 Illinois State University
 Illinois Wesleyan University
 Indiana University-Northwest
 Indiana University, Bloomington
 Jarvis Christian University
 Johnson & Wales University-Providence
 Juniata College
 Kalamazoo College
 Kansas City Kansas Community College
 Kansas State University
 Kellogg Community College
 Kennesaw State University
 Kenyon College
 Knox College
 Lafayette College
 Lake Forest College
 Lawrence Technological University
 Le Moyne College
 Lees-McRae College
 Lehigh University
 Lesley University
 Lewis-Clark State College
 Loyola Marymount University
 Loyola University-Chicago
 Loyola University-Maryland
 Luther College
 Manhattanville College
 Marist College
 Marymount University
 Marywood University
 Massachusetts College of Pharmacy and Health Sciences-Boston
 Massachusetts College of Pharmacy and Health Sciences-Worcester
 Mercer University Macon campus
 Merrimack College
 Metro State University
 Miami University
 Michigan Technological University
 Middlebury College
 Millersville University
 Minnesota State University-Mankato
 Mississippi College
 Missouri Southern State University
 Missouri University of Science and Technology
 Monmouth University
 Montana State University-Bozeman
 Montclair State University
 Montserrat College of Art
 Morgan State University
 Mount Mercy University
 Murray State University
 Nagoya University
 National Louis University
 Nebraska Wesleyan University
 New College of Florida
 New Mexico State University
 Nicholls State University
 North Dakota State University
 North Idaho College
 North Park University
 Northwest Missouri State University
 Northwestern University
 Notre Dame College
 Nova Southeastern University
 Oglethorpe University
 Ohio Northern University
 Ohio University
 Ohio Wesleyan University
 Ohlone Community College
 Oklahoma City Community College
 Otis College of Art and Design
 Otterbein University
 Oxford College of Emory University
 Pace University-New York City
 Pace University-Westchester
 Pasadena City College
 Pennsylvania College of Technology
 Pepperdine University
 Portland State University
 Princeton University
 Purdue University
 Randolph-Macon College
 Regis College
 Rhode Island School of Design
 Rhodes College
 Rochester Institute of Technology
 Rockhurst University
 Roger Williams University
 Rollins College
 Ross University School of Veterinary Medicine
 Rowan University
 Rutgers University-Camden

Saginaw Valley State University
Saint Joseph's College of Maine
Saint Joseph's University
Saint Louis University
Saint Peter's University
Salisbury University
Salt Lake Community College
Samford University
San Diego State University
Santa Rosa Junior College
Savannah College of Art and Design
Seattle Pacific University
Seton Hall University
Seton Hill University (PA)
Sewanee, The University of the South
Shenandoah University
Shippensburg University
Simmons University
Simpson College
Skidmore College
Smith College
Southeast Missouri State University
Southern Illinois University-Edwardsville
Southern Methodist University
Southern University and A&M College
Southern Utah University
Southwestern University
Springfield College
St. Ambrose University
St. Cloud State University
St. George's University
St. Mary's College of Maryland
St. Olaf College
Stetson University
Stevenson University
Stockton University
Suffolk University
SUNY-Brockport
SUNY-Cortland
SUNY-Environmental Science and Forestry
SUNY-Geneseo
SUNY-New Paltz
SUNY-Oswego
SUNY-Purchase
SUNY-Westchester Community College
Susquehanna University
Syracuse University
Tarleton State University
Texas A&M International University
Texas A&M University - College Station
Texas A&M University - San Antonio
Texas Tech University
Texas Tech University Health Sciences Center El Paso

Texas Woman's University
The George Washington University
The Ohio State University
The Pennsylvania State University-Behrend
The Pennsylvania State University-University Park
The University of Alabama
The University of Alabama at Birmingham
The University of Texas at Austin
The University of Tulsa
The University of Virginia's College at Wise
Thomas Jefferson University
Tiffin University
Towson University
Trinity University
Tufts University
Union College
Union University
University at Albany
University at Buffalo
University of Akron
University of Arkansas at Little Rock
University of British Columbia
University of California-Irvine
University of Central Arkansas
University of Central Florida
University of Central Missouri
University of Central Oklahoma
University of Chicago
University of Colorado Boulder
University of Colorado-Colorado Springs
University of Denver
University of Edinburgh
University of Evansville
University of Florida
University of Houston
University of Houston-Clear Lake
University of Illinois-Urbana-Champaign
University of Indianapolis
University of Iowa
University of Kentucky
University of La Verne
University of Louisville
University of Maine
University of Maryland-Baltimore
University of Maryland-Baltimore County
University of Maryland-College Park
University of Massachusetts-Amherst
University of Massachusetts-Boston
University of Massachusetts-Dartmouth
University of Miami
University of Michigan-Dearborn
University of Michigan-Flint
University of Missouri-Columbia

University of Missouri-St Louis
University of Montevallo
University of Nebraska Medical Center
University of Nebraska-Lincoln
University of Nevada-Reno
University of New England
University of New Hampshire
University of New Mexico
University of New Orleans
University of North Alabama
University of North Carolina-Chapel Hill
University of North Carolina-Charlotte
University of North Florida
University of North Georgia
University of Northern Colorado
University of Notre Dame
University of Oklahoma-Norman
University of Pittsburgh-Bradford
University of Puerto Rico-Rio Piedras
University of Puget Sound
University of Rhode Island
University of Richmond
University of Rochester
University of San Francisco
University of Scranton
University of South Alabama
University of South Carolina
University of South Carolina Upstate
University of South Florida-St Petersburg
University of South Florida-Tampa
University of Southern Maine
University of St. Thomas (MN)
University of Tennessee-Chattanooga
University of Texas Health Science Center-San Antonio
University of Texas-Rio Grande Valley
University of the District of Columbia
University of the Incarnate Word
University of the Pacific

University of Utah
University of Virginia
University of Washington-Bothell
University of Washington-Seattle
University of Wisconsin-Eau Claire
University of Wisconsin-La Crosse
University of Wisconsin-Milwaukee
University of Wisconsin-Platteville
University of Wisconsin-Stout
University of Wyoming
Ursinus College
Valparaiso University
Vassar College
Villanova University
Virginia Polytechnic Institute and State University (Virginia Tech)
Virginia State University
Wabash College
Washburn University
Washington & Jefferson College
Washington College
Washington State University
Washington University in Saint Louis
Weber State University
Wellesley College
West Chester University of Pennsylvania
West Virginia University
Western Carolina University
Western Connecticut State University
Western Illinois University
Western Michigan University
Western Oregon University
Western Washington University
Westminster University
Wheaton College (IL)
Widener University
Winston-Salem State University
Worcester Polytechnic Institute
York College of Pennsylvania