AUCCCD

Association for University and College Counseling Center Directors

Annual Survey: 2020

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

Kimberly S. Gorman, Ph.D.
Director, Counseling and Psychological Services
Western Carolina University

Cindy Bruns, Ph.D.
Director, Counseling Services
Central Washington University

Calvin Chin, Ph.D.
Director, Counseling and Psychological Services
Princeton University

Nivla Y. Fitzpatrick, Ph.D.
Director, Counseling Center
Pepperdine University

Linda Koenig, Ed.D.
Director, Counseling, Health & Accessibility Services
Shawnee State University

Pete LeViness, Ph.D.
Director, Counseling and Psychological Services
University of Richmond

Karen Sokolowski, Ph.D.
Director, Counseling and Psychological Services
University at Albany

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EXECUTIVE SUMMARY

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

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

Telehealth Services
Counseling centers had to transition quickly to providing tele-mental health services. In the 8.5 months prior to March 15, 2020, counseling centers averaged 17.1 video sessions as compared to an average of 1164.8 sessions from March 16, 2020 to June 30, 2020. This is a 6811% increase.

Counseling Services Impact
Counseling services improve retention and student academic performance. Counseling centers are clearly serving as "high impact practices" that help keep students engaged in and retained by their institutions:
(1) Counseling services have a positive impact on academics: 67.9% of clients stated that counseling services helped with their academic performance.
(2) Counseling services have a positive impact on retention: 58.4% of clients stated that counseling services helped them stay in school.

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

Changes in FTE were more commonly reported for the period prior to the COVID-19 pandemic. 37.4% of schools had a change in the number of FTE's between July 1, 2019 and March 15, 2020 while 26.1% had a change between March 16, 2020 and June 30, 2020.
Changes in FTE during the pandemic were more common than furloughs, even though they increased during the pandemic, as 14.1% of centers experienced furloughs from March 16, 2020 to June 30, 2020 as compared to 0.9% prior to the pandemic.

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

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

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

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

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

Stepped Care
45.7% of counseling centers used a version of stepped care, which refers to offering a campus-wide menu of service options ranging from no care at all to weekly therapy at the counseling center. This is an increase from the 2019 report in which 37.2% of centers reported using stepped care.

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

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

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

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

Frequency of Appointments

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

Wait for a First Appointment

The average wait for all clients for a first appointment was 4.0 business days. The average wait from the time of students' triage appointment to the time of their next clinical appointment was 7.0 days.

Counselors Embedded in Other Campus Locations

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

CENTER INFORMATION

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

Institutional Division

Percent of Centers Residing in Different Institutional Divisions

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

Months of Year That Center is Open for Counseling Services

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

Number of Months Counseling Center is Open by School Size

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

Case Managers

Number of Centers with Case Managers by School Size

School Size	# of Centers	% of Centers That Do Not Have any Case Managers	% of Centers That Have any Case Managers
Under 1,501	55	61.8%	38.2%
1,501 − 2,500	62	59.7%	40.3%
2,501 − 5,000	85	51.8%	48.2%
5,001 − 7,500	53	58.5%	41.5%
7,501 − 10,000	41	48.8%	51.2%
10,001 − 15,000	58	39.7%	60.3%
15,001 − 20,000	18	38.9%	61.1%
20,001 − 25,000	29	31.0%	69.0%
25,001 − 30,000	23	21.7%	78.3%
30,001 − 35,000	15	6.7%	93.3%
35,001 − 45,000	19	10.5%	89.5%
45,001 and over	19	21.1%	78.9%
TOTAL	477	45.5%	64.5%

Services Provided by Case Managers

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

Embedded Counselors

Percent of Centers with Embedded Counselors by School Size

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

Percentage of Centers with Embedded Counselors at Specific Locations

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

Number of Hours Embedded Counselors Spent at Various Locations

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

WAIT FOR SERVICES

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

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

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

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

Center Budget Information

Amount of Center Salary and Benefits Budget by School Size

School Size	# of Centers	Mean	Minimum	Maximum	Standard Deviation
Under 1,501	21	$196,450	$53,844	$397412	$111,023
1,501 – 2,500	19	$344,889	$20,000	$759,000	$194,875
2,501 – 5,000	46	$464,022	$46,000	$1,731,620	$345,940
5,001 – 7,500	28	$547,227	$116,306	$1,279,715	$297,738
7,501 – 10,000	18	$713,662	$244,000	$1,488,931	$344,241
10,001 – 15,000	31	$1,036720	$200,000	$2,710,408	$575,117
15,001 – 20,000	11	$1,809,411	$924,065	$5,283,295	$357,015
20,001 – 25,000	18	$1,319,076	$400,000	$2,474,598	$651,418
25,001 – 30,000	13	$2280,854	$603,160	$4,897,126	$1,042,688
30,001 – 35,000	12	$2,593,931	$1,600,000	$5,117,300	$1,119,547
35,001 – 45,000	11	$2,380,551	$1,133,125	$4,900,000	$1,009,186
45,001 and over	13	$3,505,707	$1,867,000	$5,405,129	$1,298,246
TOTAL	**241**	**$1,114,275**	**$20,000**	**$540,5129**	**$1,123,152**

Amount of Center Operating Expenses Budget

School Size	# of Centers	Mean	Minimum	Maximum	Standard Deviation
Under 1,501	24	$17,212	$900	$85,000	$19.042
1,501 – 2,500	31	$56,665	$6,500	$362,000	$88,456
2,501 – 5,000	50	$53,377	$3,843	$657,558	$114,682
5,001 – 7,500	33	$54,313	$3,229	$488,784	$95,579
7,501 – 10,000	25	$43,264	$6,890	$103,622	$30,112
10,001 – 15,000	33	$80,171	$3,500	$585,000	$107,353
15,001 – 20,000	12	$120,064	$12,503	$300,000	$101,232
20,001 – 25,000	16	$94,765	$16,284	$32,5000	$89,610
25,001 – 30,000	11	$190,938	$42,500	$563,967	$161,159
30,001 – 35,000	12	$157,237	$33,600	$581,423	$148,679
35,001 – 45,000	10	$221,679	$50,000	$688,000	$239,046
45,001 and over	13	$640,490	$64,000	$3,075,680	$813,997
TOTAL	**270**	**$104,398**	**$900**	**$3,075,680**	**$238,843**

Amount of Center Professional Development Budget

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

Session Limits

Centers that Limit Number of Sessions Allowed for Clients

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

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

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

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

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

Percent of Centers with Specific Time Frame for Session Limits

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

CENTER CLINICAL SERVICES PROVIDED

Highlights
- There is a lot of variability in the percentage served across school size, as well as within school size, except for schools in 35,001-45,000 range.
- The average number of sessions per client does not differ for community colleges as compared to four-year and graduate institutions.
- Mean rates of clients first seen for a crisis appointment are relatively consistent across school size.

Percent of Campus Served by Counseling Services

Average Percent of Campus Served by Counseling Services Excluding Community Colleges

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

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

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

Not all school sizes represented in community college sample

"Talk Therapy" Appointments

Number of Unique Clients Served by Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	189.4	46	29	437
1,501 - 2,500	341.1	53	95	729
2,501 - 5,000	431.1	76	99	987
5,001 - 7,500	742.7	50	148	3,500
7,501 - 10,000	759.4	34	51	2,116
10,001 - 15,000	1,103.2	50	269	2,553
15,001 - 20,000	1,484.4	18	806	2,838
20,001 - 25,000	1,573.7	25	424	2,888
25,001 - 30,000	2,372.6	20	717	5,299
30,001 - 35,000	2,864.2	12	1,597	5,561
35,001 – 45,000	3,244.4	13	1,067	5,517
45,001 and over	4,105.8	14	299	6,211
TOTAL	**1,016.0**	**410**	**29**	**6,211**

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

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	177.7	39	29	393
1,501 - 2,500	307.2	45	95	729
2,501 - 5,000	381.4	65	130	987
5,001 - 7,500	585.9	42	214	2,067
7,501 - 10,000	663.0	33	51	1,659
10,001 - 15,000	1,000.0	44	150	2,553
15,001 - 20,000	1,014.1	15	417	1,886
20,001 - 25,000	1,190.5	24	244	4,472
25,001 - 30,000	1,818.1	16	581	5,299
30,001 - 35,000	1,914.5	13	754	4,461
35,001 – 45,000	2,224.9	13	546	3,916
45,001 and over	2,873.5	13	920	5,819
TOTAL	**839.0**	**350**	**29**	**5,819**

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

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	1,000.8	38	246	5,074
1,501 - 2,500	1,646.3	43	599	4,083
2,501 - 5,000	1,830.3	61	275	4,276
5,001 - 7,500	2,824.7	39	643	8,104
7,501 - 10,000	3,111.2	32	179	9,015
10,001 - 15,000	4,475.6	42	295	11,033
15,001 - 20,000	5,157.0	17	1,571	10,210
20,001 - 25,000	5,,681.4	21	1,605	23,724
25,001 - 30,000	8,813.3	16	3,041	28,044
30,001 - 35,000	8,564.8	13	3,197	20,584
35,001 – 45,000	9,298.3	12	2,248	18,036
45,001 and over	11,119.8	12	4,330	26,293
TOTAL	**3,814.2**	**346**	**179**	**28,044**

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

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

Average Number of Talk Therapy Appointments Attended Excluding Community Colleges

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

Average Number of Talk Therapy Appointments Attended: Community Colleges Only

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

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

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	97.1	29	5	274
1,501 - 2,500	152.9	40	39	436
2,501 - 5,000	188.3	55	6	535
5,001 - 7,500	276.8	34	64	567
7,501 - 10,000	432.8	29	63	1,571
10,001 - 15,000	460.3	40	44	1,750
15,001 - 20,000	590.9	16	196	990
20,001 - 25,000	512.0	20	216	1,517
25,001 - 30,000	761.9	12	317	2,426
30,001 - 35,000	789.6	11	234	2,,517
35,001 – 45,000	814.2	13	301	1,449
45,001 and over	860.6	11	402	1,753
TOTAL	**378.2**	**310**	**5**	**2,517**

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

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

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

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	99.1	28	9	364
1,501 - 2,500	169.6	40	28	655
2,501 - 5,000	201.6	53	9	905
5,001 - 7,500	264.1	34	65	740
7,501 - 10,000	340.9	29	47	925
10,001 - 15,000	644.0	37	30	7,116
15,001 - 20,000	572.4	13	130	1,343
20,001 - 25,000	829.6	20	183	4,395
25,001 - 30,000	1,343.8	12	187	6,830
30,001 - 35,000	1,010.9	11	438	1,819
35,001 – 45,000	1,066.5	13	117	2,220
45,001 and over	1,477.8	12	431	2,796
TOTAL	482.8	302	9	7,116

Individual "Talk Therapy" Appointments Cancelled by Clients: Community Colleges Only

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

Crisis Appointments

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

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

*Did not report data for cells less than 5 schools

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

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	30.4	30	0	110
1,501 – 2,500	76.4	35	0	426
2,501 – 5,000	77.4	55	4	316
5,001 – 7,500	114.4	39	1	383
7,501 – 10,000	196.5	25	10	490
10,001 – 15,000	205.7	39	14	503
15,001 – 20,000	200.5	14	26	570
20,001 – 25,000	285.9	18	11	1,082
25,001 – 30,000	219.2	13	9	548
30,001 – 35,000	448.4	8	166	1,301
35,001 – 45,000	484.8	13	4	1,210
45,001 and over	706.4	16	21	2,699
TOTAL	**187.7**	**305**	**0**	**2,699**

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

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

Group Therapy

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

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	10.7	35	0	59
1,501 - 2,500	18.7	36	0	119
2,501 - 5,000	29.5	51	0	233
5,001 - 7,500	32.0	36	0	299
7,501 - 10,000	59.0	26	0	173
10,001 - 15,000	102.9	37	0	490
15,001 - 20,000	152.8	13	26	460
20,001 - 25,000	130.6	19	0	391
25,001 - 30,000	133.1	12	6	361
30,001 - 35,000	298.4	9	68	757
35,001 – 45,000	328.0	11	60	1,057
45,001 and over	367.4	13	94	558
TOTAL	**89.4**	**299**	**0**	**1057**

Includes 7 Community Colleges that provided groups

Average Number of Groups Offered*

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

Includes 7 Community Colleges that provided groups

Average Number of Clients Engaged in Groups*

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	16.3	35	0	156
1,501 - 2,500	37.2	32	0	539
2,501 - 5,000	36.2	56	0	295
5,001 - 7,500	54.4	40	0	360
7,501 - 10,000	118.3	27	0	735
10,001 - 15,000	219.5	36	0	1,141
15,001 - 20,000	224.6	12	36	1,504
20,001 - 25,000	202.4	18	0	832
25,001 - 30,000	264.9	13	0	1,022
30,001 - 35,000	757.8	9	60	2,265
35,001 – 45,000	399.9	9	69	991
45,001 and over	867.8	10	30	3,513
TOTAL	**154.7**	**297**	**0**	**3,412**

Excludes 7 Community Colleges that provided groups

Trainings/Outreach

Average Number of Individuals Who Attended a Training Provided by Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	70.9	21	0	600
1,501 - 2,500	204.0	25	1	976
2,501 - 5,000	492.4	41	0	5055
5,001 - 7,500	407.8	28	0	3642
7,501 - 10,000	657.1	18	4	6377
10,001 - 15,000	1,564.5	25	14	11,469
15,001 - 20,000	889.4	8	27	2,404
20,001 - 25,000	3,805.8	13	23	45,616
25,001 - 30,000	418.9	7	0	1,172
30,001 - 35,000	1,809.3	6	444	7,257
35,001 – 45,000	762.9	8	226	2,311
45,001 and over	2,737.0	6	0	11,897
TOTAL	**883.7**	**206**	**0**	**45,616**

Average Number of Individuals Attending an Outreach Provided by Center

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	288.6	22	0	2,136
1,501 - 2,500	737.0	24	10	3,816
2,501 - 5,000	1,309.8	37	2	8,927
5,001 - 7,500	1,608.4	26	2	7,132
7,501 - 10,000	2,880.0	20	0	8,194
10,001 - 15,000	3,066.8	25	10	14,135
15,001 - 20,000	3,145.7	10	986	8,800
20,001 - 25,000	7,307.9	13	2,780	20,982
25,001 - 30,000	6,887.4	7	0	17,400
30,001 - 35,000	7,395.8	6	885	15,950
35,001 – 45,000	13,506.2	6	869	31,668
45,001 and over	8,491.0	10	121	29,550
TOTAL	**3,075.6**	**206**	**0**	**31,668**

CENTER CLIENTS

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

Presenting Problems of Clients

Mean Percent of Clients with Specific Presenting Concerns

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

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

Academic Impact of Counseling Services

Does Counseling Help Academic Performance?

	# of Centers Reporting	Percent
Centers that do not ask clients this question	205	55.0%
Centers that do ask clients this question	168	45.0%
TOTAL	**373**	**100%**

For Centers Asking, Percent of Clients Reporting Counseling Helped Academic Performance

	Percent
Yes, counseling helped	67.9%
No, counseling did not help	32.1%

Does Counseling Help Clients Stay in School?

	# of Centers Reporting	Percent
Centers that do not ask this question	219	58.4%
Centers that do ask this question	156	41.6%
TOTAL	**375**	**100%**

For Centers Asking, Mean Percent of Clients Reporting Counseling Helped Them Stay in School

	Percent
Yes, counseling helped me stay in school	64.3%
No, counseling did not help me stay in school	35.7%

Hospitalizations

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

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

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

Number of Clients Admitted to a Hospital for Psychological Reasons

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

Number of Clients with Involuntary Hospitalizations

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

Suicide

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

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

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

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

Client Demographics

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

SERVICE DEMAND

Highlights

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

Percent Change in the Number of Individual Appointments Attended

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

Change in the Number of Unique Clients Center Served

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

Percent Change in Number of Clients Served and Attended Appointments
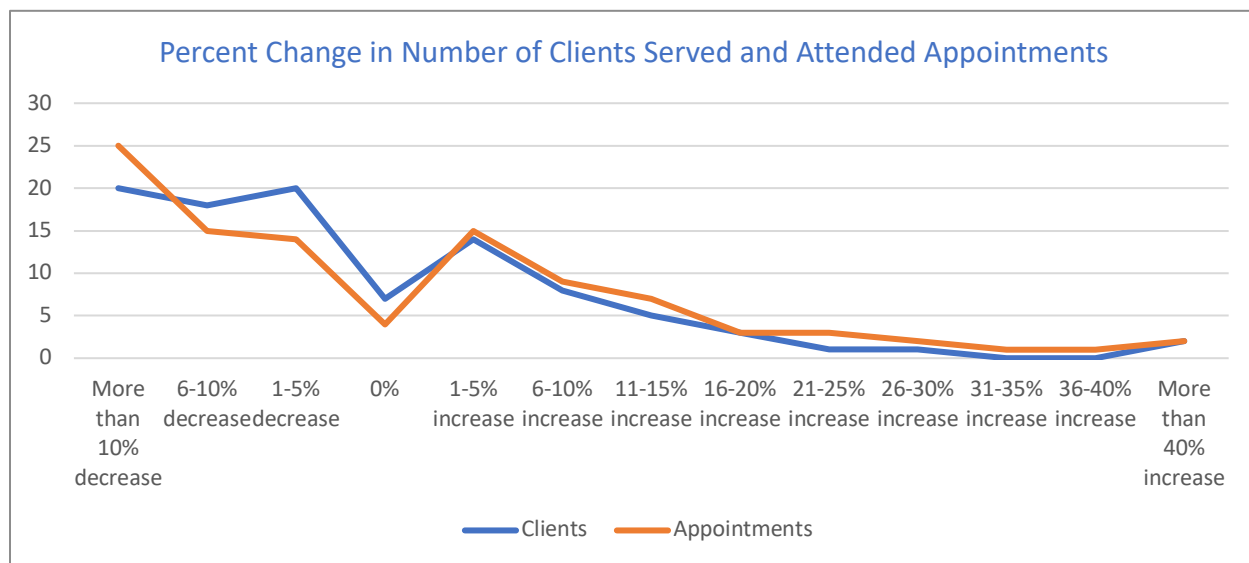
Managing Demand

Methods Used by Centers to Manage Increased Demand

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

Stepped Care

Centers Having a Version of Stepped Care by School Size

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

Appointment Frequency

Percent of Centers with Policies for Frequency of Appointments

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

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

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

Clinical Capacity

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

Clinical Capacity of Center by School Size

School Size	Mean	# of Centers	Minimum	Maximum
Under 1,501	63.9	47	20	340
1,501 – 2,500	95.1	56	10	220
2,501 – 5,000	104.2	75	20	250
5,001 – 7,500	134.8	50	40	270
7,501 – 10,000	159.2	37	29	320
10,001 – 15,000	215.7	53	40	507
15,001 – 20,000	305.9	16	128	501
20,001 – 25,000	296.9	25	70	525
25,001 – 30,000	423.7	19	179	950
30,001 – 35,000	482.6	13	297	1,098
35,001 – 45,000	497.3	12	296	854
45,001 and over	646.9	9	35	1,055
TOTAL	190.9	412	10	1,098

Clinical FTE

Clinical FTE = Clinical Capacity divided by 24

Clinical FTE (CFTE) of Center by School Size (including Community Colleges)

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

Client Load Index

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

Clinical Load Index (CLI) of Center by School Size

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

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

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

CENTER STAFF

Highlights
- More centers gained staff than lost staff.
- Nearly half of centers reported no turnover, with smaller schools seeming more likely to report no turnover or only one position turning over.
- Promotion and retirement combined (both forms of natural career progression) are the most common reasons for staff leaving; however, these only account for about a third of cases. Other reasons are at play in the majority of staff turnovers, with most loosely connected to the position being a poor fit in some way.
- The majority of center staff are white-identified, heterosexual, cisgender females, but may be more diverse in their identities than Directors.

Staff Turnover

Centers That Gained or Lost Staff Last Year by School Size

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

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

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

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

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

Demographics of Staff

Center Staff Demographics

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

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

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

COVID IMPACT

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

Centers That Used HIPAA Compliant Platform by School Size

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

Percent of Centers Using Specific HIPAA Platforms by School Size

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

School Size	# of Centers	Change from 7/1/2019 to 3/15/2020	Change from 3/16/2020 to 6/30/2020
Under 1,501	40	12.5%	7.5%
1,501 – 2,500	46	21.7%	21.7%
2,501 – 5,000	63	17.5%	23.1%
5,001 – 7,500	43	34.9%	20.0%
7,501 – 10,000	35	54.3%	25.7%
10,001 – 15,000	44	36.4%	29.5%
15,001 – 20,000	15	46.7%	20.0%
20,001 – 25,000	22	31.8%	27.3%
25,001 – 30,000	19	31.6%	36.8%
30,001 – 35,000	12	33.3%	25.0%

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

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

INSTITUTIONAL INFORMATION

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

Country in Which College or University is Located

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

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

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

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

Setting of Institution

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

School Size

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

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

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

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

Institutional Affiliations/Benchmarking Institutions

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

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

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

DIRECTOR INFORMATION

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

Highlights

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

Director Racial/Ethnic Background

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

Director Gender Identity

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

Director Sexual Orientation*

Director Sexual Orientation	Percent
Bisexual	5.6%
Gay man	4.7%
Heterosexual	74.8%
Lesbian	6.5%
Queer	2.8%
Other	0.9%
Number of Centers Reporting: 104	

Data from Salary Survey

Directors of One-Person Centers

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

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

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

Data from Salary Survey

Number of Years of Professional Experience (in Ranges)*

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

Data from Salary Survey

Director Professional Identity

Professional Identity	# of Centers	Percent
Counseling	97	23.4
Higher Education Administration	8	1.9
Marriage & Family Therapy	6	1.4
Medicine	2	0.5
Psychology, Clinical	133	32.1
Psychology, Counseling	125	30.2
Rehabilitation Counseling	1	0.2
Social Work	33	8.0
Other	9	2.2
TOTAL	414	100%

Director Highest Degree

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

Average Number of Hours Worked per Week*

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

*Data from Salary Survey

Percent of Directors Whose Position is 12-Months*

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

Data from Salary Survey

Areas / Functions Director Oversees

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

SUGGESTIONS FOR NEXT YEAR'S SURVEY

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

It would be great to have a training on this at the conference so we learn how to run these reports better and ask the questions that would be helpful to the survey. Thank you so much for all this work.

Instructions on how to get some of this data from Medicat (particularly client demographics, presenting problems, and crisis information).

In Japan, our school year begins in April and ends in March. So, it is hard to answer to many questions of the survey.

I was unable to provide many stats as my staff stopped using Titanium from March 15-early June and the notes data we have are not completely reliable. We were scrambling and accurate data collection unfortunately was not a priority. Our center also works with student in non-clinical interactions so it is difficult to ascertain accurate numbers without software.

I really appreciate the changes made! Your team has streamlined the process. I especially appreciate the clarity of instruction, provided examples, and specifics on how to run the Ti report to garner the requested information. Thank you!   In SurveyMonkey is there a way to return to, or search, for a question other than Prev and Next options?

I appreciate being able to complete the survey in several sittings. It would help to have a site navigation menu so that I can go directly to questions I skipped. Clicking through each page was time consuming and frustrating. This is my first time completing this survey, so I don't know if I will be able to save/print my responses once I click done, but that would be a nice option. Thank you!

I appreciate all the changes are done in the past few years to reflect feedback especially from universities located outside the U.S. Below are my further feedback: 1. It is difficult to define some demographic information such as race and ethnicity in universities outside of the U.S in general and in particular, I am not sure how to interpret "international students" for our school. A few American students would be considered international on our campus. However, not sure if this what is intended for this survey. I wonder if this can be further clarified in the instructions for the future.   2. Questions about "telemental health" items asked "How many sessions were provided." It seems the intention was to capture how many sessions were attended. This can be changed in the future surveys maybe.

I am INCREDIBLY grateful for this survey every year and this year in particular. Thank you to every survey team member for you time, talent, and making survey really do-able. I appreciate what I learn from this.   One challenging question that I left blank was percent change of clients this academic year to last as we saw an increase in clients/sessions prior to COVID when comparing past 5 years to that time period in March although overall I would say we saw decrease when looking at entire academic year so I left that blank but I think looking at that time in particular may be useful and appreciate recent short survey pulling out data for this fall given COVID.   Again, thank you!

Give option of dual degrees, or multiple choice option for those of us with multiple masters.

For sexual orientation, please add the following categories: queer, pansexual, and asexual (at least queer if you are going to add only one). And please get rid of or clarify what you mean by self-identify

For Sexual Orientation, add Questioning and Self-Identify as categories.

Counseling Centers using a psychoeducational or pre-counseling workshop such as RIO or Pathways. Those who are providing single session only for routine clients during high demand times (e.g. end of semester)
Consider Canadian responses and memberships
1. It would be less cumbersome to allow centers to use their own reporting year so it's not a complete duplication of effort from their annual report. 2. Many of the questions it says to look up unique clients in Ti under appt statistics, but many centers have multiple codes for say individual therapy so adding those would be misleading, and you really have to find that under the monthly statistics report.

PARTICIPATING COLLEGES AND UNIVERSITIES

Institutions That Participated in the 2019- 2020 AUCCCD Director Survey

Abraham Baldwin Agricultural College

Agnes Scott College

Albany College of Pharmacy and Health Sciences

Albright College

Alfred University

American International College

American University

American University of Armenia

American University of the Caribbean School of Medicine

Angelo State University

Appalachian State University

Aquinas College

Arizona State University

Athlone Institute of Technology, Ireland

Auburn University

Augusta University

Azusa Pacific University

Baldwin Wallace University

Ball State University

Barnard College

Barry University

Baruch College

Bates College

Bellarmine University

Bellevue University

Benedictine University

Birmingham-Southern College

Black Hawk College

Borough of Manhattan Community College/City University of New York

Boston College

Bradley University

Brigham Young University

Bryant University

Buffalo State College

Butler University

BYU-Idaho

Cabrini University

Caldwell University

California Institute of Technology

California Lutheran University

California State Polytechnic University

California State University at Chico

California State University Channel Islands

California State University, Fresno

California State University, Fullerton

California State University, Long Beach

California State University, Monterey Bay

California State University, San Bernardino

Campbell University

Case Western Reserve University

Central Washington University

Centre College

Chaminade University of Honolulu

Charles R Drew University of Medicine and Science

Chatham University

Christopher Newport University

Clarkson University

Clayton State University

Clemson University

Colgate University

College of Coastal Georgia

College of Saint Benedict Saint John's University

College of Staten Island/CUNY

College of the Ozarks

College of Wooster

Colorado Christian University

Colorado School of Mines

Colorado State University

Columbus College of Art & Design

Concordia College

Concordia University Nebraska

Connecticut College

Cornell College

Cornell University

Cornish College of the Arts

Culver Stockton College

Curtin University

Dalhousie University

Dallas College - Richland Campus

Dallas College - Brookhaven Campus

Dalton State College

Dartmouth College

Davidson College

DePaul University

Des Moines University

Drake University

Duke Kunshan University

Dutchess Community College

East Carolina University

East Central University

Eastern Connecticut State University

Eastern Michigan University

Eckerd College

Edgewood College

Elizabethtown College

Elmhurst University

Elon University

Emerson College

Emmanuel College

Emory University

Fairmont State University

Felician University

Florida Atlantic University

Florida Gulf Coast University

Florida International University

Florida State University

Florida State University Panama City

Fordham University

Fort Lewis College

George Mason University

Georgetown College

Georgetown University in Qatar

Georgia Gwinnett College

Georgia Southern University

Georgia Tech University

Goucher College

Grand Rapids Community College

Grinnell College

Gustavus Adolphus College

Hamilton College

Hampden-Sydney College

Harrisburg University of Science and Technology

Haverford College

Heartland Community College

Hollins University

Hope College

Howard Community College

Illinois State University

Illinois Wesleyan University

Indiana State University

Indiana University

Indiana University Northwest

Indiana University – Purdue University Indianapolis

Indiana University School of Medicine

Iowa State University

Ithaca College

John Carroll University

Johns Hopkins University

Johnson & Wales University - North Miami Campus

Johnson & Wales University - Providence Campus

Juniata College

Kansas City Kansas Community College

Kansas State University

Kennesaw State University

Kent State University - Kent Campus

Kenyon College

King's College

Kirkwood Community College

La Salle University

Lafayette College

Lake Forest College

LDS Business College

Le Moyne College

Lee University

Lees McRae College

Lehigh University

Lewis University

Lewis-Clark State College

Lincoln University of PA

Longwood University

Louisiana State University Shreveport

Loyola Marymount University

Loyola University Maryland

Luther College

Manhattanville College

Marshall University

Marymount California University

Marymount Manhattan College

Marymount University

McMaster University

Medaille College

Meharry Medical Collage

Mercer University - Macon campus

Mercy College of Ohio

Meredith College

Merrimack College

Michigan State University

Michigan Technological University

Middle Tennessee State University

Millersville University

Minerva Schools at KGI

Minnesota State University, Mankato

Misericordia University

Mississippi State University

Missouri State University

Missouri University of Science and Technology

Massachusetts Institute of Technology

Mohawk College

Molloy College

Monmouth College

Montana State University

Montclair State University

Moravian College

Mount St. Joseph University

Murray State University

Nazareth College

Nebraska Wesleyan University

New College of Florida

New England Conservatory

New Mexico Institute of Mining and Technology

Nicholls State University

Norfolk State University

North Carolina A&T State University

North Carolina Central University

North Carolina State University

North Dakota State University

Northeast Ohio Medical University

Northeastern Illinois University

Northern Arizona University

Northern Michigan University

Northwest Missouri State University

Norwich University

Occidental College

Ohio Northern University

Ohio University

Ohio Wesleyan University

Oregon State University

Otis College of Art and Design

Otterbein University

Oxford College of Emory University

Pace University-NYC

Pace University - Westchester campuses

Pacific University

Parker University

Pellissippi State Community College

Pennsylvania College of Technology

Penn State University

Penn State University Harrisburg

Penn State University Schuylkill Campus

Pepperdine University

Philadelphia College of Osteopathic Medicine

Point Park University

Portland State University

Post University

Princeton University

Purdue University

Queensboro Community College

Quinnipiac University

Radford University

Ramapo College

Randolph College

Randolph-Macon College

Regis College

Regis University

Rensselaer Polytechnic Institute

Rhodes College

Rice University

Rider University

Roanoke College

Robert Morris University

Rochester Institute of Technology

Rose-Hulman Institute of Technology

Ross University School of Veterinary Medicine

Rutgers University - New Brunswick

Rutgers University- Camden Campus

Sacred Heart University

Saint Ambrose University

Saint Cloud State University

Saint Elizabeth University

Saint George's University

Saint John's University

Saint Joseph's University

Saint Mary's College of Maryland

Saint Mary's University

Saint Michael's College

Saint Norbert College

Saint Olaf College

Saint Xavier University

Salisbury University

Salt Lake Community College

Salve Regina University

Samford University

San Diego State University

San Francisco State University

San Jose State University

Santa Rosa Junior College

Sapporo Gakuin University

Savannah College of Art and Design

Seattle Pacific University

Seton Hall University

Sewanee: The University of the South

Shawnee State University

Siena College

Skidmore College

Snow College

Sonoma State University

Southeast Missouri State University

Southern Methodist University

Southern Oregon University

Southern University and A&M College

Southern Utah University

Southwestern University

Spalding University

Spartanburg Methodist College

Springfield College

State University of New York at Brockport

State University of New York at Fredonia

State University of New York at New Paltz

State University of New York at Oneonta

State University of New York at Oswego

State University of New York College at Cortland

State University of New York Westchester Community College

Stephen F. Austin State University

Stonehill College

Stony Brook University

Suffolk University

Swarthmore College

Sweet Briar College

Syracuse University

Tennessee State University

Texas A&M University-Kingsville

Texas State University

Texas Tech University

The Catholic University of America

The College of New Jersey

The College of Saint Scholastica

The Ohio State University

The University of Alabama

The University of Alabama at Birmingham

The University of Arizona

The University of Tampa

The University of Texas at Austin

The University of Tokyo

Thomas Jefferson University - East Falls

Tokyo City University

Touro University Nevada

Towson University

Transylvania University

Trinity Christian College

Trinity University

Truman State University

Tufts University

Tulane University

Union College

Union University

United States Naval Academy

University of Nebraska Medical Center

Universities at Shady Grove

University at Buffalo

University of California Santa Barbara

University of Akron

University of Arkansas

University of British Columbia (Okanagan)

University of California, Berkeley

University of California, Irvine

University of California, Santa Cruz

University of Central Arkansas

University of Central Florida

University of Central Missouri

University of Central Oklahoma

University of Colorado, Colorado Springs

University of Colorado, Denver

University of Colorado, Boulder

University of Dayton

University of Denver

University of Florida

University of Houston Main Campus

University of Houston-Clear Lake

University of Idaho

University of Illinois at Chicago

University of Illinois, Urbana-Champaign

University of Indianapolis

University of Iowa

University of Kansas Medical Center

University of Kentucky

University of La Verne

University of Louisville

University of Lynchburg

University of Maine

University of Maryland Baltimore County

University of Maryland-College Park

University of Massachusetts Amherst

University of Massachusetts, Dartmouth

University of Massachusetts, Lowell

University of Melbourne

University of Memphis

University of Michigan Ann Arbor

University of Michigan Dearborn

University of Minnesota-Twin Cities

University of Minnesota - Morris

University of Mississippi

University of Missouri-St. Louis

University of Montana

University of Montevallo

University of Nebraska - Lincoln

University of Nebraska - Omaha

University of Nevada, Las Vegas

University of Nevada, Reno

University of New Hampshire

University of North Alabama

University of North Carolina at Charlotte

University of North Carolina Chapel Hill

University of North Carolina Greensboro

University of North Dakota

University of North Florida

University of North Texas

University of Northern Iowa

University of Notre Dame

University of Oregon

University of the Pacific

University of Pennsylvania

University of Pittsburgh

University of Puerto Rico, Rio Piedras Campus

University of Richmond

University of Rochester

University of Saint Francis

University of the Sciences

University of Scranton

University of South Alabama

University of South Carolina

University of South Carolina Upstate

University of South Florida - St Petersburg

University of South Florida - Tampa campus

University of Southern California

University of Southern Maine

University of St. Thomas

University of Tennessee at Chattanooga

University of Tennessee Health Science Center

University of Tennessee at Knoxville

University of Texas at San Antonio

University of Texas Health Science Center San Antonio

University of Texas Rio Grande Valley

University of the District of Columbia

University of Tulsa

University of Utah

University of Victoria

University of Virginia

University of Washington Bothell

University of Washington in Seattle

University of West Florida

University of West Georgia

University of Wisconsin Eau Claire

University of Wisconsin Oshkosh

University of Wisconsin La Crosse

University of Wisconsin Madison

University of Wisconsin River Falls

University of Wisconsin-Stout

Ursinus College

Valparaiso University

Vassar College

Villanova University

Vincennes University

Virginia Military Institute

Virginia Wesleyan University

Wabash College

Wake Forest University

Walsh University

Washburn University

Washington & Jefferson College

Washington State University, Pullman

Washington University in Saint Louis

Waukesha County Technical College

Weber State University

Wellesley College

West Chester University

Western Carolina University

Western Connecticut State University

Western Oregon University

Western Washington University

Westfield State University

West Virginia University

Wheaton College, MA

Wheeling University

Whitman College

Whitworth University

Wichita State University

Widener University

William Jewell College

Wingate University

Worcester Polytechnic Institute

Wright State University

Xavier University

Xavier University of Louisiana

Youngstown State University