



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

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

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AUCCCD

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

AUCCCD Mission Statement

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

The AUCCCD Annual Survey Overview

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

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

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

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

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

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

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Executive Summary

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

Counseling services improve student academic performance:

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

Counseling services improve student retention:

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

Institutions continue to invest additional resources in counseling services:

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

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

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

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

Stepped Care

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

Case Managers in the Counseling Center

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

Turnover in Counseling Center Staff

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

Clinical Models Used at Centers

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

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

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

Clinical Load Index

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

Psychiatric Services on Campus

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

Session Limits

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

Wait for a First Appointment

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

Waitlist

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

Counselors Embedded in Other Campus Locations

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

Counseling Clients Requiring Coordinated Care with Medical Providers

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

Director Information

Director Racial/Ethnic Background

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

Director Gender

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

Director Sexual Orientation

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

Director Documented Disability

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

Director Highest Degree

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

Director Professional Identity

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

Director License or Board Certification

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

Director: Years of Experience as Director In Current Position

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

Director: Total Years of Professional Experience

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

Is Director Position Full-Time 12 Months

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

Director: Hours Works Per Week

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

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

Director Country of Citizenship

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

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

AUCCCD Membership Status

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

One-Person Centers

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

Time Spent by Directors

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

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

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

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

Other includes research, teaching, etc.

Areas / Functions Director Oversees

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

Institutional Information

Country Institution is Located In

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

State Institution is Located In

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

School Location

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

School Size (Enrollment Categories)

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

* Based on the December, 2018 AUCCCD membership list

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

School Status

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

Percent of Enrolled Undergraduate Students Who Live On-Campus

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

Campus Teams and Policies

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

“BIT” refers to Behavioral Intervention Team or CARE team or similar team

“TAT” refers to Threat Assessment Team”

“Combined TAT & BIT” means campuses where a single team handles both functions

Types of Enrolled Students

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

Affiliations of Institution

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

Center Information

Institutional Division Center is Part of

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

Months of Year That Center is Open for Counseling Services

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

Time First Clinical Appointment Began at Center

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

Does Center Offer Any Clinical Appointments on Weekends

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

Time Last Clinical Appointment Ended at Center

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

Center Policy About Frequency of Individual Counseling Appointments

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

Integral Parts of Centers' Mission

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

Tele-Health Services: Any Provided

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

Tele-Health Services: Types Provided

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

Embedded Counselors: Centers That Have Any

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

Embedded Counselors: Location

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

Average Time Spent by Staff Counselors

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

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

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

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

Clinical Model Used at Center

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

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

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

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

Clinical Model by Size of Institution

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

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

Clinical Capacity of Center by Size of Institution and Clinical Model

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

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

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

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

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

Clinical Capacity of Center by Size of Institution

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

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

Clinical FTE of Center by Size

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

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

Clinical Load Index (CLI) by Size

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

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

Staff Turnover in Past Year

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

Staff Turnover: Was Low Salary a Factor

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

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

Staff Turnover: Were Center Work Conditions a Factor

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

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

Center Budget Information

Center Salary and Benefits Budget

Center Salary and Benefits Budget (not including operating expenses)					
School Size	# of Centers	Mean	Minimum	Maximum	Standard Deviation
Under 1,501	41	\$174,903	\$47,459	\$461,000	109,185
1,501 – 2,500	39	\$293,135	\$50,000	\$1,001,768	239,489
2,501 – 5,000	61	\$348,318	\$87,000	\$961,000	195,153
5,001 – 7,500	31	\$552,492	\$78,444	\$1,815,200	372,953
7,501 – 10,000	27	\$648,440	\$121,080	\$1,799,000	397,295
10,001 – 15,000	41	\$979,035	\$250,000	\$4,671,002	767,261
15,001 – 20,000	27	\$1,372,720	\$231,000	\$4,418,319	996,851
20,001 – 25,000	20	\$1,464,662	\$350,000	\$4,500,000	1,057,176
25,001 – 30,000	14	\$2,047,804	\$270,500	\$7,300,000	1,707,437
30,001 – 35,000	14	\$1,924,742	\$500,000	\$3,635,699	1,024,733
35,001 – 45,000	15	\$2,951,300	\$1,240,440	\$5,800,533	1,387,507
45,001 and over	14	\$3,702,622	\$1,748,216	\$5,800,000	1,225,494
Total	344	\$967,165	\$47,459	\$7,300,000	1,156,985

Center Operating Expenses Budget

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

Center Professional Development Budget

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

Percent of Center Budget Provided by Mandatory Fee

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

Source of Mandatory Fee

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

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

No-Show Fees

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

Fees Charged for No-Shows

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

Percent of Campus Served by Counseling Services

Percent of Campus Served by Counseling Services*

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

*Not including Community Colleges

Percent of Campus Served by Counseling Services: Community Colleges Only

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

Center Clinical Services Provided

Crisis Appointments: Centers in the U.S.

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

Crisis Appointments: Centers NOT in the U.S.

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

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

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

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

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

Triage Appointments: How Conducted

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

Triage Appointments: How Many Were Attended

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

Triage Appointments: Typical Length

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

“Talk Therapy” Appointments

Talk Therapy: Unique Clients Who Attended

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

Talk Therapy: Number of Appointments Attended

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

Talk Therapy: Average Appointments Attended per Client

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

Talk Therapy: Percent Appointments Attended per Client

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

Talk Therapy: Percent Appointments No-Showed

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

Talk Therapy: Percent Appointments Cancelled or Rescheduled by Clients

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

Talk Therapy: Percent Appointments Cancelled or Rescheduled by Counselors

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

Talk Therapy: Percent Appointments Scheduled for < 50 Min

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

Psychiatric Appointments

Psychiatric Services: Any Available at Center

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

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

Psychiatric Services: Unique Clients Who Attended

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

Psychiatric Services: Appointments Attended

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

Psychiatric Services: Appointments Attended Per Client

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

Psychiatric Services: Percent Appointments Attended Per Client

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

Psychiatric Services: Appointments No-Showed By Clients

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

Psychiatric Services: Percent of Appointments No-Showed By Clients

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

Psychiatric Services: Appointments Cancelled or Rescheduled

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

Psychiatric Services: Percent of Appointments Cancelled or Rescheduled

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

Psychiatric Services: Sufficiency of Available Hours

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

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

Group Therapy

Group Therapy: Number of Groups Center Ran

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

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

Group Therapy: Unique Students Who Attended

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

Client Presenting Problems

Client Presenting Problems

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

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

Academic Impact of Counseling

Clients Reporting Counseling Helped Their Academic Performance

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

Clients Reporting Counseling Helped Them Stay in School

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

Other Significant Events

Clients Who Took a Leave for Psychological Reasons

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

Clients Sent to Hospital for Psychological Reasons

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

Clients Admitted to Hospital for Psychological Reasons

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

Involuntary Hospitalizations

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

Clients Who Attempted Suicide

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

Clients Who Died by Suicide

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

Clients Who Died in an Accident

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

Session Limits

Any Session Limit

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

Type of Session Limit

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

Session Limit Time Frame

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

Session Limit Number

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

WAIT LISTS

Centers That Had Any Clients on a Waitlist

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

Weeks Waitlist Was in Effect

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

Maximum Number of Clients on Waitlist

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

When Clients Are Put on Waitlist

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

Who Has Responsibility for Waitlist Clients

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

Average Wait for First Appointment (All Clients)

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

Average Wait for First Appointment After Triage Appointment

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

Average Wait for First Appointment (Waitlist Clients Only)

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

First Appointment was a Crisis

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

FTE OF CLINICAL STAFF

Professional / Clinical (“Talk Therapy”) FTEs

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

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

Professional / Clinical (“Talk Therapy”) Trainees FTEs

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

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

Psychiatric Provider FTEs

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

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

Centers That Have Any Psychiatric Provider

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

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

Support Staff FTEs

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

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

DEMOGRAPHICS OF STAFF EMPLOYEES

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

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

Case Managers

Case Managers: Centers That Have Any

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

Case Managers: How Many on the Campus

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

Case Managers: Services Provided By

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

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

Other Campus Offices With Case Manager(s)

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

CENTER POSITIONS GAINED AND LOST

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

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

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

STUDENT TO STAFF RATIOS

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

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

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

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

Number of Students Served Per FTE “Talk Therapy” Staff and Trainees

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

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

Counseling and Health Services Collaboration

Counseling Services' Proximity to Health Services

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

Resources Counseling and Health Services Share in Common

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

Number of Clients Who Required Coordination of Care

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

“CC” stands for “Clients Who Required Coordination of Care...”

Coordination of Care Between Counseling and Health Services

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

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

Sharing of Records Between Counseling and Health Services

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

Current Arrangement Between Counseling and Health Services

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

Supervisor’s Professional Background

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

Degree of Collaboration Between Counseling and Health Services

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

Quality of Collaboration Between Counseling and Health Services

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

Record-Keeping System Used by Counseling Services

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

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

Record-Keeping System Used by Health Services

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

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

Participating Colleges and Universities

Institutions That Participated in the 2018 AUCCCD Director Survey

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

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

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

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

