



# **The Association for University and College Counseling Center Directors Annual Survey**

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

**Peter LeViness, Ph.D.**

Director, Counseling and Psychological Services  
University of Richmond

**Carolyn Bershad, Ph.D.**

Director, Counseling and Student Development  
SUNY Cortland

**Kim Gorman, Ph.D.**

Director, Counseling and Psychological Services  
Western Carolina University

## The AUCCCD Annual Survey and Report Overview

---

The Association for University and College Counseling Center Directors (AUCCCD) is an international organization comprised of universities and colleges from the United States and its territories, Armenia, Australia, Bahamas, Canada, France, Japan, Oman, Qatar, St. Kitts Nevis Anguilla, United Arab Emirates, and the United Kingdom. AUCCCD works to be the higher education leaders for student mental health. AUCCCD is a professional community that fosters counseling center director development and success. To advance the mission of higher education, we innovate, educate and advocate for collegiate mental health. We are committed to inclusive excellence and the promotion of social justice. In 2006, AUCCCD first developed and administered the Annual Survey to its membership as a means to increase the objective understanding of factors critical to the functioning of college and university counseling centers.

In December, 2017 all members of AUCCCD, plus almost 100 non-members, were invited to participate in the Annual Survey. The survey was administered to 925 verified email accounts via a secure internet interface. The reporting period for the information on the 2017 Annual Survey was July 1, 2016 through June 30, 2017. This monograph serves to provide a summary of data trends reported in the AUCCCD Annual Survey. AUCCCD members have access to a separate comparable salary table document and items that address ethical dilemmas and legal issues. A total of 621 counseling center administrators responded to the 2017 survey, 566 of which were AUCCCD members. This represented 63.4% of the 829 total AUCCCD members as of early February, 2018.

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

Peter LeViness, Ph.D.  
Director, Counseling and Psychological Services  
University of Richmond  
[plevines@richmond.edu](mailto:plevines@richmond.edu)

## Table of Contents

---

|  |           |
|--|-----------|
| <b>PARTICIPATING COLLEGES AND UNIVERSITIES .....</b>                 | <b>6</b>  |
| <b>EXECUTIVE SUMMARY .....</b>                                       | <b>11</b> |
| <b>DIRECTOR INFORMATION.....</b>                                     | <b>13</b> |
| DIRECTOR RACIAL/ETHNIC BACKGROUND .....                              | 13        |
| DIRECTOR GENDER .....  | 13        |
| DIRECTOR SEXUAL ORIENTATION .....                                    | 13        |
| DIRECTOR DOCUMENTED DISABILITY .....                                 | 13        |
| DIRECTOR HIGHEST DEGREE.....   | 14        |
| DIRECTOR PROFESSIONAL IDENTITY .....                                 | 14        |
| DIRECTOR LICENSE .....   | 14        |
| INSTITUTIONAL DIVISION CENTER IS PART OF .....                       | 15        |
| TO WHOM DIRECTOR REPORTS .....                                       | 15        |
| DIRECTOR COUNTRY OF CITIZENSHIP .....                                | 15        |
| YEARS OF EXPERIENCE AS A DIRECTOR .....                              | 16        |
| TOTAL YEARS OF PROFESSIONAL EXPERIENCE .....                         | 16        |
| IS DIRECTOR POSITION FULL-TIME 12 MONTHS .....                       | 16        |
| AUCCCD MEMBERSHIP STATUS .....                                       | 17        |
| <b>INSTITUTIONAL INFORMATION .....</b>                               | <b>18</b> |
| COUNTRY INSTITUTION IS LOCATED IN .....                              | 18        |
| REGION OF U.S. INSTITUTION IS LOCATED IN .....                       | 18        |
| SCHOOL LOCATION .....  | 18        |
| ONE-PERSON CENTERS .....   | 18        |
| AREAS / FUNCTIONS DIRECTOR OVERSEES.....                             | 19        |
| CAMPUS TEAMS AND POLICIES .....                                      | 20        |
| SCHOOL SIZE .....  | 20        |
| SCHOOL STATUS.....   | 20        |
| PERCENT OF ENROLLED STUDENTS WHO LIVE ON-CAMPUS .....                | 21        |
| TYPES OF ENROLLED STUDENTS .....                                     | 21        |
| MONTHS OF YEAR THAT CENTER IS OPEN FOR COUNSELING SERVICES .....     | 21        |
| COUNSELING SERVICES OFFERED OUTSIDE NORMAL WORK HOURS .....          | 21        |
| DAYS OF WEEK EXTENDED HOURS WERE AVAILABLE .....                     | 22        |
| AFFILIATIONS OF INSTITUTION .....                                    | 22        |
| <b>CENTER BUDGET INFORMATION.....</b>                                | <b>23</b> |
| CENTER SALARY AND BENEFITS BUDGET .....                              | 23        |
| CENTER OPERATING EXPENSES BUDGET .....                               | 23        |
| CENTER PROFESSIONAL DEVELOPMENT BUDGET .....                         | 24        |
| NO-SHOW FEES .....   | 24        |
| <b>CENTER RESPONSES TO DIVISIVE SOCIAL AND POLITICAL EVENTS.....</b> | <b>25</b> |
| <b>CRISIS AND TRIAGE SERVICES .....</b>                              | <b>29</b> |
| CRISIS APPOINTMENTS .....  | 29        |
| TRIAGE APPOINTMENTS: HOW CONDUCTED .....                             | 29        |
| TRIAGE APPOINTMENTS: TOTAL CONDUCTED .....                           | 30        |

## AUCCCD Director Survey 2016-17

|   |           |
|---|-----------|
| <b>“TALK THERAPY” APPOINTMENTS .....</b>                              | <b>31</b> |
| UNIQUE CLIENTS WHO ATTENDED ANY TALK THERAPY .....                    | 31        |
| TALK THERAPY APPTS ATTENDED .....                                     | 31        |
| TALK THERAPY APPTS NO-SHOWED .....                                    | 32        |
| TALK THERAPY APPTS CANCELLED .....                                    | 32        |
| TALK THERAPY APPTS CANCELLED BY COUNSELORS .....                      | 33        |
| PERCENT TALK THERAPY APPTS SCHEDULED FOR < 50 MIN.....                | 33        |
| <b>PSYCHIATRIC APPOINTMENTS .....</b>                                 | <b>34</b> |
| UNIQUE CLIENTS WHO ATTENDED PSYCHIATRIC SERVICES .....                | 34        |
| PSYCHIATRIC APPTS ATTENDED.....                                       | 34        |
| PSYCHIATRIC APPTS NO-SHOWED .....                                     | 35        |
| PSYCHIATRIC APPTS CANCELLED.....                                      | 35        |
| SUFFICIENCY OF AVAILABLE PSYCHIATRIC HOURS.....                       | 36        |
| <b>GROUP THERAPY .....</b>  | <b>37</b> |
| NUMBER OF GROUPS CENTER RAN .....                                     | 37        |
| UNIQUE STUDENTS WHO ATTENDED GROUP .....                              | 37        |
| TOTAL GROUP CONTACTS .....  | 38        |
| <b>CLIENT PRESENTING PROBLEMS .....</b>                               | <b>39</b> |
| <b>DEMOGRAPHICS OF CENTER CLIENTS.....</b>                            | <b>40</b> |
| <b>OTHER CLINICAL ISSUES .....</b>                                    | <b>41</b> |
| CLIENTS REPORTING COUNSELING HELPED THEIR ACADEMIC PERFORMANCE .....  | 41        |
| CLIENTS REPORTING COUNSELING HELPED THEM STAY IN SCHOOL.....          | 41        |
| CLIENTS ON LEAVE FOR PSYCHOLOGICAL REASONS.....                       | 41        |
| CLIENTS SENT TO HOSPITAL FOR PSYCHOLOGICAL REASONS .....              | 42        |
| CLIENTS ADMITTED TO HOSPITAL FOR PSYCHOLOGICAL REASONS.....           | 42        |
| INVOLUNTARY HOSPITALIZATIONS .....                                    | 43        |
| TOTAL HOSPITALIZATIONS .....  | 43        |
| CLIENTS WHO ATTEMPTED SUICIDE .....                                   | 44        |
| CLIENTS WHO DIED BY SUICIDE .....                                     | 44        |
| CLIENTS WHO DIED IN AN ACCIDENT .....                                 | 45        |
| <b>COUNSELING AND HEALTH SERVICES COLLABORATION.....</b>              | <b>46</b> |
| COUNSELING SERVICES’ PROXIMITY TO HEALTH SERVICES .....               | 46        |
| RESOURCES COUNSELING AND HEALTH SERVICES SHARE IN COMMON .....        | 46        |
| COORDINATION OF CARE BETWEEN COUNSELING AND HEALTH SERVICES .....     | 47        |
| NUMBER OF CLIENTS WHO REQUIRED COORDINATION OF CARE .....             | 47        |
| CURRENT ARRANGEMENT BETWEEN COUNSELING AND HEALTH SERVICES .....      | 47        |
| SUPERVISOR’S PROFESSIONAL BACKGROUND .....                            | 48        |
| DEGREE OF COLLABORATION BETWEEN COUNSELING AND HEALTH SERVICES .....  | 48        |
| QUALITY OF COLLABORATION BETWEEN COUNSELING AND HEALTH SERVICES ..... | 48        |
| RECORD-KEEPING SYSTEM USED BY COUNSELING SERVICES .....               | 49        |
| RECORD-KEEPING SYSTEM USED BY HEALTH SERVICES .....                   | 49        |
| SHARING OF RECORDS BETWEEN COUNSELING AND HEALTH SERVICES.....        | 49        |
| <b>SESSION LIMITS.....</b>  | <b>50</b> |
| ANY SESSION LIMIT .....   | 50        |
| TYPE OF SESSION LIMIT .....   | 50        |

# AUCCCD Director Survey 2016-17

|   |           |
|---|-----------|
| SESSION LIMIT TIME FRAME.....                                       | 50        |
| <b>WAIT LISTS.....</b>  | <b>51</b> |
| CENTERS THAT HAD ANY CLIENTS ON A WAITLIST .....                    | 51        |
| WEEKS WAITLIST WAS IN EFFECT .....                                  | 51        |
| MAX. NUMBER OF CLIENTS ON WAITLIST.....                             | 52        |
| WHEN CLIENTS ARE PUT ON WAITLIST .....                              | 52        |
| WHO HAS RESPONSIBILITY FOR WAITLIST CLIENTS.....                    | 52        |
| AVERAGE WAIT FOR FIRST APPOINTMENT (ALL CLIENTS).....               | 53        |
| AVERAGE WAIT FOR FIRST APPOINTMENT (WAITLIST CLIENTS ONLY) .....    | 53        |
| <b>MISCELLANEOUS SERVICE INFORMATION .....</b>                      | <b>54</b> |
| INTEGRAL PARTS OF COUNSELING SERVICES' MISSION.....                 | 54        |
| DIRECT CLINICAL SERVICES PROVIDED BY CENTER .....                   | 54        |
| TIME SPENT BY STAFF COUNSELORS .....                                | 55        |
| TIME SPENT BY DIRECTORS .....                                       | 55        |
| <b>FEE SUPPORT, TELE-HEALTH AND EMBEDDED COUNSELORS.....</b>        | <b>56</b> |
| PERCENT OF CENTER BUDGET PROVIDED BY MANDATORY FEE .....            | 56        |
| SOURCE OF MANDATORY FEE.....  | 56        |
| TELE-HEALTH SERVICES PROVIDED .....                                 | 56        |
| CENTERS THAT PROVIDED ANY FORM OF TELE-HEALTH SERVICES .....        | 57        |
| CENTERS THAT HAVE COUNSELORS EMBEDDED IN OTHER LOCATIONS .....      | 57        |
| LOCATION OF EMBEDDED COUNSELORS .....                               | 57        |
| <b>FTE OF CLINICAL STAFF WHO ARE UNIVERSITY EMPLOYEES.....</b>      | <b>58</b> |
| PROFESSIONAL / CLINICAL FTES .....                                  | 58        |
| PSYCHIATRIC NURSE PRACTITIONER FTES.....                            | 58        |
| PSYCHIATRIST FTES .....   | 59        |
| CENTERS THAT HAVE ANY PSYCHIATRIC PROVIDER .....                    | 59        |
| PHYSICIAN ASSISTANT FTES .....                                      | 60        |
| <b>DEMOGRAPHICS OF CLINICAL STAFF EMPLOYEES.....</b>                | <b>61</b> |
| <b>FTE OF CLINICAL TRAINEES WHO ARE UNIVERSITY EMPLOYEES .....</b>  | <b>62</b> |
| PSYCHOLOGY DOCTORAL INTERN FTES .....                               | 62        |
| POST-DOCTORAL PSYCHOLOGY FTES .....                                 | 62        |
| PSYCHIATRIC RESIDENT FTES .....                                     | 63        |
| <b>FTE OF CLINICAL STAFF WHO ARE NOT UNIVERSITY EMPLOYEES .....</b> | <b>64</b> |
| DOCTORAL LEVEL INDEPENDENT CONTRACTOR FTES .....                    | 64        |
| MASTERS LEVEL INDEPENDENT CONTRACTOR FTES .....                     | 64        |
| PSYCHIATRIC NURSE PRACTITIONER INDEPENDENT CONTRACTOR FTES.....     | 65        |
| PSYCHIATRIST INDEPENDENT CONTRACTOR FTES .....                      | 65        |
| <b>FTE OF OTHER TRAINEES .....</b>                                  | <b>66</b> |
| <b>FTE OF NON-CLINICAL STAFF .....</b>                              | <b>67</b> |
| SUPPORT STAFF FTES .....  | 67        |
| PROFESSIONAL NON-CLINICAL FTES.....                                 | 67        |
| <b>CASE MANAGERS .....</b>  | <b>68</b> |
| CASE MANAGER FTES.....  | 68        |

## AUCCCD Director Survey 2016-17

|   |           |
|---|-----------|
| SERVICES PROVIDED BY CASE MANAGER .....                                 | 68        |
| DO OTHER CAMPUS OFFICES HAVE A CASE MANAGER .....                       | 68        |
| OTHER CAMPUS OFFICES WITH CASE MANAGER(S) .....                         | 69        |
| <b>FTE POSITIONS GAINED AND LOST .....</b>                              | <b>69</b> |
| <b>STAFF TO STUDENT RATIOS .....</b>                                    | <b>70</b> |
| COUNSELING STAFF TO STUDENT RATIO ("TALK THERAPY" FTE STAFF ONLY) ..... | 70        |
| # STUDENTS SERVED PER FTE "TALK THERAPY" STAFF .....                    | 70        |

## Participating Colleges and Universities

### Institutions That Responded to the 2017 Director Survey

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

## AUCCCD Director Survey 2016-17

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



## AUCCCD Director Survey 2016-17

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

## AUCCCD Director Survey 2016-17

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

## AUCCCD Director Survey 2016-17

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

## Executive Summary

---

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

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

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

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

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

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

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

12.4% of centers used a version of stepped care, which refers to offering a campus-wide menu of service options ranging from no care at all to weekly therapy at the counseling center (options may include appropriate forms of self-help, wellness coaching, support groups, mindfulness classes, appropriate apps and online resources, etc.).

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

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

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

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

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

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

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

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

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

68% of centers reported that they did NOT have a waitlist. For centers that have a waitlist, the average wait for a first appointment for clients on the waitlist was 17.3 business days.

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

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

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

## Director Information

### Director Racial/Ethnic Background

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

### Director Gender

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

### Director Sexual Orientation

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

### Director Documented Disability

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

# AUCCCD Director Survey 2016-17

## Director Highest Degree

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

## Director Professional Identity

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

## Director License

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

# AUCCCD Director Survey 2016-17

## Institutional Division Center is Part of

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

## To Whom Director Reports

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

## Director Country of Citizenship

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



# AUCCCD Director Survey 2016-17

## Years of Experience as a Director

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

## Total Years of Professional Experience

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

## Is Director Position Full-Time 12 Months

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

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

# AUCCCD Director Survey 2016-17

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

## AUCCCD Membership Status

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

## Institutional Information

### Country Institution is Located In

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

### Region of U.S. Institution is Located In

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

### School Location

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

### One-Person Centers

| Do You Consider Your Center a One-Person Counseling Center<br>(i.e., The Director is the Only Clinical Staff Member)? | # of Centers | Percent     |
|---|--------------|-------------|
| No  | 568          | 93.1%       |
| Yes   | 42           | 6.9%        |
| <b>TOTAL</b>  | <b>610</b>   | <b>100%</b> |

# AUCCCD Director Survey 2016-17

## Areas / Functions Director Oversees

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

### Campus Teams and Policies

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

### School Size

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

### School Status

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

### Percent of Enrolled Students Who Live On-Campus

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

### Types of Enrolled Students

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

### Months of Year That Center is Open for Counseling Services

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

### Counseling Services Offered Outside Normal Work Hours

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

### Days of Week Extended Hours Were Available

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

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

### Affiliations of Institution

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

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

## Center Budget Information

### Center Salary and Benefits Budget

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

### Center Operating Expenses Budget

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



### Center Professional Development Budget

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

### No-Show Fees

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

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

## Center Responses to Divisive Social and Political Events

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

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

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

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

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

**Some centers noted concern about neutrality:**

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

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

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

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

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

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

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

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

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

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

**And many centers offered a multi-pronged response:**

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

## Crisis and Triage Services

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

## Crisis Appointments

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

## Triage Appointments: How Conducted

| How are TRIAGE Appointments Conducted at Your Center? |              |                             |                            |                             |
|---|--------------|-----------------------------|----------------------------|-----------------------------|
| School Size   | # of Centers | We don't offer triage appts | Triage appts done by phone | Triage appts done in person |
| Under 1,501   | 54           | 63.0%                       | 3.7%                       | 33.3%                       |
| 1,501 – 2,500   | 73           | 60.3%                       | 0                          | 39.7%                       |
| 2,501 – 5,000   | 91           | 54.9%                       | 4.4%                       | 40.7%                       |
| 5,001 – 7,500   | 61           | 47.5%                       | 6.6%                       | 45.9%                       |
| 7,501 – 10,000  | 44           | 40.9%                       | 4.5%                       | 54.5%                       |
| 10,001 – 15,000                                       | 58           | 41.4%                       | 5.2%                       | 53.4%                       |
| 15,001 – 20,000                                       | 30           | 20.0%                       | 16.7%                      | 63.3%                       |
| 20,001 – 25,000                                       | 32           | 40.6%                       | 28.1%                      | 31.3%                       |
| 25,001 – 30,000                                       | 24           | 20.8%                       | 8.3%                       | 70.8%                       |
| 30,001 – 35,000                                       | 14           | 42.9%                       | 14.3%                      | 42.9%                       |
| 35,001 – 45,000                                       | 17           | 5.9%                        | 23.5%                      | 70.6%                       |
| 45,001 and over                                       | 13           | 23.1%                       | 23.1%                      | 53.8%                       |
| <b>Total</b>  | <b>511</b>   | <b>45.6%</b>                | <b>7.8%</b>                | <b>46.6%</b>                |

### Triage Appointments: Total Conducted

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

## “Talk Therapy” Appointments

### Unique Clients Who Attended Any Talk Therapy

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

### Talk Therapy Appts Attended

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



### Talk Therapy Appts No-Showed

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

### Talk Therapy Appts Cancelled

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

### Talk Therapy Appts Cancelled by Counselors

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

### Percent Talk Therapy Appts Scheduled for < 50 Min

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

## Psychiatric Appointments

### Unique Clients Who Attended Psychiatric Services

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

### Psychiatric Appts Attended

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

### Psychiatric Appts No-Showed

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

### Psychiatric Appts Cancelled

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

### Sufficiency of Available Psychiatric Hours

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

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

## Group Therapy

### Number of Groups Center Ran

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

### Unique Students Who Attended Group

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

Total Group Contacts

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

## Client Presenting Problems

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



## Demographics of Center Clients

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

## Other Clinical Issues

### Clients Reporting Counseling Helped Their Academic Performance

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

### Clients Reporting Counseling Helped Them Stay in School

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

### Clients on Leave for Psychological Reasons

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

Clients Sent to Hospital for Psychological Reasons

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

Clients Admitted to Hospital for Psychological Reasons

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

### Involuntary Hospitalizations

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

### Total Hospitalizations

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

Clients Who Attempted Suicide

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

Clients Who Died by Suicide

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

# AUCCCD Director Survey 2016-17

## Clients Who Died in an Accident

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

## Counseling and Health Services Collaboration

### Counseling Services' Proximity to Health Services

| What is Counseling Services' Proximity to Health Services? | # of Centers | Percent       |
|--|--------------|---------------|
| My campus does NOT have health services                    | 41           | 7.9%          |
| Shared floor / suite in same building                      | 113          | 21.8%         |
| Separate space in same floor of same building              | 53           | 10.2%         |
| Different floors of same building                          | 89           | 17.2%         |
| Separate building (less than 5 minute walk apart)          | 125          | 24.1%         |
| Separate building (about 5 to 10 minute walk apart)        | 69           | 13.3%         |
| Separate building (more than 10 minute walk apart)         | 28           | 5.4%          |
| <b>TOTAL</b>   | <b>518</b>   | <b>100.0%</b> |

### Resources Counseling and Health Services Share in Common

| Please Indicate Which of the Following Resources Counseling and Health Services SHARE IN COMMON | # of Centers | Percent Yes |
|---|--------------|-------------|
| Case manager  | 21           | 5.9%        |
| Client / patient check-in process   | 107          | 29.9%       |
| Cultural competency training  | 73           | 20.4%       |
| Electronic health record system   | 101          | 28.2%       |
| Front desk staff  | 125          | 34.9%       |
| Health promotion or other outreach initiatives  | 159          | 44.4%       |
| Marketing / PR materials  | 97           | 27.1%       |
| Multidisciplinary ASSESSMENT (only) team – Eating Disorders                                     | 30           | 8.4%        |
| Multidisciplinary TREATMENT team – Eating Disorders   | 101          | 28.2%       |
| Multidisciplinary TREATMENT team –Substance abuse   | 24           | 6.7%        |
| Professional development (NOT including cultural competency training)                           | 75           | 20.9%       |
| Psychiatric services  | 89           | 24.9%       |
| Staff meetings – Administrative   | 133          | 37.2%       |
| Staff meetings – Clinical cases   | 68           | 19.0%       |
| Student health / mental health fee  | 144          | 40.2%       |
| Student health / mental health history form   | 42           | 11.7%       |
| Third party billing system  | 16           | 4.5%        |
| Waiting room  | 91           | 25.4%       |
| Website   | 100          | 27.9%       |
| Other   | 40           | 11.2%       |
| <b>TOTAL</b>  | <b>358</b>   |             |

### Coordination of Care Between Counseling and Health Services

| How many COUNSELING clients ...   | # of Centers | Mean # Clients | % of Clients |
|---|--------------|----------------|--------------|
| Required coordination of care with psychiatric providers  | 154          | 126.7          | 15.4%        |
| With eating disorders required coordination of care with medical professionals (NOT including psychiatric providers)      | 139          | 10.4           | 1.3%         |
| Required coordination of care with medical professional for other reasons (NOT including eating disorders or psychiatric) | 66           | 31.6           | 3.8%         |
| Did NOT require coordination of care with a psychiatric provider or with any other medical professional                   | 51           | 656.7          | 79.6%        |

### Number of Clients Who Required Coordination of Care

| Average Number of Clients Who Required Various Types of Coordination of Care (CC) Between Counseling and Health Services |                             |                         |                      |                |
|--|-----------------------------|-------------------------|----------------------|----------------|
| Size of Institution  | CC for Psychiatric Services | CC for Eating Disorders | CC for Other Reasons | No CC Required |
| Under 2,501  | 38.5                        | 3.5                     | 8.5                  | 184.8          |
| 2,501 – 7,500  | 53.6                        | 3.6                     | 16.6                 | 322.7          |
| 7,501 – 15,000   | 188.9                       | 9.0                     | 45.2                 | 823.3          |
| 15,001 and over  | 315.9                       | 45.5                    | 143.9                | 1851.5         |
| Count of Centers   | 154                         | 139                     | 66                   | 51             |
| AVERAGE  | 126.7                       | 10.4                    | 31.6                 | 656.7          |

### Current Arrangement Between Counseling and Health Services

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



Supervisor's Professional Background

| <b>If the Director of Counseling Services and the Director of Health Services Both Report to the Same Supervisor, What is That Supervisor's PROFESSIONAL Background?</b> | <b># of Centers</b> | <b>Percent</b> |
|--|---------------------|----------------|
| Academic Affairs   | 10                  | 3.6%           |
| Business Affairs   | 2                   | 0.7%           |
| Mental Health  | 29                  | 10.6%          |
| Medical  | 14                  | 5.1%           |
| Public Health  | 9                   | 3.3%           |
| Student Affairs / Student Development / Student Services   | 193                 | 70.4%          |
| Other  | 17                  | 6.2%           |
| <b>TOTAL</b>   | <b>274</b>          |                |

Degree of Collaboration Between Counseling and Health Services

| <b>Describe the DEGREE of Collaboration Between Counseling and Health Services</b> | <b># of Centers</b> | <b>Percent</b> |
|--|---------------------|----------------|
| The services rarely if ever collaborate  | 40                  | 8.2%           |
| The services collaborate some of the time  | 159                 | 32.7%          |
| The services collaborate most of the time when it makes sense to do so             | 273                 | 56.2%          |
| Other  | 14                  | 2.9%           |
| <b>TOTAL</b>   | <b>486</b>          | <b>100.0%</b>  |

Quality of Collaboration Between Counseling and Health Services

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

## Record-Keeping System Used by Counseling Services

| Which Record-Keeping System Does Counseling Services Utilize? | # of Centers | Percent       |
|---|--------------|---------------|
| E-Clinical Works  | 2            | 0.4%          |
| EPIC  | 2            | 0.4%          |
| Medicat   | 46           | 8.9%          |
| NextGen   | 1            | 0.2%          |
| NueMD   | 2            | 0.4%          |
| Paper / no electronic record-keeping system                   | 60           | 11.6%         |
| Point and Click   | 40           | 7.8%          |
| PyraMED   | 8            | 1.6%          |
| Titanium  | 343          | 66.5%         |
| Other   | 12           | 2.3%          |
| <b>TOTAL</b>  | <b>516</b>   | <b>100.0%</b> |

## Record-Keeping System Used by Health Services

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

## Sharing of Records Between Counseling and Health Services

| Do Counseling and Health Services Share Access to Records WITHOUT Needing Additional Informed Consent? | # of Centers | Percent |
|--|--------------|---------|
| No   | 360          | 73.6%   |
| Yes, but only with psychiatric providers   | 21           | 4.2%    |
| Yes, but only with psychiatric providers and medical doctors   | 11           | 2.2%    |
| Yes, with all health service providers   | 52           | 10.9%   |
| Other  | 45           | 9.1%    |
| <b>TOTAL</b>   | <b>489</b>   |         |

## SESSION LIMITS

### Any Session Limit

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

### Type of Session Limit

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

### Session Limit Time Frame

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

## WAIT LISTS

### Centers That Had Any Clients on a Waitlist

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

### Weeks Waitlist Was in Effect

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

### Max. Number of Clients on Waitlist

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

### When Clients Are Put on Waitlist

| <b>When are Clients Put on the Waitlist?<br/>(For Centers That Had a Waitlist)</b> | <b># of<br/>Centers</b> | <b>Percent</b> |
|--|-------------------------|----------------|
| <b>After they filled out the initial forms</b>                                     | <b>28</b>               | <b>20.4%</b>   |
| <b>After they have a triage appt (brief)</b>                                       | <b>59</b>               | <b>43.1%</b>   |
| <b>After they have an initial assessment (not brief)</b>                           | <b>50</b>               | <b>36.5%</b>   |
| <b>TOTAL</b>   | <b>137</b>              | <b>100%</b>    |

### Who Has Responsibility for Waitlist Clients

| <b>Who Retains Responsibility for Clients on the Waitlist?<br/>(For Centers That Had a Waitlist)</b>   | <b># of<br/>Centers</b> | <b>Percent</b> |
|--|-------------------------|----------------|
| <b>The triage person retains clinical responsibility for disposition of the client</b>                 | <b>25</b>               | <b>16.3%</b>   |
| <b>A case manager is clinically responsible for disposition of the client</b>                          | <b>5</b>                | <b>3.3%</b>    |
| <b>A staff team is clinically responsible for disposition of the client</b>                            | <b>41</b>               | <b>26.8%</b>   |
| <b>A clinical director or other individual is clinically responsible for disposition of the client</b> | <b>56</b>               | <b>36.6%</b>   |
| <b>Other</b>   | <b>26</b>               | <b>17.0%</b>   |
| <b>TOTAL</b>   | <b>153</b>              | <b>100%</b>    |

### Average Wait for First Appointment (All Clients)

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

### Average Wait for First Appointment (Waitlist Clients Only)

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

## MISCELLANEOUS SERVICE INFORMATION

### Integral Parts of Counseling Services' Mission

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

### Direct Clinical Services Provided by Center

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

### Time Spent by Staff Counselors

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

NOTE: Direct Service (Contact by a clinician with a(n) identified client(s) where the clinician is providing a therapeutic intervention; INCLUDING, for supervisors, supervision of trainees and unlicensed staff). See table above "Direct Clinical Services Provided by Center;" Indirect Service (Outreach, RA/peer/clinical training, consultation, case conferences, case notes and other case management activities); Administrative Service (Staff business meetings, committee work, center management, and professional development); Other (Research, teaching, etc.)

### Time Spent by Directors

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



## Fee Support, Tele-Health and Embedded Counselors

### Percent of Center Budget Provided by Mandatory Fee

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

### Source of Mandatory Fee

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

### Tele-Health Services Provided

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

### Centers That Provided Any Form of Tele-Health Services

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

### Centers That Have Counselors Embedded in Other Locations

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

### Location of Embedded Counselors

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

## FTE OF CLINICAL STAFF WHO ARE UNIVERSITY EMPLOYEES

### Professional / Clinical FTEs

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

### Psychiatric Nurse Practitioner FTEs

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

## Psychiatrist FTEs

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

## Centers That Have Any Psychiatric Provider

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

## Physician Assistant FTEs

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

## DEMOGRAPHICS OF CLINICAL STAFF EMPLOYEES

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

## FTE OF CLINICAL TRAINEES WHO ARE UNIVERSITY EMPLOYEES

## Psychology Doctoral Intern FTEs

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

## Post-Doctoral Psychology FTEs

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

## Psychiatric Resident FTEs

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



## FTE OF CLINICAL STAFF WHO ARE NOT UNIVERSITY EMPLOYEES

## Doctoral Level Independent Contractor FTEs

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

## Masters Level Independent Contractor FTEs

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

## Psychiatric Nurse Practitioner Independent Contractor FTEs

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

## Psychiatrist Independent Contractor FTEs

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

## FTE OF OTHER TRAINEES

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

## FTE OF NON-CLINICAL STAFF

### Support Staff FTEs

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

### Professional Non-Clinical FTEs

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

## Case Managers

### Case Manager FTEs

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

### Services Provided by Case Manager

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

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

### Do Other Campus Offices Have a Case Manager

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

### Other Campus Offices With Case Manager(s)

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

### FTE POSITIONS GAINED AND LOST

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

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

## STAFF TO STUDENT RATIOS

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

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

NOTE: Although the “counselor-to-student” ratio is frequently utilized in estimating the adequacy of existing counseling center staff, what is considered a “good” ratio varies greatly from one institution to another, depending on factors such as the percent of the student population that utilizes the counseling center.

## # Students Served Per FTE “Talk Therapy” Staff

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

NOTE: The number of students that a single FTE “talk therapist” can serve in a single year is a metric that is more consistent across size of institution, and percent of student body who utilize counseling services. As shown in the table above, a single FTE “talk therapist” can provide therapy for about 100 to 120 students in a single year.