



AUCCCD

Association for University and College
Counseling Center Directors

Annual Survey for Reporting Period July 1, 2021 through June 30, 2022

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INTRODUCTION

AUCCCD

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

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

The AUCCCD Annual Survey Overview

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

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

In July, 2022, all (non-emeriti) members of AUCCCD were invited to complete the Annual Survey administered through Survey Monkey software. Unique survey links were sent to 927 verified email accounts. A total of 394 counseling center directors responded to the 2021-2022 Survey, a 42.5% return rate. However, not every director responded to every question and thus, throughout this report, the number of directors/centers/institutions represented by each variable differs.

The reporting period for the information on the Annual Survey was July 1, 2021 through June 30, 2022. This monograph provides a summary of this data.

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

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EXECUTIVE SUMMARY

A total of 395 counseling center directors responded to the 2021-2022 AUCCCD survey.

Staff Turnover

The challenges of the position were experienced by many Directors this year. Many Directors had to manage the impact of staff changes. Nearly 1 in 5 clinical positions in counseling centers experienced turnover this year. The top three reasons positions given for staff leaving were 1) low salary, 2) work conditions and 3) departure from the counseling center field.

Hiring new staff for these open positions is difficult. 78.1% of centers with open positions had difficulty recruiting. The average pool for doctoral positions had 3.3 applicants while masters positions had 7.3 applicants.

Director Information

Nearly 1 in 5 of the Directors completing the survey were in their first year as a director, while 57.6% of directors who completed the survey report 16 or more years of experience after their terminal degree.

Clinical Services

The majority of centers appear to be rebounding from decreased utilization during the pandemic, with 85.5% of centers reporting an increase in utilization last year. Directors reported, on average, 12.2% of their campus was served by the counseling center in 2021-2022. To manage the demand for services, as school size increases, the more likely a center is to impose limits on individual therapy, with smaller schools being more likely to limit on a per semester basis and larger schools more likely to impose yearly limits. The average number of sessions per client is 5.7 (5.0 for community colleges) which is lower than the 6.0 session (6.3 for community colleges) in the 2020-2021 report.

Clinical Load Index

For the fourth year in a row, the Clinical Load Index (CLI) was calculated for each center that provided the necessary data. The CLI is a method by which to evaluate and compare counseling center clinical resources. The average CLI for 2021-2022 was 113.5.

Service Delivery

While most counseling centers are open for 12-months (81.9%), less than half are fully staffed year-round (48.0%).

- 35.8% of centers offer weekly therapy to 50% or more of their clients.

Most centers do not utilize a weekly model of therapy, as only 36% of centers offer weekly therapy to 50% or more of their clients.

Stepped Care

42.1% of counseling centers used a version of stepped care, which refers to offering a campus-wide menu of service options ranging from no care at all to weekly therapy at the counseling center. A stepped care model was much more likely to be used at the largest centers (as high as 82.4%) than at the smallest centers (as few as 11.9%).

INSTITUTION INFORMATION

Highlights

- The representation of school sizes in this survey mirrors their representation in the membership of AUCCCD.
- An average 44% of all enrolled students (not including community colleges) live on campus.

School Size of Centers in Survey and Centers with Membership in AUCCCD

School Size	# of Centers in Survey	Percent	# of AUCCCD Members	Percent
Under 1,501	48	12.2%	108	12.2%
1,501 – 2,500	55	14.0%	134	15.2%
2,501 – 5,000	72	18.3%	173	19.6%
5,001 – 7,500	42	10.7%	85	9.6%
7,501 – 10,000	37	9.4%	67	7.6%
10,001 – 15,000	42	10.7%	90	10.2%
15,001 – 20,000	27	6.9%	59	6.7%
20,001 – 25,000	16	4.1%	40	4.5%
25,001 – 30,000	13	3.3%	36	4.1%
30,001 – 35,000	13	3.3%	26	2.9%
35,001 – 45,000	9	2.3%	28	3.2%
45,001 and over	20	5.1%	32	3.6%
Size not reported			6	0.6%
TOTAL	394		884	

Setting of Institution

Location	# of Centers	Percent
Metropolitan/Inner-City Campus	35	8.9%
Urban Campus	178	45.3%
Urban Adjacent Campus	76	19.3%
Rural Setting Campus	104	26.5%
TOTAL	393	

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	21	South Dakota	2
Alaska	—	Michigan	12	Tennessee	9
Arizona	3	Minnesota	11	Texas	11
Arkansas	2	Mississippi	2	Utah	5
California	20	Missouri	10	Vermont	—
Colorado	6	Montana	2	Virginia	9
Connecticut	4	Nebraska	4	Washington	7
Delaware	—	Nevada	1	West Virginia	3
Florida	12	New Hampshire	3	Wisconsin	10
Georgia	17	New Jersey	9	Wyoming	1
Hawaii	—	New Mexico	3		
Idaho	3	New York	34	District of Columbia	2
Illinois	15	North Carolina	11		
Indiana	8	North Dakota	1	Puerto Rico	1
Iowa	8	Ohio	22		
Kansas	4	Oklahoma	2		
Kentucky	8	Oregon	4	Other Country	10
Louisiana	4	Pennsylvania	27	Not listed	1
Maine	4	Rhode Island	4	TOTAL	394
Maryland	11	South Carolina	5		

Country in Which College or University is Located

Country	# of Centers
USA	383
Australia	2
Canada	2
Grenada	2
Japan	1
Qatar	1
St. Kitts	1
United Kingdom	1
Not listed	1
TOTAL	394

Setting of Institution

Location	# of Centers	Percent
Metropolitan/Inner-City Campus	35	8.9%
Urban Campus	178	45.3%
Urban Adjacent Campus	76	19.3%
Rural Setting Campus	104	26.5%
TOTAL	393	

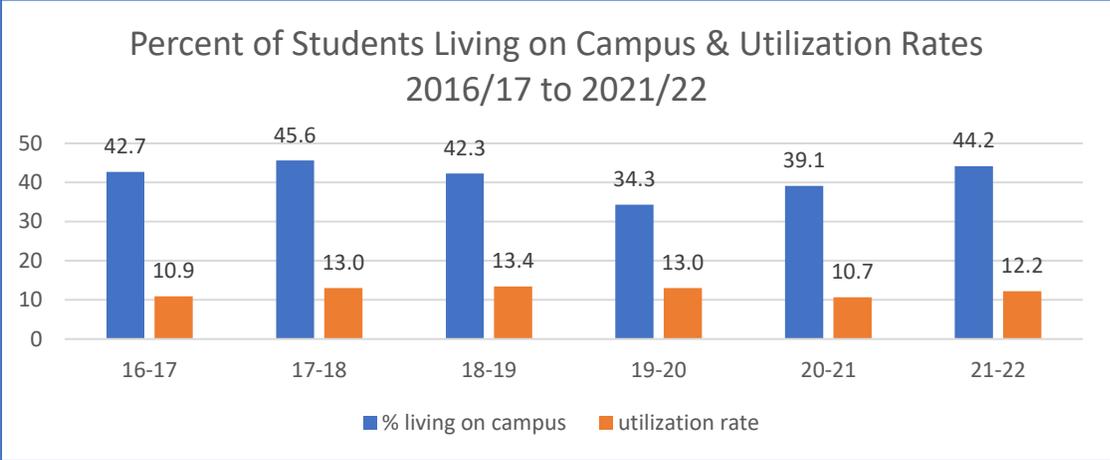
School Type

School Type	# of Centers	Percent
Art School Only (e.g., Culinary, Music, Design, etc.)	5	1.3%
Community College (e.g., 2-year)	12	3.0%
Health Profession School	17	4.3%
Science, Technology, Engineering and Math (STEM) Institution	8	2.0%
Four-year Public University	161	40.9%
Four-year Public College	34	8.6%
Four-year Private University	108	27.4%
Four-year Private College	49	12.4%
TOTAL	394	

Percent of all Enrolled Undergraduate Students Who Live On-Campus by School Size (Excluding Community Colleges)

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	33	60.0%	0%	100%
1,501 – 2,500	34	64.4%	0%	100%
2,501 – 5,000	44	48.5%	0%	100%
5,001 – 7,500	18	32.5%	0%	97%
7,501 – 10,000	20	43.2%	0%	99%
10,001 – 15,000	25	45.5%	0%	89%
15,001 – 20,000	16	27.8%	2%	61%
20,001 – 25,000	7	34.6%	14%	95%
25,001 – 30,000	0	27.8%	0%	42%
30,001 – 35,000	9	22.6%	7%	30%
35,001 – 45,000	8	23.5%	11%	42%
45,001 and over	11	18.2%	1%	41%
TOTAL	231	44.2%	0%	100%

Enrollment and Utilization Rate Trends



CENTER INFORMATION

Highlights

- The vast majority of counseling centers (81.7%) are located within the Student Affairs Division.
- While most counseling centers are open for 12-months (81.9%), less than half are fully staffed year-round (48.0%). Centers are using flexible staffing arrangements for their centers.
- Most counseling centers do not provide routine services after 5 pm.
- Nearly 3 out of 4 students (71.4%) report that counseling centers helped with academic functioning; 2 out of 3 (66.5%) report that counseling centers helped them stay in school.

Percent of Centers Residing in Different Institutional Divisions

Division	# of Centers	Percent
Student Affairs / Student Development / Student Life	268	81.7%
Academic & Student Affairs	12	3.7%
Enrollment Management & Student Affairs	11	3.4%
Student Success / Support Services	16	4.9%
Health services (if not part of Student Affairs)	5	1.5%
Academic Affairs	6	1.8%
Business/Financial Affairs	3	0.9%
Other	7	2.1%
TOTAL	328	100%

Months of Year That Center is Open for Counseling Services

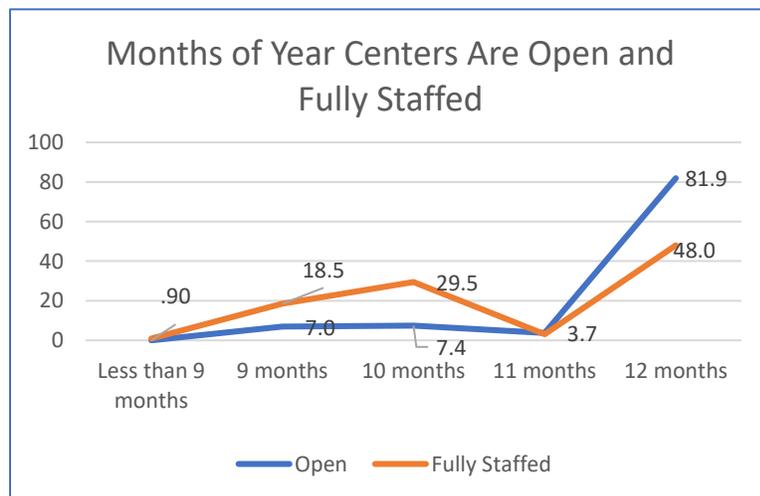
Months	# of Centers	Percent
9	23	7.0%
10	24	7.4%
11	12	3.7%
12	267	81.9%
TOTAL	326	100%

Number of Months Counseling Center is Open by School Size

School Size	# of Centers	9 Months	10 Months	11 Months	12 Months
Under 1,501	36	6	7	3	20
1,501 – 2,500	42	8	6	0	28
2,501 – 5,000	61	8	6	5	42
5,001 – 7,500	31	1	3	0	27
7,501 – 10,000	31	0	0	1	30
10,001 – 15,000	39	0	1	2	36
15,001 – 20,000	24	0	1	1	22
20,001 – 25,000	14	0	0	0	14
25,001 – 30,000	11	0	0	0	11
30,001 – 35,000	10	0	0	0	10
35,001 – 45,000	9	0	0	0	9
45,001 and over	18	0	0	0	18
TOTAL	326	23	24	12	267

Number of Months of the Year That Center Is Fully Staffed

Months	# of Centers	Percent
Less than 9	3	0.9%
9	61	18.5%
10	97	29.5%
11	10	3.1%
12	158	48.0%
TOTAL	329	100%



Number of Months of the Year Counseling Center Is Fully Staffed by School Size

School Size	# of Centers	Less than 9 Months	9 Months	10 Months	11 Months	12 Months
Under 1,501	36	0	9	15	0	12
1,501 – 2,500	42	0	10	19	2	11
2,501 – 5,000	63	0	14	23	3	23
5,001 – 7,500	31	1	8	8	0	14
7,501 – 10,000	31	0	2	8	1	20
10,001 – 15,000	39	0	7	14	2	16
15,001 – 20,000	25	2	5	4	2	12
20,001 – 25,000	14	0	1	2	0	11
25,001 – 30,000	11	0	1	1	0	9
30,001 – 35,000	10	0	0	1	0	9
35,001 – 45,000	9	0	3	0	0	6
45,001 and over	18	0	1	2	0	15
TOTAL	329	3	61	97	10	158

Percent of Directors Indicating Services are Integral to Counseling Center Mission

Services	# Centers	% indicating services are integral
Direct Clinical Service	327	100.0%
Campus Outreach	327	98.8%
Community Outreach	325	28.0%
Clinical Supervision and Training of Graduate Students	324	80.9%
Committee Work	326	75.8%
Staff/Faculty Training	325	88.3%
Student Worker Training	326	73.0%
Teaching Courses for Academic Credit	327	5.5%
Research (understanding trends, service needs and student concerns)	325	74.8%

Services Provided After-Hours

Availability of Services After 5 pm During Academic Year*

Services	% of Centers Offering on Mon.	% of Centers Offering on Tues.	% of Centers Offering on Wed.	% of Centers Offering on Thurs.	% of Centers Offering on Fri.	% of Centers Offering on Sat.	% of Centers Offering on Sun.
Individual Counseling	24.3%	26.5%	28.2%	25.2%	8.1%	2.3%	1.9%
Psychiatric	6.1%	5.5%	5.5%	5.2%	3.9%	1.6%	1.6%
Group Counseling	12.9%	16.5%	14.2%	13.5%	2.6%	1.0%	0.6%
No Services	71.3%	67.4%	67.1%	70.6%	91.0%	97.1%	97.1%

*310 Directors contributed to this data

Percent of Counseling Centers Offering After-Hours Services by School Size

School Size	# of Cntrs	Career Couns.	Career Testing	Clinical Sup of Trainees	Clinical Sup of Un-licensed Staff	Couples Therapy	Neuro-psych Testing	Psych Assess
Under 1,501	35	37.1%	8.6%	60.0%	51.4%	54.3%	2.9%	17.1%
1,501 – 2,500	42	9.5%	—	66.7%	59.5%	64.3%	4.8%	21.4%
2,501 – 5,000	62	8.1%	3.2%	82.3%	69.4%	53.2%	3.2%	16.1%
5,001 – 7,500	31	16.1%	9.7%	93.5%	67.7%	61.3%	12.9%	16.1%
7,501 – 10,000	30	26.7%	6.7%	80.0%	86.7%	73.3%	3.3%	23.3%
10,001 – 15,000	38	21.1%	10.5%	86.8%	76.3%	68.4%	18.4%	42.1%
15,001 – 20,000	25	28.0%	8.0%	96.0%	100.0%	76.0%	12.0%	52.0%
20,001 – 25,000	14	14.3%	14.3%	92.9%	78.6%	64.3%	7.1%	50.0%
25,001 – 30,000	11	9.1%	9.1%	90.0%	90.9%	72.7%	9.1%	63.6%
30,001 – 35,000	10	30.0%	20.0%	100.0%	90.0%	70.0%	10.0%	40.0%
35,001 – 45,000	9	22.2%	22.2%	100.0%	88.9%	88.9%	—	77.8%
45,001 and over	18	27.8%	11.1%	100.0%	77.8%	77.8%	11.1%	50.0%
TOTAL	325	19.4%	7.7%	83.1%	73.5%	64.9%	7.7%	30.8%

Center Impact on Academics

50.2% of Centers ask about impact of services on academic performance (out of 287 that responded to this question).

Percent of Students Stating Center Services Helped Their Academic Performance

School Size	# of Centers Asking Question	Percent of Students that Indicate Services Help Academic Performance
Under 1,501	12	75.5%
1,501 – 2,500	16	75.7%
2,501 – 5,000	26	75.0%
5,001 – 7,500	10	70.2%
7,501 – 10,000	15	70.9%
10,001 – 15,000	20	66.0%
15,001 – 20,000	13	60.5%
20,001 – 25,000	6	72.5%
25,001 – 30,000	6	74.5%
30,001 – 35,000	4	73.5%
35,001 – 45,000	7	71.6%
45,001 and over	7	75.0%
TOTAL	142	71.4%

45.1% of Centers ask about impact of services on staying in school that responded to this question).

Percent of Students Stating Center Services Helped them Stay in School

School Size	# of Centers Asking Question	Percent of Students that Indicate Services Helped Them Stay in School
Under 1,501	12	70.7%
1,501 – 2,500	13	69.2%
2,501 – 5,000	24	67.1%
5,001 – 7,500	15	61.0%
7,501 – 10,000	15	68.2%
10,001 – 15,000	17	65.5%
15,001 – 20,000	10	63.8%
20,001 – 25,000	6	58.7%
25,001 – 30,000	2	83.5%
30,001 – 35,000	4	51.3%
35,001 – 45,000	5	71.2%
45,001 and over	7	73.4%
TOTAL	130	66.5%

DIRECTOR INFORMATION

Highlights

- 75.8% of directors who completed the survey identify as White. The next largest racial identity among directors was Black/African American at 11.3%.
- 70.5% of directors identify as Cis-female. The trend data indicates that the percentage of directors identifying as female is increasing each year.
- 19.6% of the directors who completed the survey were in their first year as a director, but 57.6% of directors who completed the survey report 16 or more years of experience after their terminal degree.
- The most common area or function that directors report overseeing was psychiatric services (26.6%), followed by health promotion (13.6%) and then health services (11.3%).

Demographic Information

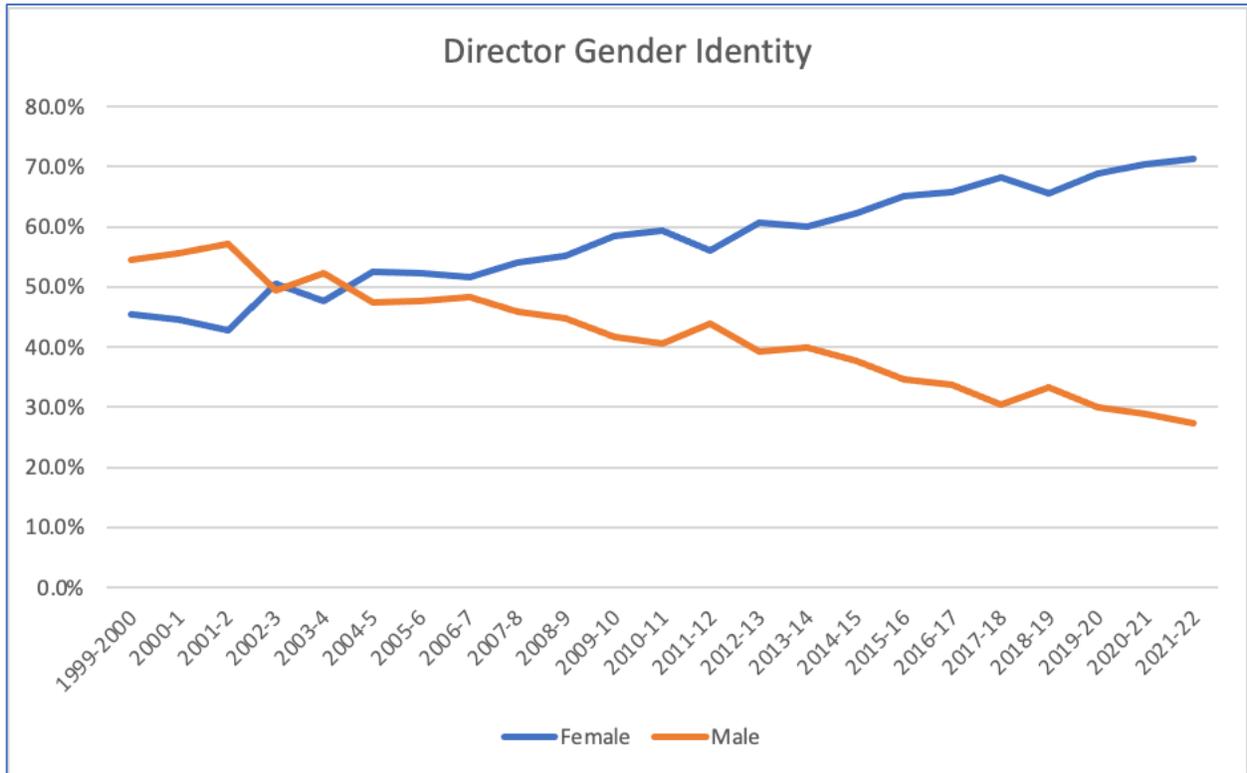
Director Racial/Ethnic Identity

Racial/Ethnic Identity	# of Centers	Percent
American Indian/Native American	3	0.7%
Arab/Middle Eastern	1	0.2%
Asian/Asian American	18	4.6%
Black/African American	44	11.1%
Latinx	20	5.1%
Multiracial	5	1.3%
White	302	76.5%
Other	2	0.5%
TOTAL	395	100%

Director Gender Identity

Gender Identity	# of Centers	Percent
Cis-female	274	70.5%
Cis-male	107	27.5%
Trans-female	0	0.0%
Trans-male	0	0.0%
Non-binary	4	1.0%
Self-identify	0	0.0%
Other	4	1.0%
TOTAL	389	100%

Director Gender Identity Trends



Director Highest Degree Earned

Degree	# of Centers	Percent
Bachelors	0	0.0%
Masters	124	31.9%
Doctorate	260	66.8%
M.D.	2	0.5%
Other	3	0.8%
TOTAL	389	100%

Director Professional Identity

Professional Identity	# of Centers	Percent
Counseling	106	27.2%
Higher Education Administration	5	1.3%
Marriage & Family Therapy	8	2.1%
Medicine	2	0.5%
Psychology, Clinical	124	31.9%
Psychology, Counseling	100	25.7%
Rehabilitation Counseling	1	0.3%
Social Work	37	9.5%
Other	6	1.5%
TOTAL	389	100%

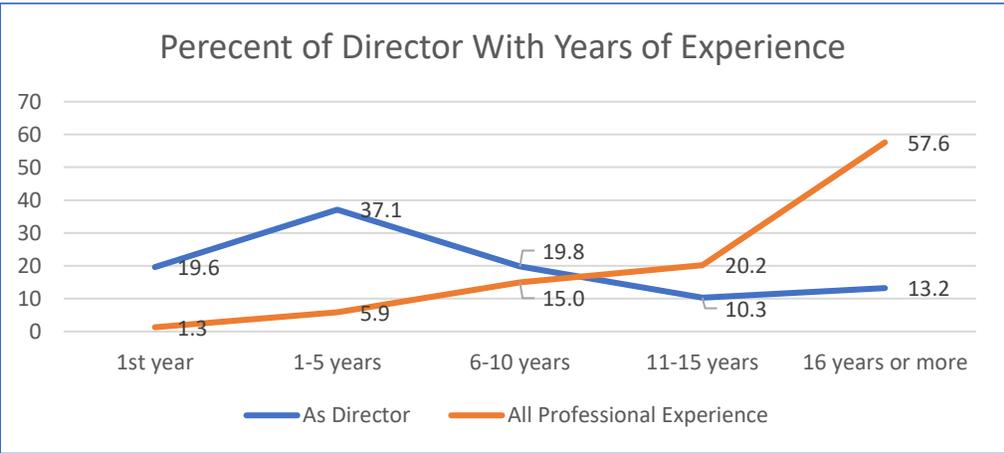
Director Experience

Number of Years as a Director (in Ranges)

Range	# of Centers	Percent	Cumulative Percent
First year as director	76	19.6%	19.6%
1 to 5 years	144	37.1%	56.7%
6 to 10 years	77	19.8%	76.5%
11 to 15 years	40	10.3%	86.8%
16 or more years	51	13.2%	100%
TOTAL	388	100%	

Number of Years of Professional Experience after Terminal Degree (in Ranges)

Range	# of Centers	Percent	Cumulative Percent
New graduate	5	1.3%	1.3%
1 to 5 years	23	5.9%	7.2%
6 to 10 years	58	15.0%	22.2%
11 to 15 years	78	20.2%	42.4%
16 or more years	223	57.6%	100%
TOTAL	387	100%	



Director Responsibilities

Areas / Functions Director Oversees

Area	# of Centers	Percent
Academic Advising	2	0.5%
AOD Education and Prevention	35	8.8%
BIT or CARE Team	32	8.0%
Career Services	5	1.3%
Conduct/Judicial Office	1	0.3%
Dean of Students' Services	1	0.3%
Dental Services	0	0.0%
Disability Services	28	7.0%
Educational Support Services	7	1.8%
Enrollment Services	0	0.0%
First-Year Seminars	3	0.8%
Food Insecurity Services	11	2.8%
Health Services	45	11.3%
Health Promotion Services	54	13.6%
Homelessness Services	2	0.5%
Immunizations	19	4.8%
New Student Orientation	5	1.3%
Occupational therapy	1	0.3%
Pharmacy	5	1.3%
Psychiatric Services	106	26.6%

Recreation Services	4	1.0%
Sexual Misconduct Education & Prevention	10	2.5%
Spiritual Life	1	0.3%
Student Affairs	8	2.0%
Testing Center	13	3.3%
Threat Assessment Team	10	2.5%
Title IX	2	0.5%
TRIO services	1	0.3%
Tutoring	2	0.5%
Veterans' Services	3	0.8%
Violence Prevention	13	3.3%
Women's Resource Center	2	0.5%
Other	36	9.0%
Total # of Centers Responding		395

Number of Months Contracted to Work as Director

Number of Months	# of Centers	Percent
12	353	90.7%
11	15	3.8%
10	17	4.4%
9	3	0.8%
Less than 9	1	0.3%
TOTAL	389	100%

One-Person Counseling Center

School Size	# of Centers Responding	# of One Person Centers	Percent
Under 1,501	36	6	16.7%
1,501 – 2,500	42	3	7.1%
2,501 – 5,000	63	0	0
5,001 – 7,500	31	0	0
7,501 – 10,000	30	0	0
10,001 – 15,000	39	0	0
15,001 – 20,000	25	0	0
20,001 – 25,000	14	0	0
25,001 – 30,000	11	0	0
30,001 – 35,000	10	0	0
35,001 – 45,000	9	0	0
45,001 and over	18	0	0
TOTAL	328	9	2.7%

SERVICE DEMAND

Highlights

- The average utilization rate is 12.2%.
- The mean Clinical Load Index for community colleges was 84.5; for all other universities, the CLI was 113.5.
- As school size increases, the more likely a center is to impose limits on individual therapy, with smaller schools being more likely to limit on a per semester basis and larger schools more likely to impose yearly limits.
 - Fewer centers overall, regardless of school size, impose lifetime limits on services.
- The majority of centers appear to be rebounding from decreased utilization during the pandemic, with only 14.5% of centers reporting no change or a decrease in utilization over 2020-2021.
- Mean wait time for first clinical contact was about 1 week for most centers, regardless of institution size; mean wait time for first therapy appointment was between 1 and 2 weeks across institutions.
- Stepped care models are more likely to be used by counseling centers at small- to large-sized institutions than centers at very small institutions.
- Most commonly reported demand mitigation strategies across all centers were: instituting a wait list, using a triage system to prioritize care, spreading out sessions, focusing resources on therapy/counseling by reducing outreach, and offering more groups. If more staff were hired, they were more likely to be contract staff rather than permanent staff.

Utilization

Percent of Campus Served by Counseling Services by School Size: Excluding Community Colleges

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	36	18.0%	5.3%	43.9%
1,501 – 2,500	43	18.6%	5.1%	32.8%
2,501 – 5,000	63	13.5%	2.7%	32.1%
5,001 – 7,500	33	9.8%	4.4%	27.6%
7,501 – 10,000	31	8.4%	2.2%	29.3%
10,001 – 15,000	37	9.1%	2.8%	16.8%
15,001 – 20,000	25	9.0%	3.9%	24.2%
20,001 – 25,000	13	10.2%	5.0%	32.3%
25,001 – 30,000	11	10.4%	3.1%	19.0%
30,001 – 35,000	11	9.5%	6.8%	19.1%
35,001 – 45,000	9	7.3%	4.9%	14.1%
45,001 and over	15	8.7%	4.2%	14.5%
TOTAL	327	12.2%	2.2%	43.9%

Percent of Campus Served by Counseling Services by School Size: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	5	3.0%	2.0%	3.6%
10,001 and over	3	2.6%	1.8%	3.8%
TOTAL	8	2.9%	1.8%	3.8%

Clinical Load Index

Clinical Load Index by School Size: Excluding Community Colleges

School Size	# of Centers	Mean	Minimal	Maximum
Under 1,501	33	80.9	16.2	241.9
1,501 – 2,500	36	104.0	50.8	263.4
2,501 – 5,000	58	96.4	46.7	193.4
5,001 – 7,500	31	103.7	56.6	191.3
7,501 – 10,000	30	116.1	41.2	252.6
10,001 – 15,000	35	130.4	61.1	279.8
15,001 – 20,000	23	125.3	58.1	254.5
20,001 – 25,000	11	152.7	82.9	358.7
25,001 – 30,000	11	136.0	94.8	186.5
30,001 – 35,000	10	148.3	92.2	230.5
35,001 – 45,000	9	131.2	73.1	188.8
45,001 and over	14	156.1	105.9	335.8
TOTAL	301	113.5	16.2	358.7

Clinical Load Index by School Size: Community Colleges Only

School Size	# of Centers	Mean	Minimal	Maximum
Under 10,000	4	74.7	50.7	85.8
10,001 and over	3	97.6	74.4	123.6
TOTAL	7	84.5	50.7	123.6

Strategies to Manage Utilization

Percentage of Centers Limiting Number of Individual Therapy Sessions

School Size	# of Centers	% Limiting Number
Under 1,501	33	36.4%
1,501 – 2,500	41	22.0%
2,501 – 5,000	60	28.3%
5,001 – 7,500	34	17.6%
7,501 – 10,000	31	29.0%
10,001 – 15,000	39	46.2%
15,001 – 20,000	25	72.0%
20,001 – 25,000	14	57.1%
25,001 – 30,000	10	60.0%
30,001 – 35,000	10	80.0%
35,001 – 45,000	9	55.6%
45,001 and over	16	50.0%
TOTAL	322	38.5%

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

School Size	# of Centers	Per semester /quarter	Per Year	Per Entire Time of Enrollment	Other*
Under 1,501	12	33.3%	50.0%	16.7%	–
1,501 – 2,500	9	11.1%	89.0%	–	–
2,501 – 5,000	17	47.1%	29.4%	17.6%	5.9%
5,001 – 7,500	6	33.3%	50.0%	16.7%	–
7,501 – 10,000	9	33.3%	55.6%	–	11.1%
10,001 – 15,000	18	38.9%	55.6%	–	5.6%
15,001 – 20,000	18	16.7%	50.0%	27.8%	5.6%
20,001 – 25,000	8	25.0%	50.0%	12.5%	12.5%
25,001 – 30,000	5	–	60.0%	20.0%	20.0%
30,001 – 35,000	8	–	100%	–	–
35,001 – 45,000	5	–	80.0%	20.0%	–
45,001 and over	6	–	66.7%	–	33.3%
TOTAL	121	24.8%	57.0%	11.6%	6.6%

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

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

Limit Timeframe	# of Centers	Mean	Minimum	Maximum
Per Semester/Quarter	29	7.8	6	15
Per Year	68	10.9	6	30
Per Time of Enrollment	11	24.8	10	50
Other	8	11.1	8	20
TOTAL	116	11.5	6	50

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

Wait Times

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

Average Wait Times for First Clinical Contact by School Size

School Size	# of Centers	Mean Number of Days for 1st Clinical Contact*	Minimum	Maximum
Under 1,501	24	3.6	0	14.0
1,501 – 2,500	26	6.3	0	24.0
2,501 – 5,000	45	5.5	0	21.0
5,001 – 7,500	20	5.5	0	16.5
7,501 – 10,000	22	5.8	0	14.0
10,001 – 15,000	27	4.7	0	20.0
15,001 – 20,000	17	5.2	0	14.0
20,001 – 25,000	7	5.1	0	9.2
25,001 – 30,000	7	6.9	0	27.0
30,001 – 35,000	8	4.9	0	10.3
35,001 – 45,000	6	9.2	0	20.3
45,001and over	10	4.8	0	11.1
TOTAL	219	5.4	0	27.0

Average Wait Times for First Individual Therapy Appointment by School Size

School Size	# of Centers	Mean Number of Days for 1st Therapy Appt*	Minimum	Maximum
Under 1,501	18	5.1	1.0	14.0
1,501 – 2,500	11	9.4	2.0	41.3
2,501 – 5,000	33	7.6	2.0	18.0
5,001 – 7,500	14	10.1	2.0	21.0
7,501 – 10,000	13	10.7	2.0	24.0
10,001 – 15,000	21	9.1	3.0	20.0
15,001 – 20,000	13	14.4	6.4	44.0
20,001 – 25,000	5	12.0	7.0	17.0
25,001 – 30,000	6	11.1	1.0	20.0
30,001 – 35,000	5	16.2	9.4	25.1
35,001 – 45,000	5	11.3	7.0	18.0
45,001and over	8	11.6	6.4	22.5
TOTAL	152	9.6	1.0	44.0

Utilization Changes

Change in the Number of Unique Clients Center Served

Amount of Change	# of Centers	Percentage
More than 10% Decrease	13	4.4%
6-10% Decrease	14	4.7%
1-5% Decrease	7	2.4%
0% (No Change)	9	3.0%
1-5% Increase	34	11.4%
6-10% Increase	32	10.8%
11-15% Increase	29	9.8%
16-20 % Increase	39	13.1%
21-25% Increase	19	6.4%
26-30% Increase	24	8.1%
31-35% Increase	23	7.7%
36-40% Increase	14	4.7%
Over 40% Increase	40	13.5%
TOTAL	297	100%

11.5% of centers experienced a decrease in the number of unique clients served
 3.0% experienced no change
 85.5% experienced an increase

Change in Number of Unique Clients Center Served by School Size

School Size	# Cntrs	1- 10% decr.	No Chnge	1-10% incr.	11-20% incr.	21-30% incr.	31-40% incr.	> 40 % incr.
Under 1,501	33	9.1%	3.0%	42.4%	30.3%	9.1%	0	6.1%
1,501 – 2,500	32	15.6%	9.4%	21.9%	12.5%	12.5%	9.4%	18.8%
2,501 – 5,000	59	13.6%	5.1%	22.0%	22.0%	6.8%	16.9%	13.6%
5,001 – 7,500	31	16.1%	–	16.1%	16.1%	16.1%	12.9%	22.6%
7,501 – 10,000	26	–	–	15.4%	34.6%	15.4%	15.4%	19.2%
10,001 – 15,000	35	8.6%	2.9%	22.9%	20.0%	22.9%	14.3%	8.6%
15,001 – 20,000	25	8.0%	–	20.0%	24.0%	8.0%	20.0%	20.0%
20,001 – 25,000	14	28.6%	–	7.1%	–	28.6%	14.3%	21.4%
25,001 – 30,000	10	–	10.0%	30.0%	20.0%	40.0%	–	–
30,001 – 35,000	9	11.1%	–	11.1%	55.6%	22.2%	–	–
35,001 – 45,000	8	12.5%	–	25.0%	37.5%	12.5%	12.5%	–
45,001 and over	15	13.3%	–	20.0%	26.7%	13.3%	20.0%	6.7%
TOTAL	297	11.4%	3.0%	22.2%	22.9%	14.5%	12.5%	13.5%

Decr.=decrease; incr.=increase

Change in the Number of Attended Appointments for All Types of Clinical Services

Amount of Change	# of Centers	Percentage
More than 10% Decrease	31	10.6%
6-10% Decrease	25	8.5%
1-5% Decrease	21	7.2%
0% (No Change)	12	4.1%
1-5% Increase	48	16.4%
6-10% Increase	37	12.6%
11-15% Increase	23	7.8%
16-20 % Increase	27	9.2%
21-25% Increase	19	6.5%
26-30% Increase	14	4.8%
31-35% Increase	7	2.4%
36-40% Increase	5	1.7%
Over 40% Increase	24	8.2%
TOTAL	293	100.0%

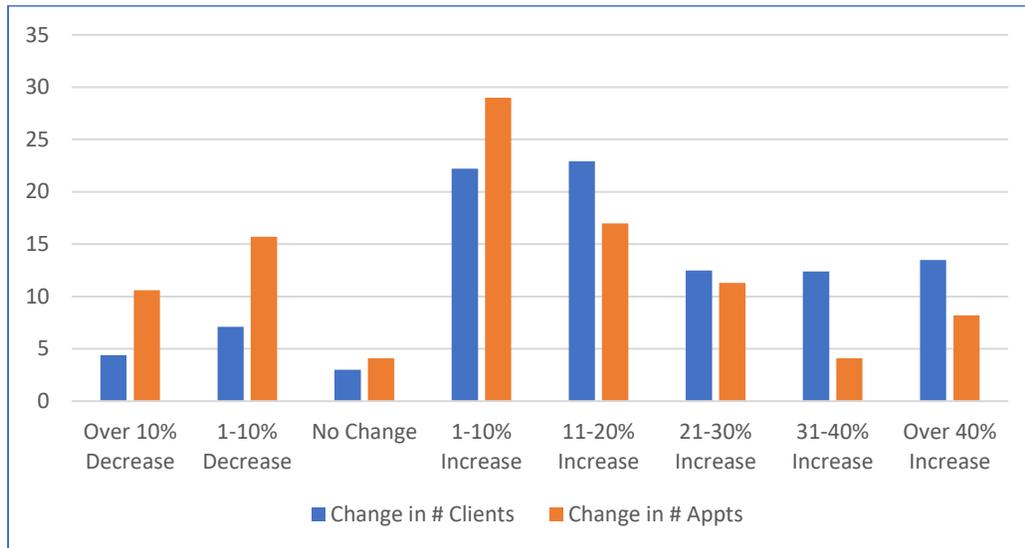
26.3% experienced a decrease in the number of attended appointments
 4.1% experienced no change
 69.6% experienced an increase

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

School Size	# Cnts	1- 10% decr.	No Chnge	1-10% incr.	11-20% incr.	21-30% incr.	31-40% incr.	> 40 % incr.
Under 1,501	33	27.3%	12.1%	24.2%	12.1%	15.2%	3.0%	6.1%
1,501 – 2,500	33	27.3%	6.1%	30.3%	9.1%	6.1%	3.0%	18.2%
2,501 – 5,000	56	23.2%	10.7%	25.0%	10.7%	12.5%	3.6%	14.3%
5,001 – 7,500	31	22.6%	–	29.0%	16.1%	9.7%	16.1%	6.5%
7,501 – 10,000	26	15.4%	–	34.6%	19.2%	19.2%	–	11.5%
10,001 – 15,000	34	26.5%	–	35.3%	20.6%	11.8%	5.9%	–
15,001 – 20,000	24	25.0%	–	20.8%	37.5%	4.2%	4.2%	8.3%
20,001 – 25,000	14	42.9%	–	14.3%	21.4%	14.3%	–	7.1%
25,001 – 30,000	10	50.0%	–	20.0%	10.0%	20.0%	–	–
30,001 – 35,000	9	44.4%	–	44.4%	11.1%	–	–	–
35,001 – 45,000	8	50.0%	–	37.5%	12.5%	–	–	–
45,001 and over	15	6.7%	–	46.7%	33.3%	13.3%	–	–
TOTAL	297	26.3%	4.1%	29.0%	17.1%	11.3%	4.1%	8.2%

Decr.=decrease; incr.=increase

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



Strategies to Meet Demand

Percent of Centers Using a Stepped Care Model by School Size

School Size	# of Centers	Percent Using Stepped Care Model
Under 1,501	35	14.3%
1,501 – 2,500	42	11.9%
2,501 – 5,000	61	32.8%
5,001 – 7,500	31	51.6%
7,501 – 10,000	31	32.3%
10,001 – 15,000	38	57.9%
15,001 – 20,000	25	60.0%
20,001 – 25,000	13	53.8%
25,001 – 30,000	11	72.7%
30,001 – 35,000	10	80.0%
35,001 – 45,000	9	66.7%
45,001 and over	17	82.4%
TOTAL	323	42.1%

Percent of Centers Utilizing Strategies to Manage Demand

Strategy	# of Centers	Percent of Centers Indicating they use this strategy
Waiting List	316	33.5%
Triaging for Urgency	316	54.7%
Referring Out More Clients	316	48.4%
Appts Every Other Week	316	56.3%
Appts Every Three Weeks or More	316	21.5%
Canceled Non-Essential Meetings	316	28.8%
Reduced Outreach	316	47.5%
Staff Routinely Skipped Lunch	316	18.4%
Staff Routinely Came in Early/Stayed Late	316	12.3%
Hired Temporary Clinicians	316	31.0%
Hired Additional Permanent Clinicians	316	14.2%
Recruited Additional Trainees	316	13.3%
Offered More Groups	316	28.2%
More Students Put in Existing Groups	316	10.4%
Reduced Length of Appointments	316	12.7%
Reduced Administrative Time for Staff	316	18.4%
Contracted with Vendor for Teletherapy Services	316	22.5%
Other	316	7.9%

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

CLINICAL SERVICES PROVIDED

Highlights

- Smaller schools are serving larger proportions of their populations.
- The average number of sessions attended is 5.7 (5.0 for community colleges).
- The majority of centers report that their policy allows for weekly individual therapy appointments; although, a majority also report that they do not have the capacity for weekly therapy sessions.
- 35.8% of centers offer weekly therapy to 50% or more of their clients.

All Appointments

Number of Unique Students Attending Any Clinical Service (individual counseling, triage/screening, intake, couples, psychiatric, group) (Excluding Community Colleges)

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	36	184.8	54	635
1,501 - 2,500	43	356.2	92	782
2,501 - 5,000	63	468.7	106	999
5,001 - 7,500	33	605.9	283	1500
7,501 - 10,000	31	738.6	166	2408
10,001 - 15,000	37	1101.0	311	2114
15,001 - 20,000	25	1551.1	615	3848
20,001 - 25,000	13	2246.9	1054	7426
25,001 - 30,000	11	2850.2	865	5019
30,001 - 35,000	11	3133.9	2122	6696
35,001 – 45,000	9	2892.0	1919	5241
45,001 and over	15	4690.9	1995	7216
TOTAL	327	1117.2	54	7426

Number of Unique Students Attending Any Clinical Service (routinely scheduled individual appointments): Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	5	187.0	95	298
10,001 and over	3	342.7	206	474
TOTAL	8	245.4	95	474

Average Number of All Appointments Attended (individual counseling, triage/screening, intake, couples, psychiatric, group) (Excluding Community Colleges)

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	35	6.4	2.2	13.6
1,501 - 2,500	43	5.9	2.4	10.6
2,501 - 5,000	63	5.8	3.0	12.4
5,001 - 7,500	32	5.9	2.0	9.5
7,501 - 10,000	30	5.5	2.9	10.5
10,001 - 15,000	37	5.7	3.2	13.4
15,001 - 20,000	25	5.4	3.4	8.1
20,001 - 25,000	13	5.3	2.8	7.7
25,001 - 30,000	11	5.3	4.1	8.5
30,001 - 35,000	11	4.7	3.0	6.0
35,001 – 45,000	9	5.2	3.7	9.6
45,001 and over	15	4.5	3.2	6.5
TOTAL	324	5.7	2.0	13.6

Average Number of All Appointments Attended (individual counseling, triage/screening, intake, couples, psychiatric, group): Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	5	4.4	2.4	7.0
10,001 and over	3	6.0	5.2	7.6
TOTAL	8	5.0	2.4	7.6

Individual Therapy Appointments

Number of Unique Students Attending Individual Therapy (Excluding Community Colleges)

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	32	170.0	50	577
1,501 - 2,500	37	318.4	119	782
2,501 - 5,000	61	395.1	94	902
5,001 - 7,500	31	486.3	251	1361
7,501 - 10,000	30	579.9	166	1765
10,001 - 15,000	36	800.5	201	1437
15,001 - 20,000	23	1049.7	261	3106
20,001 - 25,000	14	1587.9	339	7426
25,001 - 30,000	10	2098.2	815	3989
30,001 - 35,000	11	1654.9	781	2854
35,001 – 45,000	9	2357.2	819	5241
45,001 and over	14	2904.2	970	6737
TOTAL	308	811.8	50	7426

Number of Unique Students Attended Individual Therapy (Community Colleges Only)

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	4	168.5	86	298
10,001 and over	3	268.0	150	372
TOTAL	7	211.1	86	372

Total Number of Individual Therapy Appointments Attended (Excluding Community Colleges)

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	31	943.7	162	2070
1,501 - 2,500	39	1743.0	206	3985
2,501 - 5,000	57	2123.5	347	5000
5,001 - 7,500	30	2519.7	799	6703
7,501 - 10,000	28	3268.9	687	10288
10,001 - 15,000	37	4288.8	654	9544
15,001 - 20,000	23	5370.1	1142	10136
20,001 - 25,000	14	6652.9	2005	21190
25,001 - 30,000	10	11872.0	5467	25341
30,001 - 35,000	10	7634.5	4143	14026
35,001 – 45,000	9	12971.0	4849	47276
45,001 and over	14	12065.9	3933	24730
TOTAL	302	4110.8	162	47276

Total Number of Individual Therapy Appointments Attended: Community Colleges Only

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	4	958.0	340	2115
10,001 and over	3	1803.3	949	3090
TOTAL	7	1320.3	340	3090

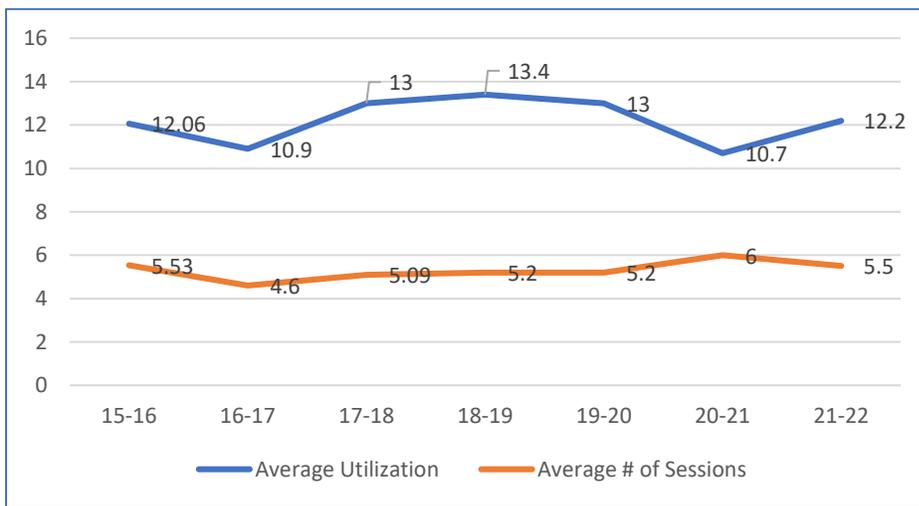
Average Number of Individual Therapy Appointments Attended (Excluding Community Colleges)

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	30	6.4	2.2	15.1
1,501 - 2,500	36	5.7	1.9	10.1
2,501 - 5,000	57	5.5	2.0	13.8
5,001 - 7,500	30	5.2	1.9	9.3
7,501 - 10,000	28	5.9	2.9	11.8
10,001 - 15,000	36	5.4	3.0	13.4
15,001 - 20,000	22	5.5	1.8	7.3
20,001 - 25,000	14	5.0	1.6	8.3
25,001 - 30,000	10	5.7	3.2	8.3
30,001 - 35,000	10	5.0	2.8	7.0
35,001 – 45,000	9	5.1	3.7	9.0
45,001 and over	14	4.2	3.3	5.9
TOTAL	296	5.5	1.6	15.1

Average Number of Individual Therapy Appointments Attended (Community Colleges Only)

School Size	# of Centers	Mean	Minimum	Maximum
Under 10,000	4	5.1	4.0	7.1
10,001 and over	3	6.5	4.9	8.3
TOTAL	7	5.7	4.0	8.3

Trends in Utilization Rates and Average Number of Sessions: 2015/16 to 2021/22



Percentage of Individual Therapy Appointments Scheduled for Less than 45 minutes

School Size	# of Centers	Mean %	Minimum %	Maximum %
Under 1,501	30	9.6%	0.0%	98.0%
1,501 - 2,500	31	4.9%	0.0%	32.0%
2,501 - 5,000	47	5.5%	0.0%	31.0%
5,001 - 7,500	27	7.5%	0.0%	55.0%
7,501 - 10,000	26	12.6%	0.0%	100%
10,001 - 15,000	33	7.8%	0.0%	100%
15,001 - 20,000	20	2.9%	0.0%	17.0%
20,001 - 25,000	11	2.9%	0.0%	13.0%
25,001 - 30,000	8	6.3%	0.0%	23.0%
30,001 - 35,000	10	1.5%	0.0%	5.0%
35,001 - 45,000	7	7.7%	0.0%	28.0%
45,001 and over	16	8.5%	0.0%	46.0%
TOTAL	266	6.9%	0.0%	100%

Percentage of Individual Therapy Appointments No Shown

School Size	# of Centers	Mean %	Minimum %	Maximum %
Under 1,501	25	7.9%	2.0%	16.0%
1,501 - 2,500	29	8.0%	1.0%	17.0%
2,501 - 5,000	49	7.9%	1.0%	16.0%
5,001 - 7,500	27	8.9%	3.0%	15.0%
7,501 - 10,000	28	8.3%	2.0%	14.0%
10,001 - 15,000	30	8.5%	4.0%	14.0%
15,001 - 20,000	20	8.5%	4.0%	16.0%
20,001 - 25,000	10	6.5%	4.0%	10.0%
25,001 - 30,000	10	7.0%	4.0%	10.0%
30,001 - 35,000	10	6.3%	3.0%	10.0%
35,001 – 45,000	9	9.2%	6.0%	17.0%
45,001 and over	13	7.0%	4.0%	16.0%
TOTAL	260	8.0%	1.0%	17.0%

Other Appointment Information

Triage/Screening Services

Triage/Screening Appointments

School Size	Number of Centers that Use Triage/Screening Appointments	Percent of Centers that Use Triage/Screening Appointments	Mean Number of Attended Triage/Screening Appointments
Under 1,501	16	41.0%	62.3
1,501 - 2,500	19	42.2%	201.6
2,501 - 5,000	37	55.2%	272.3
5,001 - 7,500	22	57.9%	355.6
7,501 - 10,000	18	54.5%	473.8
10,001 - 15,000	30	75.0%	713.7
15,001 - 20,000	20	76.9%	1119.6
20,001 - 25,000	9	69.2%	1676.4
25,001 - 30,000	9	81.8%	1881.7
30,001 - 35,000	4	36.4%	2000.3
35,001 – 45,000	4	44.4%	2170.0
45,001 and over	13	76.5%	3653.8
TOTAL	201	57.6%	881.4

Group Services

Total Number of Groups and Number of Group Appointments Attended (Excluding Community Colleges)

School Size	# of Centers	Mean # of Groups	# of Centers	Mean # of Group Sessions
Under 1,501	31	1.1	32	8.0
1,501 - 2,500	38	1.7	36	14.2
2,501 - 5,000	57	3.5	53	44.3
5,001 - 7,500	30	5.1	29	58.8
7,501 - 10,000	27	5.7	28	72.8
10,001 - 15,000	29	13.1	35	158.6
15,001 - 20,000	23	12.0	21	225.0
20,001 - 25,000	11	18.0	11	134.4
25,001 - 30,000	10	27.4	11	471.8
30,001 - 35,000	7	37.9	9	684.6
35,001 – 45,000	8	25.3	9	272.6
45,001 and over	11	59.5	11	1153.2
TOTAL	282	10.1	285	158.2

Total Number of Groups and Number of Group Appointments: Community Colleges Only

School Size	# of Centers	Mean # of Groups	# of Centers	Mean # of Group Sessions
Under 10,000	4	0.5	4	2.0
10,001 and over	3	1.3	3	9.0
TOTAL		0.9	7	5.0

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

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	30	3.7	0	16
1,501 - 2,500	36	8.5	0	54
2,501 - 5,000	52	15.9	0	101
5,001 - 7,500	27	16.0	0	82
7,501 - 10,000	25	54.4	0	439
10,001 - 15,000	31	109.2	0	559
15,001 - 20,000	21	119.1	4	395
20,001 - 25,000	10	97.5	0	201
25,001 - 30,000	11	246.9	0	938
30,001 - 35,000	9	244.7	48	407
35,001 – 45,000	9	193.0	50	479
45,001 and over	12	381.1	95	646
TOTAL	273	77.4	0	938

Weekly Appointments

Percentage of Centers with Weekly Appointments

School Size	# of Centers	Percent Offering Weekly Appts	# of Centers	Percent with Capacity to See Clients Weekly
Under 1,501	35	91.4%	35	57.1%
1,501 - 2,500	42	76.2%	41	31.7%
2,501 - 5,000	62	77.4%	64	39.1%
5,001 - 7,500	34	70.6%	34	32.4%
7,501 - 10,000	32	84.4%	31	32.3%
10,001 - 15,000	40	77.5%	39	23.1%
15,001 - 20,000	26	80.8%	26	23.1%
20,001 - 25,000	14	71.4%	14	7.1%
25,001 - 30,000	10	90.0%	13	0.0%
30,001 - 35,000	10	50.0%	10	10.0%
35,001 – 45,000	9	88.9%	9	11.1%
45,001 and over	16	62.5%	16	0.0%
TOTAL	330	77.9%	329	29.5%

Percentage of Centers Providing Weekly Services to Specific Percentages of Clients*

School Size	# of Cntrs	Specific Percentages of Clients Receiving Weekly Services									
		0-5	6-10	11-15	16-20	21-30	31-40	41-50	51-75	76-99	100
Under 1,501	35	8.6%	2.9%	8.6%	8.6%	5.7%	2.9%	8.6%	25.7%	22.9%	5.7%
1,501 - 2,500	39	30.8%	2.6%	7.7%	5.1%	2.6%	7.7%	2.6%	20.5%	20.5%	–
2,501 - 5,000	58	27.6%	10.3%	6.9%	–	3.4%	5.2%	12.1%	17.2%	15.5%	1.7%
5,001 - 7,500	30	26.7%	20.0%	10.0%	–	3.3%	6.7%	–	13.3%	20.0%	–
7,501 - 10,000	25	28.0%	16.0%	8.0%	–	8.0%	–	8.0%	20.0%	12.0%	–
10,001 - 15,000	39	17.9%	10.3%	12.8%	7.7%	–	5.1%	10.3%	28.2%	7.7%	–
15,001 - 20,000	20	25.0%	5.0%	–	15.0%	5.0%	–	5.0%	15.0%	30.0%	–
20,001 - 25,000	11	36.4%	27.3%	–	–	27.3%	–	–	9.1%	–	–
25,001 - 30,000	9	44.4%	11.1%	–	–	–	22.2%	11.1%	11.1%	–	–
30,001 - 35,000	8	62.5%	12.5%	–	–	–	–	–	25.0%	–	–
35,001 – 45,000	8	50.0%	–	–	–	–	12.5%	12.5%	12.5%	12.5%	–
45,001 and over	11	45.5%	9.1%	9.1%	–	–	9.1%	–	9.1%	18.2%	–
TOTAL	293	27.3%	9.9%	7.2%	3.8%	4.1%	5.1%	6.8%	19.1%	15.7%	1.0%

*This is a complex table that represents the percentages of centers offering weekly appointments to students. Please use the following examples to interpret it:

- 27.3% of all centers offered weekly sessions to 0-5% of their clients.
- 7.7% of centers in the 10,001-15,000 size range offered weekly sessions to 16-20% of their clients.

Crisis Appointments

Highlights

- 61.5% of counseling centers have a hospital with a behavioral unit within 0-5 miles.
- Overall, 26.4% of hospitalizations were involuntary.
- 2.5% of counseling center clients took a medical leave.

Number of Clients Who Attended a Crisis Appointment

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	30	24.2	2	108
1,501 – 2,500	32	50.6	1	418
2,501 – 5,000	55	64.3	1	281
5,001 – 7,500	28	72.6	7	391
7,501 – 10,000	28	113.8	2	533
10,001 – 15,000	34	158.8	7	642
15,001 – 20,000	20	247.2	30	1512
20,001 – 25,000	9	231.1	83	349
25,001 – 30,000	11	428.0	1	2422
30,001 – 35,000	10	717.0	97	3790
35,001 – 45,000	9	379.4	78	811
45,001 and over	12	599.6	98	1381
TOTAL	278	165.5	1	3790

Number of Crisis Appointments Attended

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	30	31.6	2	187
1,501 – 2,500	31	67.9	1	548
2,501 – 5,000	55	87.4	4	496
5,001 – 7,500	28	79.4	9	339
7,501 – 10,000	25	151.3	2	859
10,001 – 15,000	33	186.2	7	642
15,001 – 20,000	22	291.5	37	1753
20,001 – 25,000	10	261.7	46	503
25,001 – 30,000	11	489.9	2	2729
30,001 – 35,000	10	928.0	110	5252
35,001 – 45,000	9	450.6	100	1005
45,001 and over	15	875.7	163	2519
TOTAL	279	218.3	1	5252

Proximity of Nearest Hospital with Behavioral Health Unit

Distance	# Centers	% Centers
0-5 miles	200	61.5%
6-10 miles	52	16.0%
11-20 miles	27	8.3%
21-30 miles	18	5.5%
31-40 miles	9	2.8%
Over 40 miles	19	5.8%
TOTAL	325	

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

School Size	# Centers	0-5 miles	6-10 miles	11-20 miles	21-30 miles	31-40 miles	Over 40 miles
Under 1,501	34	52.9%	11.8%	11.8%	11.8%	5.9%	5.9%
1,501 – 2,500	42	47.6%	16.7%	14.3%	4.8%	4.8%	11.9%
2,501 – 5,000	64	62.5%	12.5%	9.4%	9.4%	3.1%	3.1%
5,001 – 7,500	32	56.3%	28.1%	3.1%	–	–	12.5%
7,501 – 10,000	31	51.6%	32.3%	6.5%	–	6.5%	3.2%
10,001 – 15,000	38	68.4%	15.8%	7.9%	–	2.6%	5.3%
15,001 – 20,000	26	73.1%	3.8%	11.5%	7.7%	–	3.8%
20,001 – 25,000	13	76.9%	–	–	15.4%	–	7.7%
25,001 – 30,000	11	63.6%	18.2%	9.1%	–	–	9.1%
30,001 – 35,000	10	70.0%	20.0%	10.0%	–	–	–
35,001 – 45,000	9	55.6%	22.2%	–	22.2%	–	–
45,001 and over	15	93.3%	6.7%	–	–	–	–
TOTAL	325	61.5%	16.0%	8.3%	5.5%	2.8%	5.8%

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

School Size	# Centers	0-5 miles	6-10 miles	11-20 miles	21-30 miles	31-40 miles	Over 40 miles
Metropolitan	30	83.3%	13.3%	–	3.3%	–	–
Urban	146	79.5%	12.3%	5.5%	1.4%	–	1.4%
Urban Adjacent	67	53.7%	31.3%	9.0%	1.5%	1.5%	3.0%
Rural	82	28.0%	11.0%	15.9%	17.1%	9.8%	18.3%
TOTAL	325	61.5%	16.0%	8.3%	5.5%	2.8%	5.8%

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

School Size	# of Centers	Mean # of Clients Referred	Mean # of Clients Hospitalized	Mean # of Clients Hospitalized Involuntarily	% of Clients Hospitalized Involuntarily
Under 1,501	30	2.8	2.2	0.4	23.5%
1,501 – 2,500	35	6.7	5.7	1.8	23.2%
2,501 – 5,000	53	7.8	5.6	0.8	18.8%
5,001 – 7,500	25	10.7	7.3	1.9	46.7%
7,501 – 10,000	17	12.2	11.4	0.7	33.3%
10,001 – 15,000	25	15.0	12.7	2.0	20.3%
15,001 – 20,000	17	14.6	14.8	4.3	20.6%
20,001 – 25,000	6	25.2	7.2	0.5	16.7%
25,001 – 30,000	10	32.7	24.5	10.9	21.5%
30,001 – 35,000	7	21.3	4.3	6.0	3.3%
35,001 – 45,000	5	20.4	9.7	17.4	87.5%
45,001 and over	11	35.5	39.5	8.8	16.2%
TOTAL	238	12.2	8.4	2.5	25.1%

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

Clients Who Took a Medical Leave

School Size	# of Centers	Mean # of Clients Who Took Medical Leave	Mean % of Clients Who Took Medical Leave
Under 1,501	20	7.5	2.6%
1,501 – 2,500	24	15.3	2.5%
2,501 – 5,000	33	10.2	2.0%
5,001 – 7,500	12	16.2	3.5%
7,501 – 10,000	11	21.7	2.6%
10,001 – 15,000	11	42.6	2.4%
15,001 or more	11	68.9	2.6%
TOTAL	122	20.6	2.5%

Outreach and Campus Community Education

Highlights

- Within each institutional size grouping, there is a wide range of individuals attending either training or outreach events, suggesting significant variability in how much different centers engage in these activities on their campuses

Number of Individuals Attending Training Events Provided by Counseling Centers

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	20	153.0	1	1,321
1,501 - 2,500	19	243.9	8	1,500
2,501 - 5,000	37	249.6	3	2,795
5,001 - 7,500	16	587.9	8	2,984
7,501 - 10,000	22	591.5	3	3,000
10,001 - 15,000	24	662.0	25	3,820
15,001 - 20,000	10	1,099.8	67	6,762
20,001 - 25,000	7	709.1	6	2,159
25,001 - 30,000	6	767.0	28	1,937
30,001 - 35,000	6	1,109.2	2	4,246
35,001 – 45,000	6	2,478.2	348	10,588
45,001 and over	7	4,018.4	6	10,829
TOTAL	180	696.9	1	10,829

Number of Individuals Attending Outreach Programs Provided by Counseling Centers

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	21	279.5	0	2,240
1,501 - 2,500	20	405.3	5	2,352
2,501 - 5,000	37	1,126.2	0	5,254
5,001 - 7,500	17	1,847.5	115	11,878
7,501 - 10,000	20	2,069.6	9	9,663
10,001 - 15,000	23	2,509.2	0	8,166
15,001 - 20,000	12	4,105.3	100	11,486
20,001 - 25,000	8	2,559.8	243	5,666
25,001 - 30,000	7	5,263.7	156	14,812
30,001 - 35,000	3	9,149.7	751	20,666
35,001 – 45,000	6	6,145.8	1,063	13,317
45,001 and over	6	14,909.3	241	31,149
TOTAL	180	2,480.7	0	31,149

Psychiatric Services

Highlights

- 36.3% of counseling centers have psychiatric providers within the counseling center and 33.1% of counseling centers do not have any psychiatric providers on campus.
- In general, schools under 10,000 students are less likely to have psychiatric services available on campus.

Location of Psychiatric Providers on Campus

	# of Centers	Percent
No psychiatric provider on campus	106	33.1%
On campus but not in center	79	24.7%
Only in the center	116	36.3%
In the center and elsewhere on campus	19	5.9%
TOTAL	320	100%

Location of Psychiatric Providers on Campus by School Size

School Size	# of Centers	% of Centers with No Provider on Campus	% of Centers with Provider Elsewhere on Campus	% of Centers with Provider in Counseling Center	% of Centers with Provider in Center and Elsewhere on Campus
Under 1,501	33	51.5%	21.2%	24.2%	3.0%
1,501 – 2,500	42	47.6%	16.7%	33.3%	2.4%
2,501 – 5,000	63	49.2%	12.7%	34.9%	3.2%
5,001 – 7,500	30	26.7%	20.0%	46.7%	6.7%
7,501 – 10,000	32	43.8%	18.8%	34.4%	3.1%
10,001 – 15,000	38	18.4%	34.2%	31.6%	15.8%
15,001 – 20,000	24	20.8%	33.3%	45.8%	0.0%
20,001 – 25,000	13	0.0%	46.2%	46.2%	7.7%
25,001 – 30,000	11	18.2%	27.3%	54.5%	0.0%
30,001 – 35,000	10	0.0%	50.0%	50.0%	0.0%
35,001 – 45,000	9	11.1%	55.6%	22.2%	11.1%
45,001 and over	15	6.7%	33.3%	33.3%	26.7%
TOTAL	320	33.1%	24.7%	36.3%	5.9%

Number of Individual Clients Served by Psychiatric Services

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	9	42.6	14	129
1,501 - 2,500	19	77.1	7	268
2,501 - 5,000	26	95.5	18	420
5,001 - 7,500	17	62.0	19	133
7,501 - 10,000	11	115.8	13	339
10,001 - 15,000	17	211.4	24	765
15,001 - 20,000	10	314.4	51	1422
20,001 - 25,000	5	188.4	52	426
25,001 - 30,000	5	814.6	426	1586
30,001 - 35,000	5	968.6	189	1934
35,001 – 45,000	3	652.0	153	1285
45,001 and over	8	849.1	335	1576
TOTAL	135	237.0	7	1934

Number of Psychiatric Appointments Attended

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	9	158.8	37	286
1,501 - 2,500	18	296.5	34	888
2,501 - 5,000	25	398.3	59	1631
5,001 - 7,500	17	276.4	31	774
7,501 - 10,000	11	596.8	26	1904
10,001 - 15,000	17	793.6	73	2971
15,001 - 20,000	11	1172.4	205	6858
20,001 - 25,000	6	1809.7	141	7232
25,001 - 30,000	5	3256.0	2220	4464
30,001 - 35,000	5	3205.4	750	6136
35,001 – 45,000	3	2305.3	448	4773
45,001 and over	8	3731.0	1982	5777
TOTAL	135	994.8	26	7232

Average Number of Psychiatric Appointments Attended per Client

School Size	# Centers	Mean	Minimum	Maximum
Under 1,501	9	4.1	2.2	6.9
1,501 - 2,500	17	3.7	2.1	5.5
2,501 - 5,000	25	4.1	2.0	6.5
5,001 - 7,500	17	4.4	1.1	9.0
7,501 - 10,000	11	4.1	1.7	6.1
10,001 - 15,000	16	3.7	1.6	6.4
15,001 - 20,000	10	3.7	1.7	5.3
20,001 - 25,000	5	4.1	2.1	6.9
25,001 - 30,000	5	4.9	2.2	6.8
30,001 - 35,000	5	3.8	2.1	5.7
35,001 – 45,000	3	3.3	2.9	3.7
45,001 and over	8	4.7	2.8	6.6
TOTAL	131	4.0	1.1	9.0

RELATIONSHIP TO HEALTH SERVICES

Highlights

- The most common shared features between Counseling Centers and Health Services are a health promotions/outreach (29.7%) and a health fee (28.1%).
- Most Counseling Centers (72%) do not share the same electronic medical record as Health Services. This has been a consistent trend over the past ten years.

Percent of Centers with Separate Office for Health Promotions by School Size

School Size	# of Centers	Percent
Under 1,501	34	44.1%
1,501 – 2,500	41	41.5%
2,501 – 5,000	62	53.2%
5,001 – 7,500	34	64.7%
7,501 – 10,000	33	66.7%
10,001 – 15,000	39	87.2%
15,001 – 20,000	25	80.0%
20,001 – 25,000	14	100%
25,001 – 30,000	11	100%
30,001 – 35,000	10	100%
35,001 – 45,000	9	100%
45,001 and over	16	100%
TOTAL	328	100%

Counseling Center Proximity to Health Services

Location of Health Services	# of Centers	Percent
My campus does not have Health Services	22	6.7%
Shared floor/suite in same building	58	17.8%
Separate space in same floor of same building	46	14.1%
Separate floor of same building	54	16.6%
Separate building (less than 5 minute walk apart)	64	19.6%
Separate building (about 5-10 minute walk apart)	56	17.2%
Separate building (more than 10 minute walk apart)	26	8.0%
TOTAL	326	100%

Shared Features between Counseling Centers and Health Services

Shared Features	# of Centers	Percent
Client check-in process	68	20.6%
Electronic health record system	81	24.5%
Front desk staff	74	22.4%
Health promotion or other outreach initiatives	98	29.7%
Marketing/PR materials	68	20.5%
Multidisciplinary assessment team-Eating Disorders	26	7.9%
Multidisciplinary treatment team-Eating Disorders	62	18.8%
Multidisciplinary treatment team-Substance Use Disorders	9	2.7%
Psychiatric services	75	22.7%
Staff meetings-administrative	66	20.0%
Staff meeting-clinical cases	36	10.9%
Student health/mental health fee	93	28.1%
Third party billing system	6	1.8%
Waiting room	16	4.8%

Background of Counseling and Health Services' Supervisor

Supervisor Background	# of Centers	Percent
Academic Affairs	18	5.9%
Business Affairs	11	3.6%
Mental Health	34	11.1%
Medical	9	2.9%
Public Health	13	4.2%
Spiritual Life/Divinity/Ministries	1	0.3%
Student Affairs/Student Development	149	48.8%
Other	15	4.9%
Not applicable (units do not report to same supervisor)	56	18.3%
TOTAL	306	100%

Electronic Medical Record Systems for Counseling and for Health Services

Record Keeping System	% of Counseling Centers Using	% of Health Services Using	% of Campus Sharing Same System
E-Clinical Works	–	1.0%	–
EPIC	0.3%	8.5%	0.0%
Medicat	9.4%	32.6%	10.2%
NextGen	–	0.3%	–
Paper/No electronic record keeping system	3.9%	5.5%	1.0%
Point and Click	11.5%	19.5%	11.2%
PyraMED	3.3%	9.8%	3.6%
Titanium	68.0%	2.0%	2.0%
Other	3.6%	6.5%	–
I don't know	0.0%	14.3%	–

Trend in Electronic Medical Record System Use for Counseling and Health Services

EMR Used	2015 N=414	2016 N=420	2017 N=438	2018 N=414	2022 N=303
Both use paper records (no EMR)	11.1%	7.1%	5.9%	4.1%	1.0%
Both use Mediat	7.7%	9.8%	10.3%	9.2%	10.2%
Both use Point and Click	9.4%	11.0%	8.9%	9.7%	11.2%
Both use PyraMED	1.7%	1.4%	1.8%	2.4%	3.6%
Both use Titanium	1.0%	1.4%	2.3%	1.2%	2.0%
Counseling uses Titanium, Health uses a different EMR	58.7%	63.1%	61.6%	65.2%	65.3%
Other (unknown if other systems used are shared systems)	10.4%	6.2%	9.1%	8.2%	6.6%
TOTAL	100%	100%	100%	100%	100%

NOTE: This question was not asked on the 2019, 2020, or 2021 surveys.

STAFF TURNOVER AND RECRUITMENT

Highlights

- Nearly 1 in 5 clinical positions in counseling centers experienced turnover this year.
- The highest percentage of clinical turnover occurred in schools sizes of 7,501-10,000 and 10,001-15,000.
- Low salary, work conditions and departure from the counseling center field are the most common reasons for staff leaving. Other reasons at play in the majority of staff turnovers include natural career progression or retiring.

Turnover of Staff Positions

Percentage of All Non-Trainee Clinical Positions Turned Over by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	29	11.6%	0.0%	66.0%
1,501 - 2,500	30	16.2%	0.0%	100%
2,501 - 5,000	52	18.5%	0.0%	100%
5,001 - 7,500	26	16.2%	0.0%	66.0%
7,501 - 10,000	26	26.5%	0.0%	100%
10,001 - 15,000	30	25.5%	0.0%	87.5%
15,001 - 20,000	21	17.1%	0.0%	39.0%
20,001 - 25,000	12	20.3%	0.0%	45.0%
25,001 - 30,000	11	11.8%	0.0%	30.0%
30,001 - 35,000	7	14.7%	4.0%	21.0%
35,001 - 45,000	9	15.0%	0.0%	36.0%
45,001 and over	14	17.0%	4.0%	40.0%
TOTAL	267	18.2%	0.0%	100%

Percentage of All Non-Trainee Positions Turned Over by School Size

School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	30	11.9%	0.0%	66.0%
1,501 - 2,500	28	16.6%	0.0%	100%
2,501 - 5,000	51	12.8%	0.0%	100%
5,001 - 7,500	27	13.3%	0.0%	66.0%
7,501 - 10,000	25	22.3%	0.0%	100%
10,001 - 15,000	32	23.6%	0.0%	90.0%
15,001 - 20,000	21	15.9%	0.0%	50.0%
20,001 - 25,000	11	31.2%	2.0%	66.0%
25,001 - 30,000	10	10.8%	0.0%	21.0%
30,001 - 35,000	6	19.0%	9.0%	25.0%
35,001 - 45,000	9	19.6%	2.0%	39.0%
45,001 and over	14	18.0%	0.0%	43.0%
TOTAL	264	17.0%	0.0%	100%

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 7-9	# Centers Ranking this as a concern
Low Salary	16.0%	11.4%	6.6%	2.0%	0.8%	0.3%	0.3%	147
Work Conditions	10.9%	14.7%	6.6%	3.6%	0.3%	0.0%	0.5%	144
Left Counseling Center field	7.6%	6.6%	6.1%	2.0%	0.5%	0.5%	0.8%	95
Relocation	10.4%	4.8%	3.8%	2.3%	1.8%	0.8%	0.3%	95
Retired	6.9%	2.0%	2.8%	2.3%	1.5%	0.8%	0.5%	66
Promotion	3.6%	2.5%	1.8%	2.5%	1.5%	0.5%	0.5%	51
Termination	1.8%	1.3%	0.8%	1.0%	0.8%	1.0%	0.6%	28
Other	6.3%	4.8%	4.6%	2.3%	0.5%	0.0%	0.0%	73

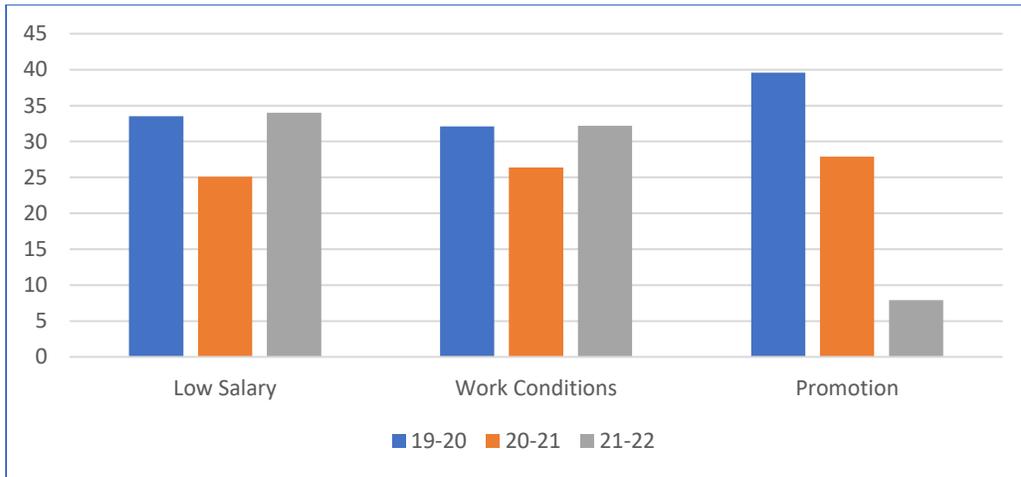
Top three reasons people left (top 3 ranks)

Low salary: For those indicating this as a reason, 34.0% ranked it as one of the top three reasons for the departure.

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

The individual left the counseling center field. For those indicating this as a reason, 20.3% ranked it as a top three reason for the departure.

Trends in Reasons for Turnover in Counseling Centers: 2019/2020 to 2021/22



Recruitment

Highlights

- 78.1% of centers indicated difficulties in recruiting for open positions.
- On average, 3 out of 4 centers (74%) did not have an adequate number of qualified applicants for their open positions.
- The average applicant pool included 3.3 doctoral applicants and 7.3 masters applicants.
- 50% of centers did not fill all of their open positions.

Percent of Centers that Had Difficulty Recruiting by School Size

School Size	# Centers Who Had Difficulty	% of Centers Who Had Difficulty
Under 1,501	16	55.2%
1,501 - 2,500	24	68.6%
2,501 - 5,000	41	73.2%
5,001 - 7,500	23	79.3%
7,501 - 10,000	24	80.0%
10,001 - 15,000	32	91.4%
15,001 - 20,000	21	84.0%
20,001 - 25,000	12	85.7%
25,001 - 30,000	8	72.7%
30,001 - 35,000	9	90.0%
35,001 - 45,000	9	100%
45,001 and over	16	88.9%
TOTAL	235	78.1%

Percent of Centers with Specific Recruiting Problems

Recruitment Problem	# of Centers in Sample	# of Centers Having Difficulty	Percent
Did not have representative pool	235	127	54.0%
Did not have adequate number of applicants	235	146	62.1%
Did not have adequate number of qualified applicants	235	174	74.0%
Offer was refused because of low salary	235	128	54.5%
Offer was refused for other reason*	235	52	22.1%

The 'Other' category was used to highlight low salary as a reason not just for the offer to be refused but a difficulty in having any candidate to interview. Other situations included hiring freezes and administrative restrictions on the hiring process.

Average Number of Weeks Position Posted

Type of Position	# of Centers	Mean Weeks Position Posted	Maximum Weeks Position Posted
Master's level	130	12.4	121
Doctoral level	84	15.9	90
Open level (either master's or doctoral)	92	12.6	53

Average Applicant Pool for Positions Posted

Type of Position	# of Centers	Mean # Applications	Minimum # Applicants	Maximum # Applicants
Master's level	125	7.3	0	75
Doctoral level	86	3.3	0	100
Open level (either master's or doctoral)	98	7.9	0	65

Percent of Centers Filling Open Positions

Situation with Filling Position	# of Centers	Percent of Centers
Filled all open positions	131	50.0%
Filled most open positions	45	17.1%
Filled some open positions	57	21.8%
Filled none of the open positions	29	11.1%
TOTAL	262	100%

Impact of Staff Turnover

The predominate impact of staff turnover on remaining staff includes **strain on morale, burnout, demoralization, higher caseloads and workloads for remaining staff, grief and loss of a trusted colleague, loss of trust in leadership, sense of instability, exhaustion and fatigue, and increased wait time for students.**

Another center mentioned the impact of potential loss of APA internship accreditation because of the loss of and difficulty recruiting licensed psychologists.

Participating Centers

Adrian College
Agnes Scott College
Albany College of Pharmacy and Health Sciences
Albany State University
Allegheny College
American International College
Appalachian State University
Aquinas College
Arizona State University
Ashland University
Atlanta Metropolitan State College
Auburn University
Augusta University
Babson College
Ball State University
Baruch College/CUNY
Bellarmino University
Belmont University
Berry College
Bethany Wellman
Boston College
Boston University
Bradley University
Brescia University
Bridgewater State University
Brigham Young University
Brigham Young University-Idaho
Bryan College
Bryce Crapser
Bucknell University
Butler University
Cal Poly Humboldt
Caldwell University
California College of the Arts
California Institute of Technology
California Polytechnic State University, San Luis Obispo
California State University, Channel Islands
California State University, Chico
California State University, Long Beach
California State University, Maritime Academy
California State University, Sacramento
Central Community College
Central Washington University
Charles Drew University of Medicine & Science
Charleston Southern University
Christopher Newport University
Clarkson University
Clayton State University
Clemson University
Cleveland State University
Coastal Carolina University
Colgate University
College of Saint Benedict/Saint John's University
College of Staten Island (CUNY)
College of the Holy Cross
College of Western Idaho
College of Wooster
Colorado School of Mines
Colorado State University
Columbia University in the City of New York
Concordia College
Concordia University Nebraska
Connecticut College
Converse University
Cornish College of the Arts
Curry College
Curtin University
Dakota State University
Dalhousie University
Dallas College
Davidson College
Debra J Broderick
Defiance College
Delaware Valley University
Denison University
Des Moines University
Dickinson College
Drexel University
East Carolina University
East Tennessee State University
Eastern Kentucky University
Eastern Michigan University
Eastern Washington University
Eckerd College
Edgewood College
Elizabethtown College
Elmhurst University
Embry-Riddle Aeronautical University
Emory University
Fairfield University
Felician University
Florida A&M University
Florida Gulf Coast University
Florida International University
Fordham University
Fort Lewis College
Georgetown University in Qatar

Georgia Gwinnett College
 Georgia Southern University
 Georgian Court University
 Gettysburg College
 Gordon State College
 Grambling State University
 Grinnell College
 Gustavus Adolphus College
 Hamilton College
 Hampden-Sydney College
 Harris-Stowe State University
 High Point University
 Hobart and William Smith Colleges
 Holy Family University
 Hope College
 Houghton University
 Idaho State University
 Illinois State University
 Indiana State University
 Iona University
 Iowa State University
 Jarvis Christian University
 Johnson & Wales University - Providence Campus
 Juniata College
 Kansas City Kansas Community College
 Kansas State University
 Kennesaw State University
 Kent State University
 Kenyon College
 Kirkwood Community College
 Lafayette College
 Lake Forest College
 Laramie County Community College
 LaSalle University
 Le Moyne College
 Lesley University
 LIM College
 Loyola Marymount University
 Loyola University Chicago
 Loyola University Maryland
 Luther College
 Manhattanville college
 Marist College
 Marquette University
 Marshall University
 Massachusetts College of Pharmacy & Health Sciences
 Mayo Clinic College of Medicine and Science
 Medgar Evers College, CUNY
 Memorial University of Newfoundland
 Mercer County Community College
 Mercer University - Atlanta
 Mercer University-Macon Campus
 Mercy College of Ohio
 Miami University
 Michigan State University
 Michigan Technological University
 Middle Georgia State University
 Minnesota State University, Mankato
 Mississippi State University
 Missouri State University
 Missouri University of Science and Technology
 Molloy University
 Monmouth University
 Montana State University - Bozeman
 Montclair State University
 Montserrat College of Art
 Morgan State University
 Mount Carmel College of Nursing
 Mount Marty University
 Mount St. Joseph University
 Muhlenberg College
 Murray State University
 National Louis University
 Nazareth College
 Nebraska Wesleyan University
 New England College
 New Mexico Institute of Mining and Technology
 New York Medical College
 Nicholls State University
 Nichols College
 Norfolk State University
 North Dakota State University
 North Park University
 Northeast Ohio Medical University
 Northeastern Illinois University
 Northern Arizona University
 Northwest Arkansas Community College
 Northwest Missouri State University
 Northwestern University
 Oakland University
 Occidental College
 Ohio Northern University
 Ohio University
 Ohio Wesleyan University
 Oklahoma City Community College
 Olivet College
 Oxford College of Emory University
 Pace University, Westchester Campuses
 Pace University-New York City
 Parker University
 Pennsylvania College of Technology
 Pennsylvania State University
 Pepperdine University
 Philadelphia College of Osteopathic Medicine
 Plymouth State University

Portland State University	Texas A&M University-Kingsville
Princeton University	Texas Tech University
Purdue University	The American University of Antigua
Randolph-Macon College	The Catholic University of America
Reed College	The Ohio State University
Regis College	The University of Alabama
Rhodes College	The University of Alabama at Birmingham
Robert Morris University	The University of Melbourne
Roberts Wesleyan University	The University of Texas at Austin
Roger Williams University	The University of Tokyo
Ross University School of Veterinary Medicine	Thomas Jefferson University - East Falls
Saginaw Valley State University	Tiffin University
Saint Joseph's College of Maine	Towson University
Saint Joseph's University	Transylvania University
Saint Martins University	Trinity University
Saint Peter's University	Tufts University
Saint Xavier University	Union College
Salisbury University	United States Naval Academy
Salve Regina University	University at Albany
Samford University	University at Buffalo
San Diego State University	University of Akron
San Jose State University	University of Arizona
Santa Rosa Junior College	University of Arizona
School of the Art Institute of Chicago	University of California Irvine
Seattle Pacific University	University of California Santa Barbara
Sharda Mishra	University of Central Arkansas
Shawnee State University	University of Central Florida
Shenandoah University	University of Central Missouri
Simpson College	University of Central Oklahoma
Skidmore College	University of Chicago
Smith College	University of Colorado Boulder
Southern Illinois University Carbondale	University of Colorado Colorado Springs
Southern Oregon University	University of Dayton
Southern University and A&M College	University of Denver
Spalding University	University of Edinburgh
Springfield College	University of Evansville
St. Ambrose University	University of Florida
St. Cloud State University	University of Health Science and Pharmacy
St. George's University	University of Houston Main
St. John's College -- Annapolis campus	University of Houston-Clear Lake
St. Mary's College of Maryland	University of Illinois, Urbana-Champaign
St. Olaf College	University of Indianapolis
Stacey L Gerken	University of Iowa
State University of New York at Potsdam	University of Kansas Medical Center
State University of NY at Oswego	University of La Verne
stockton university	University of Louisville
SUNY Adirondack	University of Maine
SUNY Brockport	University of Maryland Baltimore County
SUNY Cortland	University of Maryland Eastern Shore
SUNY Geneseo	University of Maryland, Baltimore
Susquehanna University	University of Maryland, College Park
Swarthmore College	University of Massachusetts Amherst
Texas A&M International University	University of Massachusetts, Dartmouth

University of Massachusetts, Lowell
University of Memphis
University of Miami
University of Michigan (Ann Arbor)
University of Michigan Dearborn
University of Michigan-Flint
University of Minnesota - Twin Cities
University of Minnesota Duluth
University of Minnesota, Morris
University of Mississippi Medical Center
University of Missouri - Columbia
University of Missouri - St Louis
University of Montana Western
University of Montevallo
University of Nebraska Medical Center
University of Nebraska Medical Center
University of Nevada, Reno
University of New England
University of New Hampshire, Durham Campus
University of New Mexico
University of New Orleans
University of North Carolina A&T
University of North Carolina Asheville
University of North Carolina, Central
University of North Carolina at Chapel Hill
University of North Carolina at Charlotte
University of North Carolina Greensboro
University of North Florida
University of North Georgia
University of Notre Dame
University of Pittsburgh
University of Pittsburgh, Bradford
University of Puerto Rico, Rio Piedras Campus
University of Rhode Island
University of Richmond
University of Rochester
University of South Alabama
University of South Carolina
University of South Florida - Tampa campus
University of South Florida, St Petersburg campus
University of Southern Maine
University of St. Thomas
University of Tennessee at Chattanooga
University of Tennessee at Martin
University of Tennessee Knoxville

University of Texas Health Science Center San Antonio
University of the Arts
University of the Cumberlands
University of the District of Columbia
University of the Pacific
University of Utah
University of Virginia
University of Washington
University of Washington Bothell
University of West Florida
University of West Georgia
University of Wisconsin-Eau Claire
University of Wisconsin- La Crosse
University of Wisconsin Oshkosh
University of Wisconsin-Madison
University of Wisconsin-Platteville
University of Wisconsin-Stout
Ursinus College
Utah State University
Utah Tech University
Valdosta State University
Valparaiso University
Vassar College
Virginia Military Institute
Virginia Polytechnic Institute and State University
Washburn University
Washington & Jefferson College
Washington University in St. Louis
Waukesha County Technical College
Weber State University
Wellesley College
West Chester University of Pennsylvania
West Virginia University
West Virginia University Institute of Technology
Western Carolina University
Western Connecticut State University
Western Illinois University
Western Oregon University
Westfield State University
Widener University
William Jewell College
Wittenberg University
Worcester Polytechnic Institute
Youngstown State University