# The Association for University and College Counseling Center Directors
# Annual Survey – Public Version
# 2018

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

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# AUCCCD

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

*AUCCCD Mission Statement*

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

# The AUCCCD Annual Survey Overview

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

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

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

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

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

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

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# Executive Summary

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

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

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

Institutions continue to invest additional resources in counseling services:
> 43.3% of centers gained staff positions, while only 8.6% lost staff positions. Counseling centers continue to gain staff member FTE at a much higher rate than those losing staff.
> For the 538 centers who responded to this question, a total of 323.9 FTE staff positions were gained, while 34.9 positions were lost, for a net gain of 289.0 FTE counseling positions.

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

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

Case Managers in the Counseling Center
> 24.5% of centers have one or more case managers on their staff.

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

Clinical Models Used at Centers

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

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

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

Clinical Load Index

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

Psychiatric Services on Campus

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

Session Limits

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

Wait for a First Appointment

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

Waitlist

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

Counselors Embedded in Other Campus Locations

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

Counseling Clients Requiring Coordinated Care with Medical Providers

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

# Director Information

## Director Racial/Ethnic Background

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

## Director Gender

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

## Director Sexual Orientation

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

## Director Documented Disability

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

## Director Highest Degree

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

## Director Professional Identity

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

## Director License or Board Certification

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

## Director: Years of Experience as Director In Current Position

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

## Director: Total Years of Professional Experience

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

## Is Director Position Full-Time 12 Months

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

## Director: Hours Works Per Week

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

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

## Director Country of Citizenship

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

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

## AUCCCD Membership Status

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

## One-Person Centers

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

## Time Spent by Directors

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

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

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

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

Other includes research, teaching, etc.

## Areas / Functions Director Oversees

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

# Institutional Information

## Country Institution is Located In

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

## State Institution is Located In

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

## School Location

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

## School Size (Enrollment Categories)

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

* Based on the December, 2018 AUCCCD membership list

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

## School Status

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

Percent of Enrolled Undergraduate Students Who Live On-Campus

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

Campus Teams and Policies

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

"BIT" refers to Behavioral Intervention Team or CARE team or similar team

"TAT" refers to Threat Assessment Team"

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

## Types of Enrolled Students

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

## Affiliations of Institution

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

# Center Information

## Institutional Division Center is Part of

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

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

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

## Time First Clinical Appointment Began at Center

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

## Does Center Offer Any Clinical Appointments on Weekends

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

Time Last Clinical Appointment Ended at Center

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

Center Policy About Frequency of Individual Counseling Appointments

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

## Integral Parts of Centers' Mission

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

## Tele-Health Services: Any Provided

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

## Tele-Health Services: Types Provided

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

## Embedded Counselors: Centers That Have Any

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

## Embedded Counselors: Location

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

## Average Time Spent by Staff Counselors

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

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

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

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

### Clinical Model Used at Center

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

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

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

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

### Clinical Model by Size of Institution

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

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

## Clinical Capacity of Center by Size of Institution and Clinical Model

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

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

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

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

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

## Clinical Capacity of Center by Size of Institution

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

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

## Clinical FTE of Center by Size

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

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

## Clinical Load Index (CLI) by Size

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

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

## Staff Turnover in Past Year

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

## Staff Turnover: Was Low Salary a Factor

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

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

## Staff Turnover: Were Center Work Conditions a Factor

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

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

# Center Budget Information

## Center Salary and Benefits Budget

| Center Salary and Benefits Budget (not including operating expenses) | | | | | |
|---|---|---|---|---|---|
| **School Size** | **# of Centers** | **Mean** | **Minimum** | **Maximum** | **Standard Deviation** |
| **Under 1,501** | 41 | $174,903 | $47,459 | $461,000 | 109,185 |
| **1,501 – 2,500** | 39 | $293,135 | $50,000 | $1,001,768 | 239,489 |
| **2,501 – 5,000** | 61 | $348,318 | $87,000 | $961,000 | 195,153 |
| **5,001 – 7,500** | 31 | $552,492 | $78,444 | $1,815,200 | 372,953 |
| **7,501 – 10,000** | 27 | $648,440 | $121,080 | $1,799,000 | 397,295 |
| **10,001 – 15,000** | 41 | $979,035 | $250,000 | $4,671002 | 767,261 |
| **15,001 – 20,000** | 27 | $1,372,720 | $231,000 | $4,418,319 | 996,851 |
| **20,001 – 25,000** | 20 | $1,464,662 | $350,000 | $4,500,000 | 1,057,176 |
| **25,001 – 30,000** | 14 | $2,047,804 | $270,500 | $7,300,000 | 1,707,437 |
| **30,001 – 35,000** | 14 | $1,924,742 | $500,000 | $3,635,699 | 1,024,733 |
| **35,001 – 45,000** | 15 | $2,951,300 | $1,240,440 | $5,800,533 | 1,387,507 |
| **45,001 and over** | 14 | $3,702,622 | $1,748,216 | $5,800,000 | 1,225,494 |
| **Total** | **344** | **$967,165** | **$47,459** | **$7,300,000** | **1,156,985** |

## Center Operating Expenses Budget

| Center Operating Expenses Budget (not including salary and benefits) | | | | | |
|---|---|---|---|---|---|
| **School Size** | **# of Centers** | **Mean** | **Minimum** | **Maximum** | **Standard Deviation** |
| **Under 1,501** | 45 | $38,238 | $0 | $780,000 | 119,330 |
| **1,501 – 2,500** | 55 | $42,657 | $0 | $330,000 | 64,844 |
| **2,501 – 5,000** | 68 | $43,703 | $3,200 | $419,702 | 74,632 |
| **5,001 – 7,500** | 45 | $62,913 | $1,600 | $763,568 | 138,775 |
| **7,501 – 10,000** | 29 | $47,214 | $1,000 | $190,805 | 43,285 |
| **10,001 – 15,000** | 43 | $111,272 | $5,589 | $971,632 | 196,179 |
| **15,001 – 20,000** | 27 | $166,634 | $5,518 | $725,810 | 175,880 |
| **20,001 – 25,000** | 22 | $100,955 | $8,000 | $623,543 | 151,382 |
| **25,001 – 30,000** | 14 | $162,448 | $2,500 | $853,888 | 217,387 |
| **30,001 – 35,000** | 13 | $252,817 | $13,580 | $1,000,000 | 271,925 |
| **35,001 – 45,000** | 15 | $193,493 | $20,172 | $589,064 | 172,5652 |
| **45,001 and over** | 13 | $357,152 | $41,825 | $953,715 | 288,155 |
| **Total** | **389** | **$92,159** | **$0** | **$1,000,000** | **161,378** |

## Center Professional Development Budget

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

## Percent of Center Budget Provided by Mandatory Fee

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

## Source of Mandatory Fee

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

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

## No-Show Fees

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

## Fees Charged for No-Shows

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

# Percent of Campus Served by Counseling Services

Percent of Campus Served by Counseling Services*

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

*Not including Community Colleges

Percent of Campus Served by Counseling Services: Community Colleges Only

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

# Center Clinical Services Provided

## Crisis Appointments: Centers in the U.S.

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

## Crisis Appointments: Centers NOT in the U.S.

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

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

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

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

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

Triage Appointments: How Conducted

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

Triage Appointments: How Many Were Attended

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

## Triage Appointments: Typical Length

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

## "Talk Therapy" Appointments

### Talk Therapy: Unique Clients Who Attended

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

### Talk Therapy: Number of Appointments Attended

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

Talk Therapy: Average Appointments Attended per Client

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

Talk Therapy: Appointments No-Showed

| | Individual "Talk Therapy" Appointments No-Showed by Clients | | | |
|---|---|---|---|---|
| School Size | Mean | # of Centers | Minimum | Maximum |
| Under 1,5012 | 117.2 | 36 | 27 | 370 |
| 1,501 - 2,500 | 201.4 | 44 | 34 | 612 |
| 2,501 - 5,000 | 221.0 | 56 | 41 | 477 |
| 5,001 - 7,500 | 284.2 | 41 | 59 | 700 |
| 7,501 - 10,000 | 397.9 | 30 | 100 | 777 |
| 10,001 - 15,000 | 550.3 | 43 | 155 | 1487 |
| 15,001 - 20,000 | 517.6 | 30 | 132 | 1056 |
| 20,001 - 25,000 | 680.3 | 21 | 233 | 1197 |
| 25,001 - 30,000 | 715.8 | 19 | 248 | 2108 |
| 30,001 - 35,000 | 1212.6 | 11 | 396 | 2911 |
| 35,001 – 45,000 | 1089.4 | 13 | 404 | 2470 |
| 45,001 and over | 1048.4 | 13 | 140 | 2103 |
| Total | 440.5 | 357 | 27 | 2911 |

Talk Therapy: Appointments Cancelled or Rescheduled

| | | **# of** | | |
| :--- | :---: | :---: | :---: | :---: |
| **School Size** | **Mean** | **Centers** | **Minimum** | **Maximum** |
| **Under 1,501** | 152.7 | 35 | 24 | 464 |
| **1,501 - 2,500** | 253.1 | 43 | 29 | 721 |
| **2,501 - 5,000** | 286.8 | 53 | 20 | 1332 |
| **5,001 - 7,500** | 380.3 | 38 | 70 | 847 |
| **7,501 - 10,000** | 483.0 | 29 | 200 | 1112 |
| **10,001 - 15,000** | 801.5 | 42 | 168 | 1877 |
| **15,001 - 20,000** | 948.6 | 31 | 247 | 2897 |
| **20,001 - 25,000** | 1055.2 | 21 | 246 | 2374 |
| **25,001 - 30,000** | 1161.1 | 17 | 78 | 4788 |
| **30,001 - 35,000** | 1802.9 | 10 | 729 | 3611 |
| **35,001 – 45,000** | 2595.8 | 13 | 919 | 5177 |
| **45,001 and over** | 2771.9 | 11 | 629 | 8976 |
| **Total** | **720.5** | **343** | **20** | **8976** |

*Individual "Talk Therapy" Appointments Cancelled or Rescheduled by Clients*

Talk Therapy: Percent Appointments Scheduled for < 50 Min

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

*Percent of "Talk Therapy" Appointments Scheduled for Less Than 50 Minutes*

## Psychiatric Appointments

### Psychiatric Services: Any Available at Center

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

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

### Psychiatric Services: Unique Clients Who Attended

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

Psychiatric Services: Appointments Attended

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

Psychiatric Services: Appointments Attended Per Client

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

Psychiatric Services: Appointments No-Showed By Clients

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

Psychiatric Services: Appointments Cancelled or Rescheduled

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

Psychiatric Services: Sufficiency of Available Hours

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

NOTE: 53.4% of centers reported that there are NO psychiatric hours available on campus, and are not included in the table above.

# Group Therapy

## Group Therapy: Number of Groups Center Ran

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

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

## Group Therapy: Unique Students Who Attended

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

# Client Presenting Problems

## Client Presenting Problems

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

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

## Academic Impact of Counseling

### Clients Reporting Counseling Helped Their Academic Performance

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

### Clients Reporting Counseling Helped Them Stay in School

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

## Other Significant Events

### Clients Who Took a Leave for Psychological Reasons

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

## Clients Sent to Hospital for Psychological Reasons

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

## Clients Admitted to Hospital for Psychological Reasons

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

## Involuntary Hospitalizations

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

## Clients Who Attempted Suicide

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

## Clients Who Died by Suicide

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

## Clients Who Died in an Accident

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

## Session Limits

### Any Session Limit

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

### Type of Session Limit

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

### Session Limit Time Frame

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

## Session Limit Number

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

## WAIT LISTS

### Centers That Had Any Clients on a Waitlist

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

### Weeks Waitlist Was in Effect

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

## Maximum Number of Clients on Waitlist

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

## When Clients Are Put on Waitlist

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

## Who Has Responsibility for Waitlist Clients

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

## Average Wait for First Appointment (All Clients)

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

## Average Wait for First Appointment After Triage Appointment

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

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

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

## First Appointment was a Crisis

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

# FTE OF CLINICAL STAFF

## Professional / Clinical ("Talk Therapy") FTEs

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

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

## Professional / Clinical ("Talk Therapy") Trainees FTEs

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

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

## Psychiatric Provider FTEs

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

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

## Centers That Have Any Psychiatric Provider

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

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

## Support Staff FTEs

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

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

## DEMOGRAPHICS OF STAFF EMPLOYEES

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

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

## Case Managers

### Case Managers: Centers That Have Any

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

### Case Managers: How Many on the Campus

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

Case Managers: Services Provided By

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

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

Other Campus Offices With Case Manager(s)

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

## CENTER POSITIONS GAINED AND LOST

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

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

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

## STUDENT TO STAFF RATIOS

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

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

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

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

### Number of Students Served Per FTE "Talk Therapy" Staff and Trainees

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

NOTE: The number of students that a single FTE "talk therapist" can serve in a single year is a metric that is more consistent across size of institution, and percent of student body that utilize counseling services. As shown in the table above, a single FTE "talk therapist" can provide therapy for about 80 to 120 students in a single year.

## Counseling and Health Services Collaboration

### Counseling Services' Proximity to Health Services

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

### Resources Counseling and Health Services Share in Common

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

## Number of Clients Who Required Coordination of Care

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

"CC" stands for "Clients Who Required Coordination of Care…"

## Coordination of Care Between Counseling and Health Services

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

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

## Sharing of Records Between Counseling and Health Services

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

## Current Arrangement Between Counseling and Health Services

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

## Supervisor's Professional Background

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

## Degree of Collaboration Between Counseling and Health Services

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

## Quality of Collaboration Between Counseling and Health Services

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

## Record-Keeping System Used by Counseling Services

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

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

## Record-Keeping System Used by Health Services

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

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

# Participating Colleges and Universities

Institutions That Participated in the 2018 AUCCCD Director Survey

Adelphi University
Agnes Scott College
Albany College of Pharmacy and Health Sciences
Allegheny College
American International College
American University
Amherst College
Andrews University
Angelo State University
Appalachian State University
Arcadia University
Argosy University-Chicago
Arizona State University
Ashland University
Atlanta Metropolitan State College
Auburn University
Augusta University
Babson College
Baldwin Wallace University
Ball State University
Bard College
Barnard College
Barry University
Baruch College
Bates College
Bay Path University
Baylor University
Bentley University
Berkeley City College
Berry College
Binghamton University
Birmingham-Southern College
Bloomfield College
Boise State University
Boston College
Bow Valley College (CAN)
Bowdoin College
Bowling Green State University
Bradley University
Bridgewater College
Brigham Young University
Brigham Young University-Idaho
Brock University (CAN)
Brown University
Butler University
Cabrini University
Caldwell University
California Institute of Technology
California State Polytechnic University-Pomona
California State Polytechnic University-San Luis Obispo
California State University-Fresno
California State University-Fullerton
California State University-Long Beach

California State University-Maritime Academy
California State University-Monterey Bay
California State University-Northridge
California State University-San Bernardino
California State University-San Marcos
California State University-Stanislaus
Calvin College
Campbell University
Canisius College
Carleton College
Carnegie Mellon University
Carthage College
Case Western Reserve University
Catholic University of America
Centenary University
Central College
Central Michigan University
Central Washington University
Centre College
Chicago State University
Christopher Newport University
Clark University
Clarkson University
Clayton State University
Clemson University
Coastal Carolina University
Colgate University
College of Charleston
College of New Jersey
College of Saint Benedict/Saint John's University
College of Saint Elizabeth
College of the Holy Cross
College of the Ozark
Colorado Christian University
Colorado Sate University
Colorado School of Mines
Columbia College-Missouri
Columbia University in the City of New York
Columbia University Irving Medical Center
Columbus College of Art & Design
Columbus State University
Concordia College
Concordia University (CAN)
Concordia University-Chicago
Concordia University-Portland
Connecticut College
Converse College
Cornell College

Cornell University
Cornish College of the Arts
Culver Stockton College
CUNY-Brooklyn College
CUNY-College of Staten Island
CUNY-Queens College
CUNY-York College
Curry College
Curtin University (AUS)
Daemen College
Dalhousie University (CAN)
Dalton State College
Dartmouth College
Davidson College
Defiance College
Delaware State University
Delaware Valley University
DePaul University
Des Moines University
Dickinson College
Dixie State University
Drew University
Drexel University
Duke University
Dutchess Community College
East Carolina University
East Central University
East Stroudsburg University of Pennsylvania
Eastern Connecticut State University
Eastern Michigan University
Eastern Washington University
Edgewood College
Elizabethtown College
Elmhurst College
Elon University
Embry-Riddle Aeronautical University
Emerson College
Emmanuel College
Emory and Henry College
Emory University-Atlanta
Endicott College
Fairmont State University
Felician University
Ferrum College
Flagler College
Florida Agricultural and Mechanical University
Florida Gulf Coast University
Florida Polytechnic University
Florida State University
Florida State University-Panama City
Foothill College
Fordham University
Fort Lewis College

Framingham State University
George Mason University
George Washington University
Georgetown in Qatar
Georgetown University
Georgia Institute of Technology
Georgia Southern University
Georgia Southern University-Armstrong Campus
Georgian Court University
Gettysburg College
Gordon State College
Goucher College
Governors State University
Green Mountain College
Gustavus Adolphus College
Hamilton College
Hamline University
Hampden-Sydney College
Harrisburg University of Science and Technology
Harvard University
Haverford College
Hollins University
Hope College
Houghton College
Howard Community College
Husson University
Idaho State University
Illinois State University
Illinois Wesleyan University
Indiana State University
Indiana University-Bloomington
Indiana University-Kokomo
Indiana University-Northwest
Indiana University-Purdue University Indianapolis
Iona College
Iowa State University
James Madison University
Jarvis Christian College
Jefferson Community College
John Carroll University
Johnson & Wales University-Providence Campus
Johnson & Wales University-North Miami
Kansas City Kansas Community College
Kansas State University
Kennesaw State University
Kent State University
Kenyon College
Kettering University
Knox College
Konan University (Japan)
La Salle University
Lafayette College
Lake Forest College
Lake Superior State University
Lasell College
LDS Business College

LeMoyne College
Lenoir-Rhyne University
Lewis University
Lewis-Clark State College
LIM College
Longwood University
Loyola Marymount University
Loyola University-Chicago
Loyola University-Maryland
Luther College
Maine College of Art
Manhattanville College
Marian University
Marquette University
Marshall University
Mary Baldwin University
Maryland Institute College of Art
Marymount California University
Marymount Manhattan College
Marymount University
Marywood University
Massachusetts Institute of Technology
Massachusetts Maritime Academy
McMaster University (CAN)
Medaille College
Medical University of South Carolina
Mercer University-Atlanta
Mercer University-Macon
Merrimack College
Metropolitan State University of Denver
Miami University-Ohio
Michigan State University
Michigan Technological University
Millersville University of Pennsylvania
Minneapolis College of Art and Design
MiraCosta College
Misericordia University
Mississippi State University
Missouri Southern State University
Missouri State University
Missouri University of Science and Technology
Mohawk College (CAN)
Molloy College
Monmouth College
Monmouth University
Montana State University-Bozeman
Montclair State University
Moody Bible Institute
Morgan State University
Mount Carmel College of Nursing
Mount Holyoke College
Mount Royal University (CAN)
Mount St. Joseph University
MSU  Texas (formerly Midwestern State University)
Murray State University
Naropa University

Nebraska Wesleyan University
New College of Florida
New Jersey City University
New Mexico Institute of Mining and Technology
New York Chiropractic College
New York Film Academy
Niagara University
Nicholls State University
Norfolk State University
North Carolina Agricultural and Technical State University
North Carolina Central University
North Carolina State University
North Dakota State University
Northeast Community College
Northeast Ohio Medical University
Northeastern Illinois University
Northern Alberta Institute of Technology (CAN)
Northern Arizona University
Northern Illinois University
Northern Michigan University
Northwest Missouri State University
Northwestern University
Notre Dame de Namur University
Notre Dame of Maryland University
Oakland University
Oberlin College
Oglethorpe University
Ohio State University
Ohio University
Old Dominion University
Oregon Institute of Technology
Oregon State University
Otis College of Art and Design
Otterbein University
Owens State Community College
Oxford College of Emory University
Pace University-NYC
Pace University-Westchester
Parker University
Pasadena City College
Penn State College of Medicine
Penn State University
Penn State-Harrisburg
Pennsylvania College of Technology
Pepperdine University
Philadelphia College of Osteopathic Medicine-Philadelphia
Point Park University
Portland State University
PrattMWP
Princeton University
Purdue University
Queens's University (CAN)
Ramapo College of New Jersey
Randolph College
Randolph-Macon College
Red River College (CAN)
Regis University
Rhodes College

Richland College
Rikkyo University (Japan)
Ringling College of Art and Design
Roanoke College
Robert Morris University-Pittsburgh
Roberts Wesleyan College
Rochester Institute of Technology
Roger Williams University
Ross University School of Veterinary Medicine (St.Kitts)
Rush University
Rutgers University-Camden
Rutgers University-New Brunswick
Rutgers University-Newark
Sacred Heart University
Saint Francis University, Pennsylvania
Saint Joseph's University
Saint Mary's University (CAN)
Saint Mary's University of Minnesota
Saint Xavier University
Salem College
Salisbury University
Samford University
San Diego State University
San Jose State University
Santa Monica College
Santa Rosa Junior College
Sapporo Gakuin University (Japan)
School of the Art Institute of Chicago
Scripps Research Institute
Seton Hall University
Sewanee: The University of the South
Shenandoah University
Sheridan College (CAN)
Siena College
Simmons University
Skidmore College
Snow College
Sonoma State University
Southeast Missouri State University
Southern Illinois University-Edwardsville
Southern Methodist University
Southern University and A&M College
Southern Utah University
Southern Virginia University
Southwestern University
Spalding University
Springfield College
St George's University (Grenada)
St. Ambrose University
St. Cloud State University
St. John's University
St. Joseph's College-Long Island Campus
St. Mary's College of Maryland
St. Norbert College
St. Olaf College

State Center Community College District
Stetson University
Stevens Institute of Technology
Stevenson University
Stonehill College
Stony Brook University
Suffolk County Community College
Suffolk University-Boston
SUNY-College at Old Westbury
SUNY-Cortland
SUNY-Fredonia
SUNY-New Paltz
SUNY-Oneonta
SUNY-Oswego
SUNY-Potsdam
SUNY-College at Brockport
Susquehanna University
Swarthmore College
Syracuse University
Texas A&M International University
Texas A&M University
Texas A&M University-Commerce
Texas A&M University-Kingsville
Texas Christian University
Texas Lutheran University
Texas Southern University
Texas State University
Texas Woman's University
Thomas College
Thomas Jefferson University
Touro University Nevada
Transylvania University
Trent University (CAN)
Trinity University
Truman State University
Tufts University
Tulane University
UCLA
Union College
Universities at Shady Grove
University at Buffalo
University of Akron
University of Alabama-Birmingham
University of Alabama-Tuscaloosa
University of Arkansas
University of California-Berkeley
University of California-Davis
University of California-Irvine
University of California-Santa Barbara
University of California-Santa Cruz
University of Central Arkansas
University of Central Florida
University of Central Missouri
University of Central Oklahoma
University of Cincinnati
University of Colorado-Boulder
University of Colorado-Colorado Springs
University of Colorado-Denver
University of Delaware

University of Denver
University of Findlay
University of Florida
University of Georgia
University of Houston-Clear Lake
University of Houston-Main
University of Idaho
University of Illinois-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 Maine-Augusta
University of Manitoba (CAN)
University of Mary Washington
University of Maryland-Baltimore
University of Maryland-Baltimore County
University of Maryland-College Park
University of Maryland-Eastern Shore
University of Massachusetts-Amherst
University of Massachusetts-Boston
University of Massachusetts-Dartmouth
University of Massachusetts-Lowell
University of Melbourne (AUS)
University of Memphis
University of Miami
University of Michigan-Ann Arbor
University of Michigan-Flint
University of Minnesota
University of Minnesota-Duluth
University of Missouri-Kansas City
University of Missouri-St. Louis
University of Montana
University of Nebraska-Omaha
University of New Hampshire
University of New Mexico
University of New Orleans
University of North Alabama
University of North Carolina-Asheville
University of North Carolina-Chapel Hill
University of North Carolina-Charlotte
University of North Carolina-Pembroke
University of North Carolina-School of the Arts
University of North Carolina-Wilmington
University of North Florida
University of North Texas

University of Northern Colorado
University of Notre Dame
University of Oregon
University of Puerto Rico-Rio Piedras
University of Redlands
University of Rhode Island
University of Richmond
University of Rochester
University of San Francisco
University of Saskatchewan (CAN)
University of South Alabama
University of South Carolina-Upstate
University of South Florida-Sarasota Manatee
University of South Florida-St Petersburg
University of South Florida-Tampa
University of Tennessee-Knoxville
University of Texas-Austin
University of Texas-Dallas
University of Texas-El Paso
University of Texas-San Antonio
University of Texas-Tyler
University of the Sciences in Philadelphia
University of Tokyo (Japan)
University of Tulsa
University of Utah
University of Utah School of Medicine
University of Vermont

University of Victoria (CAN)
University of Virginia
University of Washington-Seattle
University of West Florida
University of West Georgia
University of Windsor (CAN)
University of Wisconsin-Eau Claire
University of Wisconsin-La Crosse
University of Wisconsin-Madison
University of Wisconsin-Milwaukee
University of Wisconsin-River Falls
University of Wisconsin-Stout
University of Wisconsin-Whitewater
Upper Iowa University
Utah State University
Utica College
Valdosta State University
Valparaiso University
Vanderbilt University
Vassar College
Villanova University
Vincennes University
Virginia Commonwealth University
Virginia Military Institute
Virginia State University
Virginia Wesleyan University
Wake Forest School of Medicine
Wake Forest University
Walsh University
Washburn University
Washington & Jefferson College

Washington State University-Vancouver
Washington University in Saint Louis
Waukesha County Technical College
Weber State University
Wellesley College
Wesleyan University
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 Washington University
Western Wyoming Community College
Westfield State University
Westmont College
Wheaton College, MA
Whitman College
Wichita State University
Widener University
William Jewell College
Wittenberg University
Worcester Polytechnic Institute
Youngstown State University