



The Association for University and College Counseling Center Directors Annual Survey: 2019

Reporting period: July 1, 2018 through June 30, 2019

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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.

“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 July, 2019, all (non-emeriti) members of AUCCCD, plus 49 non-members who asked to participate, were invited to complete the annual survey. Unique survey links were sent to 930 verified email accounts. A total of 562 counseling center directors responded to the 2019 survey, 540 of which were AUCCCD members. This represented 63.8% of the 881 total AUCCCD (non-emeriti) members as of October 19, 2019.

The reporting period for the information on the 2019 Annual Survey was July 1, 2018 through June 30, 2019. This monograph provides a summary of the data reported in the 2019 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 second year in a row, center staff and salary data were collected via spreadsheets sent to each center (aka the “2019 Staff and Salary Spreadsheet”), rather than including these questions on the online survey. 287 of the 881 AUCCCD members (a 32.6% response rate) completed and sent back staff and salary spreadsheets. This is a significant increase over the 19.2% that contributed staff and salary spreadsheets last year. It is expected that the response rate to the staff and salary spreadsheets will continue to increase in future years, as more and more directors begin to track this data. In this monograph, most of the director and staff demographic questions, and staff FTE data are from the 287 completed spreadsheets.

A separate “College and University Counseling Center Salary Tables” monograph has been prepared using the salary data from the 287 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 562 counseling center directors responded to the 2019 AUCCCD survey. Among participants, 465 indicated current membership to the Association for University and College Counseling Center Directors (AUCCCD). This represents a 69.4% response rate from AUCCCD members, the second highest ever for this survey.

Counseling services improve retention and student academic performance

Counseling centers are clearly serving as "high impact practices" that help keep students engaged in and retained by their institutions:

- (1) Counseling services have a positive impact on academics: 66.2% of clients stated that counseling services helped with their academic performance.
- (2) Counseling services have a positive impact on retention: 62.3% of clients stated that counseling services helped them stay in school.

Institutions continue to invest additional resources in counseling services:

43.9% of centers gained staff positions, while only 5.1% lost staff positions. For the 471 centers who responded to this question, a total of 325.4 FTE staff positions were gained, while 22.0 positions were lost, for a net gain of 303.4 FTE counseling positions. Institutions of higher education continue to invest in counseling services: for at least the past seven years, counseling centers have gained an average of 0.5 staff positions per center per year.

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

The most frequent concern for counseling center clients was anxiety (60.7%), followed by depression (48.6%), stress (47.0%), family concerns (29.0%), specific relationship problems (27.0%), academic performance difficulties (26.2%), sleep disturbance (17.7%), social isolation / loneliness (17.5%), trauma (17.2%), adjusting to a new environment (17.0%), and suicidal thoughts (14.4%), and eating/body image concerns (13.6%).

An average of 23.5% of center clients were taking prescribed psychiatric medication.

Demand for Services

87.3% of directors reported experiencing an increased demand for counseling services in the past year. Directors reported that, on average, 12.2% more clients were served in 2019 than in 2018. Similarly, centers offered, on average, 12.3% more appointments in 2019 as compared to 2018.

The most frequent strategies centers used to manage this increase were: triaging clients based on urgency (45.0% reported this strategy), referring more clients off campus for services (38.1%), and reducing outreach offerings (30.8%).

Directors reported, on average, 13.3% of their campus served by the counseling center. Counseling centers at smaller institutions tend to serve significantly greater percentages of their entire student population.

Stepped Care

37.2% of counseling centers used a version of stepped care, which refers to offering a campus-wide menu of service options ranging from no care at all to weekly therapy at the counseling center. Depending on the center, options may include appropriate forms of self-help, wellness coaching, support groups, mindfulness classes, appropriate apps and online resources, etc. A stepped care model was much more likely to be used at the largest centers (76.5%) than at the smallest centers (7.8%).

Case Managers in the Counseling Center

41.4% of centers have one or more staff who provide case management functions now, compared to only 7.2% in 2007-8. This represents about a 600% increase over the past 12 years.

Turnover in Counseling Center Staff

43.5% of centers had staff turnover in the past year. For centers that experienced turnover, 56.5% reported that low salary was a factor staff decisions to leave, compared to 40.9% in the 2018 survey. 43.9% of centers reported that center work conditions were a factor in staff decisions to leave, compared to 36.5% in the 2018 Survey.

Clinical Load Index

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

Psychiatric Services on Campus

66.3% of directors reported that psychiatric services are offered on their campus. 56.3% 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

54.1% of centers do not have a session limit, another 46.4% have a flexible session limit (state a limit but exceptions are made), and only 0.4% have a "hard" session limit (no exceptions). For centers that have a session limit, the average limit is 12.6 sessions per academic year.

Frequency of Appointments

41.6% of directors report that most clients are seen for weekly appointments. 37.1% report that clients are seen, on average, every 2 weeks.

Wait for a First Appointment

The average wait for all clients for a first appointment was 6.1 business days. The average wait from the time of students' triage appointment to the time of their next clinical appointment was 8.7 days.

Counselors Embedded in Other Campus Locations

19.7% of centers have counselors embedded in other offices on campus. Of those with an embedded counselor, centers reported having 61.6 weekly hours in a school/college at the university, 38.6 weekly hours in health services, 32.9 weekly hours in residence halls, 26.3 weekly hours in athletics, 15.9 weekly hours in under-represented students offices, and 31.8 weekly hours in other locations.

Center Information

Institutional Division Center Is In

Institutional Division Center Is In	# of Centers	Percent
Student Affairs / Student Development / Student Life	429	87.7%
Academic Affairs / Academic & Student Affairs	18	3.7%
Enrollment Management & Student Affairs	17	3.5%
Health services (if not part of Student Affairs)	8	1.6%
Student Success / Support Services	6	1.2%
Other	8	1.6%
TOTAL	489	100%

Months of Year Center is Open for Counseling Services

Months of the Year Center is Open for Counseling Services					
School Size	TOTAL Centers	9 or Less	10	11	12
Under 1,501	52	30.8%	32.7%	3.8%	32.7%
1,501 - 2,500	70	25.7%	24.3%	5.7%	44.3%
2,501 - 5,000	89	7.9%	12.4%	9.0%	70.8%
5,001 - 7,500	45	8.9%	11.1%	0	80.0%
7,501 - 10,000	38	5.3%	5.3%	2.6%	86.8%
10,001 - 15,000	55	0	1.8%	5.5%	92.7%
15,001 - 20,000	38	0	0	2.7%	97.3%
20,001 - 25,000	28	0	3.6%	0	96.4%
25,001 - 30,000	23	0	0	0	100.0%
30,001 - 35,000	16	0	0	0	100.0%
35,001 - 45,000	19	0	0	5.3%	94.7%
45,001 and over	17	0	0	0	100.0%
TOTAL	490	214	130	81	63

Center Salary and Benefits Budget

Center Salary and Benefits Budget (not including operating expenses)					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	31	\$191,053	\$154,000	\$32,000	\$550,000
1,501 – 2,500	27	\$296,121	\$262,140	\$65,000	\$711,000
2,501 – 5,000	60	\$440,328	\$343,107	\$83,000	\$1,640,582
5,001 – 7,500	20	\$413,082	\$442,750	\$79,938	\$933,705
7,501 – 10,000	24	\$724,455	\$700,218	\$116,000	\$2,215,649
10,001 – 15,000	37	\$1,013,536	\$759,413	\$127,650	\$5,063,688
15,001 – 20,000	27	\$1,473,186	\$1,190,593	\$332,884	\$4,759,743
20,001 – 25,000	17	\$1,477,673	\$1,211,189	\$515,443	\$4,100,000
25,001 – 30,000	15	\$1,857,664	\$1,863,699	\$490,000	\$5,000,000
30,001 – 35,000	12	\$2,350,879	\$2,043,256	\$1,151,131	\$4,327,216
35,001 – 45,000	17	\$2,816,392	\$2,408,503	\$1,231,480	\$6,488,700
45,001 and over	11	\$3,305,358	\$2,989,366	\$1,953,984	\$5,181,406
Total	298	\$1,035,895	\$570,817	\$32,000	\$6,488,700

Center Operating Expenses Budget

Center Operating Expenses Budget (not including salary and benefits)					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	38	\$13,810	\$8,544	\$1,100	\$65,599
1,501 – 2,500	49	\$52,738	\$20,631	\$3,000	\$786,000
2,501 – 5,000	68	\$67,570	\$28,968	\$3,400	\$680,000
5,001 – 7,500	33	\$22,394	\$18,172	\$3,402	\$95,242
7,501 – 10,000	28	\$37,198	\$23,628	\$2,885	\$192,584
10,001 – 15,000	39	\$60,824	\$39,000	\$4,660	\$250,000
15,001 – 20,000	26	\$122,365	\$78,381	\$11,663	\$548,000
20,001 – 25,000	15	\$94,320	\$55,861	\$7,651	\$250,000
25,001 – 30,000	14	\$109,903	\$95,706	\$17,000	\$235,422
30,001 – 35,000	12	\$225,859	\$170,727	\$18,775	\$900,000
35,001 – 45,000	16	\$352,629	\$124,500	\$19,622	\$2,977,142
45,001 and over	10	\$1,146,400	\$461,436	\$70,000	\$4,633,561
Total	348	\$108,643	\$30,566	\$1,100	\$4,633,561

Center Professional Development Budget

Professional Development Budget for All Staff (including travel, registration, related costs)					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	41	\$3,213	\$2,000	\$400	\$18,000
1,501 – 2,500	49	\$6,211	\$4,400	\$100	\$50,000
2,501 – 5,000	65	\$5,744	\$5,000	\$450	\$23,900
5,001 – 7,500	29	\$4,817	\$4,000	\$850	\$15,216
7,501 – 10,000	27	\$7,093	\$5,163	\$750	\$31,000
10,001 – 15,000	42	\$11,825	\$9,000	\$555	\$34,000
15,001 – 20,000	29	\$16,099	\$12,313	\$2,000	\$54,000
20,001 – 25,000	16	\$17,019	\$15,500	\$1,500	\$42,000
25,001 – 30,000	15	\$20,397	\$17,000	\$400	\$60,000
30,001 – 35,000	13	\$32,068	\$34,500	\$5,000	\$55,000
35,001 – 45,000	13	\$24,748	\$19,000	\$3,500	\$55,000
45,001 and over	10	\$38,333	\$30,000	\$1,000	\$92,500
Total	349	\$10,901	\$6,000	\$100	\$92,500

Center is Administratively Integrated With Other Office(s)

Administratively Integrated With	# of Centers	Percent
NONE (Center is NOT integrated with any other office)	223	47.0%
Alcohol and Other Drug Education	103	21.6%
Alcohol and Other Drug Treatment	85	17.8%
Career	8	1.7%
Disability Services	35	7.3%
Employee Assistance Program	7	1.5%
Health Promotion	122	25.6%
Health Services	114	23.9%
Learning Assistance	10	2.1%
Testing	37	7.8%
Other	33	6.9%
TOTAL	477	100.0%

Other Offices/Functions Integrated With Center included: Collegiate Recovery, Dental Services, Nutrition Services, Peer Support, Victim Advocacy, Violence Prevention, Wellness Programming.

Integral Parts of Centers' Mission

Areas That Represent Integral Parts of Centers' Mission	# of Centers	Percent
Campus outreach	438	91.3%
Career counseling	41	8.5%
Career testing	21	4.4%
Clinical supervision of trainees	353	73.5%
Clinical supervision of unlicensed staff employees	233	48.5%
Community outreach (i.e., off-campus)	53	11.0%
Couples therapy	167	34.8%
Crisis intervention	467	97.3%
Direct clinical service	480	100.0%
Meetings with other offices and departments	397	82.7%
Neuropsychological testing/assessment	37	7.7%
Psychoeducational groups/workshops	390	81.3%
Research, to understand trends/needs at your institution	181	37.7%
Research for potential publication	31	6.5%
Staff/faculty training	405	84.4%
Student affairs/student develop. committees/work groups	359	74.8%
Student worker training (e.g., RAs)	233	48.5%
Teaching courses for academic credit	29	6.0%
Teaching non-academic credit courses	17	3.5%
University committees or working groups	285	59.4%
Other*	43	9.0%
TOTAL CENTERS	480	100.0%

* Other Integral Part of Center's Mission included: BIT/CARE team involvement; Case Management; Clinical Consultation; Consultation with faculty, staff, parents, etc; New student and parent orientation; Suicide prevention training; Supervising peer educators; Supervision of peer hotline; Threat Assessment Team involvement; Wellness programming

Case Managers: Centers With Staff That Provide Case Management Functions

Centers With Staff Providing Case Management Functions			
School Size	# of Centers	No	Yes
Under 1,501	50	78.0%	22.0%
1,501 – 2,500	69	76.8%	23.2%
2,501 – 5,000	87	70.1%	29.9%
5,001 – 7,500	43	86.0%	14.0%
7,501 – 10,000	37	54.1%	45.9%
10,001 – 15,000	53	60.4%	39.6%
15,001 – 20,000	37	45.9%	54.1%
20,001 – 25,000	27	48.1%	51.9%
25,001 – 30,000	23	21.7%	78.3%
30,001 – 35,000	16	12.5%	87.5%
35,001 – 45,000	19	0.0%	100.0%
45,001 and over	17	5.9%	94.1%
TOTAL	478	58.6%	41.4%

Larger institutions are more likely to have a case manager in the counseling center.

Case Managers: Multiple Year Trend

Centers That Have A Case Manager			
Survey Year	Total # Centers Responding	# That Have a Case Manager	% That Have a Case Manager
2007-8	391	28	7.2%
2008-9	385	32	8.3%
2009-10	424	50	11.8%
2010-11	416	52	12.5%
2011-12	400	62	15.5%
2012-13	379	61	16.1%
2013-14	498	122	24.5%
2014-15	518	88	17.0%
2015-16	529	119	22.5%
2016-17	457	107	23.4%
2017-18	534	131	24.5%
2018-19	478	198	41.4%

The percentage of counseling centers with at least one case manager has increased significantly over the past 12 years across all sizes of institutions. In 2018-19, 41.4% of counseling centers report having a case manager, compared to only 7.2% in 2007-8.

Case Managers: Services Provided By

Services Provided by Case Managers (for Centers That Have Case Managers)	# of Centers	Percent
Administrative meetings to coordinate care	104	52.5%
Arranging and/or monitoring off-campus referrals	169	85.4%
Coordinating care for students returning from medical withdrawal	81	40.9%
Coordinating post-hospitalization care	121	61.1%
Crisis Services	128	64.6%
Maintaining off-campus provider referral lists	164	82.8%
Next-day follow-up for certain crisis/on-call situations	93	47.0%
Providing direct clinical services	133	67.2%
Providing therapy for students waiting for off-campus referrals	59	29.8%
Triage & screening appointments	98	49.5%
Visiting students in the hospital	19	9.6%
Other services	27	13.6%
TOTAL	198	100.0%

Other services provided included: facilitating psychiatric hospitalization, offering 30 minute consultations to students waiting for routine appointments, consulting with other case managers on campus, Title IX advocacy, assistance for off-campus social services, following up on missed appointments.

Embedded Counselors: Centers That Have Any

School Size	# of Centers That Responded	# of Centers That Have Any Embedded Counselors	Yes Percent
Under 1,501	55	3	5.5%
1,501 – 2,500	70	4	5.7%
2,501 – 5,000	85	3	3.5%
5,001 – 7,500	42	2	4.8%
7,501 – 10,000	34	3	8.8%
10,001 – 15,000	52	7	13.5%
15,001 – 20,000	37	17	45.9%
20,001 – 25,000	27	11	40.7%
25,001 – 30,000	22	10	45.5%
30,001 – 35,000	14	8	57.1%
35,001 – 45,000	18	11	61.1%
45,001 and over	17	14	82.4%
TOTAL	473	93	19.7%

Embedded Counselors: Hours Provided At Each Location

Embedded Counselor Hours Provided by Location (only including centers with embedded counselors)	# of Centers	Mean Hrs Per Week
Athletic department	35	26.3
Residence hall(s)	22	32.9
School(s) or college(s) within the university	43	61.6
Under-represented student service office(s)	28	15.9
Health services	20	38.6
Other locations	20	31.8

Session Limit: Centers That Have Any

Do You Limit the Number of Individual “Talk Therapy” Counseling Sessions Allowed a Client?	# of Centers	Percent
No, we have no session limit	255	53.6%
Yes, but the limit is flexible (exceptions are made)	173	36.3%
Yes, but exceptions are made only very rarely	46	9.7%
Yes, and the limit is hard (no exceptions)	2	0.4%
TOTAL	476	100%

Session Limit Type

School Size	Type of Session Limit				
	# of Centers	No Limit	Flexible Limit	Rarely Flexible	Hard Limit
Under 1,501	55	61.8%	34.5%	3.6%	0
1,501 - 2,500	70	68.6%	25.7%	5.7%	0
2,501 - 5,000	86	67.4%	27.9%	4.7%	0
5,001 - 7,500	42	54.8%	33.3%	7.1%	4.8%
7,501 - 10,000	34	50.0%	41.2%	8.8%	0
10,001 - 15,000	53	45.3%	39.6%	15.1%	0
15,001 - 20,000	37	32.4%	48.6%	18.9%	0
20,001 - 25,000	27	40.7%	40.7%	18.5%	0
25,001 - 30,000	22	54.5%	27.3%	18.2%	0
30,001 - 35,000	15	20.0%	66.7%	13.3%	0
35,001 – 45,000	18	33.3%	55.6%	11.1%	0
45,001 and over	17	41.2%	47.1%	11.8%	0
Total	476	53.6%	36.3%	9.7%	0.4%

Over half of centers do NOT have any kind of session limit. Only 0.4% of centers (i.e., 2 of the 476 responding centers) have a hard session limit that is not flexible.

Session Limit Per Academic Year

Session Limit Per Academic Year (Only for Centers That Have a Semester or Annual Limit)					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	18	14.1	14.5	9	24
1,501 - 2,500	19	13.3	12.0	8	24
2,501 - 5,000	24	12.5	10.0	6	30
5,001 - 7,500	15	12.8	12.0	6	20
7,501 - 10,000	12	12.3	12.0	8	16
10,001 - 15,000	25	12.4	12.0	7	20
15,001 - 20,000	23	11.7	10.0	8	20
20,001 - 25,000	10	12.7	12.0	10	20
25,001 - 30,000	7	11.7	12.0	10	16
30,001 - 35,000	10	12.3	10.0	6	24
35,001 – 45,000	8	13.6	12.0	10	24
45,001 and over	9	11.0	10.0	6	20
Total	180	12.6	12.0	6	30

For centers that have any kind of session limit, the average is about 12 sessions per year (ranging from a low of 6 to a high of 30).

Average Wait for First Appointment

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	# of Centers	Mean Wait (Days)	Minimum Wait (Days)	Maximum Wait (Days)
Under 1,501	38	4.5	0	14
1,501 – 2,500	52	5.8	0	24
2,501 – 5,000	55	6.4	0	20
5,001 – 7,500	28	5.7	0	15
7,501 – 10,000	28	6.6	0	21
10,001 – 15,000	38	8.0	0	54
15,001 – 20,000	27	5.8	0	23
20,001 – 25,000	15	6.3	0	20
25,001 – 30,000	18	6.8	0	21
30,001 – 35,000	10	7.4	0	28
35,001 – 45,000	14	4.2	0	14
45,001 and over	13	5.0	0	16
TOTAL	336	6.1	0	54

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 (Only including centers that have triage appts)				
School Size	# of Centers	Mean Wait (Days)	Minimum Wait (Days)	Maximum Wait (Days)
Under 1,501	15	4.3	0	11
1,501 – 2,500	27	8.4	1	52
2,501 – 5,000	20	8.1	0	30
5,001 – 7,500	10	6.2	0	14
7,501 – 10,000	14	9.4	1	18
10,001 – 15,000	16	10.5	0	28
15,001 – 20,000	16	9.5	3	22
20,001 – 25,000	10	10.7	6	16
25,001 – 30,000	9	8.0	0	15
30,001 – 35,000	4	16.0	7	32
35,001 – 45,000	10	9.6	0	17
45,001 and over	9	10.2	7	16
TOTAL	160	8.7	0	52

Stepped Care

Centers Using Some Version of a Stepped Care Model			
School Size	# of Centers	Yes	No
Under 1,501	51	7.8%	92.2%
1,501 – 2,500	70	21.4%	78.6%
2,501 – 5,000	88	25.0%	75.0%
5,001 – 7,500	44	34.1%	65.9%
7,501 – 10,000	37	45.9%	54.1%
10,001 – 15,000	55	40.0%	60.0%
15,001 – 20,000	37	43.2%	56.8%
20,001 – 25,000	28	60.7%	39.3%
25,001 – 30,000	23	65.2%	34.8%
30,001 – 35,000	15	66.7%	33.3%
35,001 – 45,000	19	73.7%	26.3%
45,001 and over	17	76.5%	23.5%
Total	484	37.2%	62.8%

Tele-Health Services

Which of the Following Forms of Tele-Health Provision of Clinical Services Did Your Center Provide Last Year?	# of Centers	Yes
Center did NOT provide any form of tele-health services	247	52.2%
Mental Health Screening online	130	27.5%
Therapist Assisted Online (TAO)	47	9.9%
Telephone COUNSELING sessions (NOT including scheduling appts, etc.)	36	7.6%
Interactive Screening Program for Suicide	20	4.2%
WellTrack	18	3.8%
Video counseling sessions (e.g., using VSee)	16	3.4%
Silvercloud	9	1.9%
Other tele-health service*	39	8.2%
TOTAL	473	100.0%

* Other tele-health services included: iHope; LiveHealth Online through Anthem; On-line self-driven workshops; ProtoCall (and other after--hours crisis services); Tele-psychiatric services.

Center Memberships

Memberships Held by the Center or Center Staff Members	# of Centers	Percent
AUCCCD: Assn for Univ. and College Counseling Center Directors	540*	96.1%
AACAP: American Academy of Child & Adolescent Psychiatry	13	2.7%
AAMFT: American Assoc. of Marriage & Family Therapists	43	8.8%
ACA: American Counseling Association	159	32.6%
ACCA: American College Counseling Association	130	26.6%
ACCCCS: Association for Coord. of Counseling Center Clinical Services	132	27.0%
ACCTA: Association of Counseling Center Training Agencies	109	22.3%
ACHA: American College Health Association	125	25.6%
ACPA: American College Personnel Association	19	3.9%
AGPA: American Group Psychotherapy Association	79	16.2%
AMA: American Medical Association	28	5.7%
AMHCA: American Mental Health Counselors Association	16	3.3%
APA(1): American Psychological Association	252	51.6%
APA(1) American Psychological Association subdivision	89	18.2%
APA(2): American Psychiatric Association	72	14.8%
APPIC: Association of Psychology Postdoc and Internship Centers	106	21.7%
ATAP: Association of Threat Assessment Professionals	13	2.7%
AUCCCO: Association of Univ. & College Counseling Center Outreach	127	26.0%
CCAPS: Commission for Counseling & Psychological Services	43	8.8%
CCMH: Center for Collegiate Mental Health	235	48.2%
HEMHA: Higher Education Mental Health Alliance	19	3.9%
IAEDP: International Assoc. of Eating Disorder Professionals	14	2.9%
JED: JED Foundation	97	19.9%
NASPA: Student Affairs Administrators in Higher Education	99	20.3%
NASW: National Association of Social Workers	142	29.1%
NLPA: National Latinx Psychological Association	24	4.9%
Other**	123	25.2%
TOTAL CENTERS	488	

* AUCCCD memberships were 540 out of 562 total centers.

** Other memberships included: Academy for Eating Disorder Professionals (1), American Art Therapy Association (1), American Association of Suicidology (2), American Public Health Association (2), American Psychiatric Nurses Association (1), Asian American Psychological Association (3), Association for Applied Sport Psychology (1), Association for Contextual Behavioral Science (6), Association of Black Psychologists (2), Association on Higher Education and Disability (2), Higher Education Case Managers Assn (9), International Association for Positive Psychology (1), World Professional Association for Transgender Health (1), plus over a dozen local and state organizations.

Center Clinical Services Provided

Unique Number of Students Served by Center (excluding community colleges)

Unique Number of Students Served by Center*					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	59	216.3	200	40	496
1,501 – 2,500	75	392.0	378	68	936
2,501 – 5,000	89	488.0	446	98	1450
5,001 – 7,500	44	603.5	568	115	1792
7,501 – 10,000	37	804.0	757	249	2068
10,001 – 15,000	52	1192.1	1022	155	3099
15,001 – 20,000	36	1700.4	1492	518	6277
20,001 – 25,000	26	1922.3	1837	895	6133
25,001 – 30,000	21	2246.8	1919	690	6084
30,001 – 35,000	12	2927.6	2603	1154	5683
35,001 – 45,000	14	3472.9	2879	1848	6313
45,001 and over	16	4707.1	4574	1961	7378
Total	481	1083.8	620	40	7378

* Excluded community colleges because they were outliers.

Includes the average unique number of students who had one or more sessions of any of the following services: triage/screening, crisis, group, psychiatric services, or individual therapy.

Unique Number of Students Served by Center: Community Colleges Only

% of Campus Served by Counseling Services: Community Colleges Only					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 10,001	8	234.1	238.5	89	398
10,001 and over	10	550.1	448.5	165	1274
Total	18	409.7	366.0	89	1274

Community Colleges reported serving significantly lower numbers of students.

Percent of Campus Served by Counseling Services*

Percent of Campus Served by Counseling Services*					
School Size	# of Centers	Mean	Minimum	Maximum	
Under 1,501	59	21.5%	5.8%	61.0%	
1,501 - 2,500	75	19.9%	3.5%	39.1%	
2,501 - 5,000	89	14.0%	1.4%	36.7%	
5,001 - 7,500	43	10.1%	1.7%	29.3%	
7,501 - 10,000	37	9.6%	3.0%	24.0%	
10,001 - 15,000	52	9.6%	1.4%	19.1%	
15,001 - 20,000	35	9.8%	4.3%	30.3%	
20,001 - 25,000	26	8.3%	4.1%	26.7%	
25,001 - 30,000	20	8.5%	2.5%	21.2%	
30,001 - 35,000	12	10.1%	3.6%	21.3%	
35,001 – 45,000	14	8.8%	4.6%	16.8%	
45,001 and over	16	8.9%	4.1%	16.1%	
Total	478	13.4%	1.4%	61.0%	

*Not including Community Colleges

Percent of Campus Served by Counseling Services: Community Colleges Only

% of Campus Served by Counseling Services: Community Colleges Only				
School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	8	3.5%	1.7%	7.2%
10,001 and over	10	3.6%	1.1%	10.0%
Total	18	3.6%	1.1%	10.0%

Community Colleges reported serving significantly lower percentages of the student population.

Crisis Appointments: During Normal Office Hours

CRISIS Appointments Handled by Center Staff During Normal Office Hours: U.S. Centers Only					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	50	62.9	65.5	2	142
1,501 – 2,500	65	103.5	99.0	5	480
2,501 – 5,000	84	107.0	95.5	3	579
5,001 – 7,500	43	120.5	99.0	9	817
7,501 – 10,000	40	164.8	99.0	20	813
10,001 – 15,000	56	254.8	146.0	5	2038
15,001 – 20,000	32	378.6	222.0	28	1567
20,001 – 25,000	28	262.5	166.5	40	1122
25,001 – 30,000	19	373.0	210.0	50	2190
30,001 – 35,000	14	498.1	446.0	42	1398
35,001 – 45,000	17	723.9	446.0	36	5062
45,001 and over	15	1486.1	859.0	99	6561
Total	463	244.1	99.0	2	6561

* Excluded centers from Australia and Japan because they were outliers.

Crisis Appointments: After Normal Office Hours

CRISIS Incidents Handled By Center Staff After-Hours: U.S. Centers Only					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	32	4.5	4.0	0	18
1,501 – 2,500	44	13.5	7.5	0	60
2,501 – 5,000	56	13.5	5.0	0	116
5,001 – 7,500	26	10.4	6.0	0	72
7,501 – 10,000	21	14.9	5.0	0	120
10,001 – 15,000	36	30.3	9.5	0	304
15,001 – 20,000	24	23.8	4.0	0	211
20,001 – 25,000	15	23.3	11.0	0	107
25,001 – 30,000	10	23.7	10.0	0	80
30,001 – 35,000	9	33.8	0	0	149
35,001 – 45,000	10	13.3	8.0	0	69
45,001 and over	4	146.3	2.5	0	580
Total	287	18.7	5.0	0	580

* Excluded centers from Australia and Japan because they were outliers.

Triage Appointments: Do Centers Offer Triage Appts

Triage Appointments: Centers That Offer Any			
School Size	# of Centers	Percent That Offer Triage	Percent That Do NOT Offer Triage
Under 1,501	47	38.3%	61.7%
1,501 – 2,500	63	60.3%	39.7%
2,501 – 5,000	82	48.8%	51.2%
5,001 – 7,500	41	43.9%	56.1%
7,501 – 10,000	35	65.7%	34.3%
10,001 – 15,000	50	58.0%	42.0%
15,001 – 20,000	37	73.0%	27.0%
20,001 – 25,000	26	69.2%	30.8%
25,001 – 30,000	22	72.7%	27.3%
30,001 – 35,000	15	80.0%	20.0%
35,001 – 45,000	18	72.2%	27.8%
45,001 and over	17	76.5%	23.5%
Total	453	58.5%	41.5%

Triage Appointments: Average Number Attended

Average Number of Triage Appts Attended (Only including centers that offer triage appts)					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	11	112.6	100	2	426
1,501 – 2,500	20	117.0	77	4	386
2,501 – 5,000	28	222.1	159	19	663
5,001 – 7,500	8	279.4	198	43	674
7,501 – 10,000	16	538.6	505	53	1490
10,001 – 15,000	22	539.9	419	38	1566
15,001 – 20,000	23	1236.5	901	76	4234
20,001 – 25,000	14	1159.3	1124	80	4166
25,001 – 30,000	13	1846.5	1612	205	5332
30,001 – 35,000	10	2013.8	1644	68	5315
35,001 – 45,000	10	2666.7	2331	51	5326
45,001 and over	9	4008.8	3780	374	8034
Total	184	1000.5	421	2	8034

Triage Appointments: How Centers Provide Them

How Triage Appts Are Provided (Only including centers that offer triage appts)			
School Size	By phone	In person	By another method
Under 1,501	9.1%	100.0%	0
1,501 – 2,500	10.0%	100.0%	0
2,501 – 5,000	14.3%	89.3%	0
5,001 – 7,500	25.0%	87.5%	0
7,501 – 10,000	18.8%	100.0%	0
10,001 – 15,000	27.3%	95.5%	0
15,001 – 20,000	30.4%	78.3%	4.3%
20,001 – 25,000	33.3%	86.7%	0
25,001 – 30,000	7.7%	100.0%	0
30,001 – 35,000	40.0%	90.0%	0
35,001 – 45,000	30.0%	100.0%	0
45,001 and over	55.6%	88.9%	11.1%
Total	23.2%	92.4%	1.1%

Triage Appointments: Typical Length

Typical Length of Triage Appts (Only including centers that offer triage appts)						
School Size	# of Centers	15 min or less	20 min	25 min	30 min	> 30 min
Under 1,501	11	18.2%	27.3%	18.2%	27.3%	9.1%
1,501 – 2,500	20	15.0%	15.0%	10.0%	40.0%	20.0%
2,501 – 5,000	28	14.3%	7.1%	10.7%	64.3%	3.6%
5,001 – 7,500	8	25.0%	25.0%	12.5%	25.0%	12.5%
7,501 – 10,000	16	6.3%	37.5%	0	37.5%	18.8%
10,001 – 15,000	22	13.6%	27.3%	13.6%	40.9%	4.5%
15,001 – 20,000	23	8.7%	17.4%	26.1%	26.1%	21.7%
20,001 – 25,000	14	21.4%	21.4%	14.3%	28.6%	14.3%
25,001 – 30,000	13	23.1%	0	7.7%	61.5%	7.7%
30,001 – 35,000	10	30.0%	30.0%	20.0%	10.0%	10.0%
35,001 – 45,000	10	10.0%	30.0%	10.0%	40.0%	10.0%
45,001 and over	9	22.2%	22.2%	11.1%	44.4%	0
Total	184	15.8%	20.1%	13.0%	39.7%	11.4%

Individual Counseling: Unique Number of Clients (Excluding Community Colleges)

Unique Number of Clients Who Had Any Individual Counseling				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	50	190.3	20	386
1,501 – 2,500	60	378.3	112	1156
2,501 – 5,000	81	401.5	96	970
5,001 – 7,500	37	491.1	115	1123
7,501 – 10,000	28	686.1	237	1651
10,001 – 15,000	48	1004.7	155	2914
15,001 – 20,000	32	1318.5	416	6277
20,001 – 25,000	23	1587.5	419	5708
25,001 – 30,000	18	1396.6	194	4017
30,001 – 35,000	15	2437.7	821	5683
35,001 – 45,000	15	2354.0	1167	5006
45,001 and over	15	3306.5	1249	6956
Total	422	890.2	20	6956

Individual Counseling: Unique Number of Clients (Community Colleges Only)

Unique Number of Clients Who Had Any Individual Counseling				
School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	7	210.7	89	314
10,001 and over	8	538.1	112	1274
Total	15	385.3	89	1274

Community Colleges reported serving significantly lower percentages of the student population.

Individual Counseling: Total Appointments Attended (Excluding Community Colleges)

Total Attended Appointments of Individual Counseling				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	51	1149.5	75	4767
1,501 – 2,500	56	1975.8	512	5178
2,501 – 5,000	77	2018.3	366	4491
5,001 – 7,500	33	2599.3	429	9138
7,501 – 10,000	31	3204.9	1024	8007
10,001 – 15,000	45	4405.7	549	13060
15,001 – 20,000	30	5421.2	1062	10499
20,001 – 25,000	24	6793.8	1907	27071
25,001 – 30,000	20	7740.7	2171	20296
30,001 – 35,000	15	9216.9	4543	22500
35,001 – 45,000	13	9241.3	4373	16782
45,001 and over	15	13996.7	5876	29841
Total	410	4041.2	75	29841

Individual Counseling: Total Appointments Attended (Community Colleges Only)

Total Attended Appointments of Individual Counseling				
School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	6	883.7	188	2006
10,001 and over	8	1908.0	454	3422
Total	14	1469.0	188	3422

Community Colleges reported serving significantly lower percentages of the student population.

Individual Counseling: Average Appointments Attended (Excluding Community Colleges)

Average Individual Counseling Appointments Attended				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	48	5.75	2.8	12.3
1,501 – 2,500	55	5.58	2.6	11.7
2,501 – 5,000	75	5.46	2.2	11.5
5,001 – 7,500	32	5.52	2.3	15.0
7,501 – 10,000	28	5.14	2.6	10.4
10,001 – 15,000	44	4.62	2.3	8.8
15,001 – 20,000	29	5.01	2.8	7.8
20,001 – 25,000	23	4.56	2.4	6.3
25,001 – 30,000	18	5.62	3.2	11.2
30,001 – 35,000	14	4.44	2.8	8.5
35,001 – 45,000	13	4.57	2.8	7.9
45,001 and over	15	4.36	3.0	5.9
Total	394	5.22	2.2	15.0

Individual Counseling: Average Appointments Attended (Community Colleges Only)

Average Individual Counseling Appointments Attended				
School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	6	3.72	2.0	6.4
10,001 and over	7	3.35	1.9	4.5
Total	13	3.52	1.9	6.4

Community Colleges reported serving significantly lower percentages of the student population.

Psychiatric: Are Any Psychiatric Services Available on Campus

Availability of Psychiatric Services on Campus					
School Size	# Centers	No Psychiatric Services on Campus	Yes, in the counseling center	Yes, but not in the counseling center	Yes, both in the center & in other location(s)
Under 1,501	58	70.7%	19.0%	10.3%	0
1,501 - 2,500	74	41.9%	43.2%	12.2%	2.7%
2,501 - 5,000	90	35.6%	47.8%	13.3%	3.3%
5,001 - 7,500	46	39.1%	45.7%	13.0%	2.2%
7,501 - 10,000	37	37.8%	35.1%	21.6%	5.4%
10,001 - 15,000	56	30.4%	41.1%	19.6%	8.9%
15,001 - 20,000	38	15.8%	44.7%	28.9%	10.5%
20,001 - 25,000	28	14.3%	46.4%	32.1%	7.1%
25,001 - 30,000	23	4.3%	52.2%	43.5%	0
30,001 - 35,000	16	18.8%	56.3%	18.8%	6.3%
35,001 - 45,000	19	5.3%	42.1%	36.8%	15.8%
45,001 and over	17	5.9%	11.8%	41.2%	41.2%
TOTAL	502	33.7%	40.6%	19.7%	6.0%

Psychiatric: Unique Number of Clients Who Used Psychiatric Services

Unique Number of Clients Who Used Psychiatric Services (Only including institutions that have psychiatric services)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	10	43.3	8	104
1,501 – 2,500	23	95.3	26	295
2,501 – 5,000	40	73.0	12	295
5,001 – 7,500	18	80.2	16	453
7,501 – 10,000	11	87.1	25	360
10,001 – 15,000	23	279.0	40	1103
15,001 – 20,000	18	177.7	23	560
20,001 – 25,000	10	245.2	51	548
25,001 – 30,000	10	402.9	112	1373
30,001 – 35,000	9	736.7	114	1612
35,001 – 45,000	8	661.1	63	1372
45,001 and over	7	693.4	194	1383
Total	187	218.3	8	1612

Psychiatric: Total Number of Psychiatric Sessions

Total Number of Psychiatric Sessions (Only including institutions that have psychiatric services)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	10	121.0	15	297
1,501 – 2,500	23	400.2	97	1214
2,501 – 5,000	40	257.7	38	1394
5,001 – 7,500	18	356.4	54	2333
7,501 – 10,000	11	340.2	73	1953
10,001 – 15,000	23	1269.8	129	5420
15,001 – 20,000	18	594.1	43	2574
20,001 – 25,000	10	1082.1	216	2670
25,001 – 30,000	10	1523.0	346	3847
30,001 – 35,000	9	2856.6	592	5621
35,001 – 45,000	8	2734.3	223	6121
45,001 and over	7	3175.0	780	5724
Total	187	891.1	15	6121

Psychiatric: Average Number of Psychiatric Sessions

Average Number of Psychiatric Sessions per Client (Only including institutions that have psychiatric services)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	10	2.9	1.5	4.3
1,501 – 2,500	23	4.0	2.0	5.6
2,501 – 5,000	40	3.7	1.0	9.7
5,001 – 7,500	18	4.3	2.8	6.1
7,501 – 10,000	11	3.4	1.8	5.7
10,001 – 15,000	23	4.5	1.3	14.8
15,001 – 20,000	18	3.1	1.0	5.7
20,001 – 25,000	10	4.3	2.4	6.0
25,001 – 30,000	10	4.0	2.8	9.7
30,001 – 35,000	9	4.5	2.1	7.5
35,001 – 45,000	8	4.0	2.8	8.6
45,001 and over	7	4.7	2.4	6.6
Total	187	3.9	1.0	14.8

Psychiatric: Average Number of Psychiatric Hours per Week at Institution

Average Number of Psychiatric Hours per Week Available at Institution (Only including institutions that have psychiatric services)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	10	4.6	1.0	9.0
1,501 – 2,500	21	15.5	2.5	63.0
2,501 – 5,000	33	8.5	2.0	26.5
5,001 – 7,500	17	9.9	2.5	35.0
7,501 – 10,000	10	14.2	0.8	65.0
10,001 – 15,000	18	38.5	4.0	172.0
15,001 – 20,000	17	30.1	2.0	106.0
20,001 – 25,000	9	49.4	14.0	116.0
25,001 – 30,000	10	43.4	2.5	154.4
30,001 – 35,000	8	72.0	18.0	139.0
35,001 – 45,000	8	67.5	26.0	108.0
45,001 and over	6	133.7	36.0	258.0
Total	167	29.7	0.8	258.0

Psychiatric: How Sufficient Were the Available Psychiatric Hours

How Sufficient Were the Available Psychiatric Hours (Only including institutions that have psychiatric services)		
Sufficiency of the Available Hours	# of Centers	Percent
We had more hours than we needed	13	5.9%
We had just about the right number of hours	84	37.8%
We needed up to about 5 additional weekly hours	44	19.8%
We needed about 6 to 10 more weekly hours	36	16.2%
We needed about 11 to 15 more weekly hours	12	5.4%
We needed about 16 to 20 more weekly hours	13	5.9%
We needed more than 20 more weekly hours	20	9.0%
Total	222	100.0%

Groups: Number of Groups Center Ran (Excluding Community Colleges)

Number of Groups That Center Ran				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	50	2.0	0	27
1,501 - 2,500	63	2.6	0	18
2,501 - 5,000	80	3.8	0	25
5,001 - 7,500	33	3.9	0	16
7,501 - 10,000	31	7.3	0	22
10,001 - 15,000	46	13.7	0	94
15,001 - 20,000	31	14.9	0	38
20,001 - 25,000	22	18.8	0	75
25,001 - 30,000	20	15.9	0	50
30,001 - 35,000	15	40.1	14	72
35,001 – 45,000	14	29.5	0	118
45,001 and over	13	57.6	9	138
Total	418	10.8	0	138

Groups: Number of Groups Center Ran (Community Colleges Only)

Number of Groups That Center Ran				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501 - 10,000	9	1.0	0	6
10,001 and over	7	0.6	0	2
Total	16	0.8	0	6

Groups: Number of Group Sessions Provided (Excluding Community Colleges)

Number of Group Sessions Provided (only including centers that offered one or more groups)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	23	41.0	4	241
1,501 - 2,500	30	65.9	0	578
2,501 - 5,000	45	66.8	0	435
5,001 - 7,500	14	45.1	8	221
7,501 - 10,000	23	108.8	6	702
10,001 - 15,000	41	211.7	3	1662
15,001 - 20,000	30	290.2	16	1642
20,001 - 25,000	18	321.2	16	1770
25,001 - 30,000	17	420.1	8	1651
30,001 - 35,000	14	1099.6	86	5072
35,001 – 45,000	12	813.4	27	3630
45,001 and over	12	1366.8	98	4306
Total	279	290.1	0	5072

Groups: Number of Group Sessions Provided (Community Colleges Only)

Number of Group Sessions Provided (only including centers that offered one or more groups)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501 - 10,000	3	20.0	6	46
10,001 and over	3	8.7	4	12
Total	6	14.33	4	46

Groups: Unique Students Who Attended (Excluding Community Colleges)

Unique Students Who Attended Any Group Sessions (only including centers that offered 1 or more groups)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	22	18.4	1	111
1,501 - 2,500	27	29.0	0	124
2,501 - 5,000	42	52.8	1	436
5,001 - 7,500	14	43.3	3	183
7,501 - 10,000	22	63.7	3	144
10,001 - 15,000	36	115.4	3	715
15,001 - 20,000	24	144.7	12	397
20,001 - 25,000	16	189.6	15	718
25,001 - 30,000	14	150.7	18	312
30,001 - 35,000	12	338.7	143	621
35,001 - 45,000	13	268.2	19	618
45,001 and over	12	450.8	80	922
Total	254	122.6	0	922

Groups: Unique Students Who Attended (Community Colleges ONLY)

Unique Students Who Attended Any Group Sessions (only including centers that offered 1 or more groups) (Community Colleges ONLY)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501 - 10,000	2	4.0	4	4
10,001 and over	2	38.0	4	72
Total	4	21.0	4	72

Training: Total Individuals Who Attended Center Training Events

Total Individuals Who Attended Center Training Events*				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	38	104.9	0	760
1,501 - 2,500	40	279.4	0	2386
2,501 - 5,000	43	303.8	0	2400
5,001 - 7,500	22	402.7	2	5506
7,501 - 10,000	21	795.8	20	6408
10,001 - 15,000	28	951.1	1	11563
15,001 - 20,000	19	1176.5	30	7400
20,001 - 25,000	10	1117.9	65	3653
25,001 - 30,000	10	675.6	92	2140
30,001 - 35,000	5	1799.4	0	7082
35,001 - 45,000	12	7144.5	173	42042
45,001 and over	9	6242.0	34	27725
Total	257	1056.9	0	42042

* TRAINING: "Training" refers to events designed to help others (e.g., resident advisors, professors, academic instructors, athletic trainers, etc) respond to student mental health needs. Examples: how to recognize and refer students in distress, Mental Health First Aid, QPR, Motivational Interviewing, etc.

Outreach: Total Individuals Who Attended Center Outreach Events

Total Individuals Who Attended Center Training Events*				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	33	523.2	12	4029
1,501 - 2,500	34	530.4	0	2070
2,501 - 5,000	42	1325.4	5	6000
5,001 - 7,500	21	2038.0	5	15522
7,501 - 10,000	23	2296.0	103	10510
10,001 - 15,000	25	3713.8	188	11563
15,001 - 20,000	18	5225.1	10	21404
20,001 - 25,000	13	6922.7	100	19023
25,001 - 30,000	11	9076.2	0	26174
30,001 - 35,000	9	9461.8	0	34000
35,001 - 45,000	12	12578.3	700	42042
45,001 and over	7	17853.0	3909	43258
Total	248	3727.3	0	43258

* OUTREACH: Defined as center outreach programs or workshops provided to students for which clinical notes were NOT kept.

Center Clients

Client Presenting Problems

Client Presenting Problems Addressed in Counseling		
Client Presenting Problems	# of Centers	Mean
Anxiety	278	60.7%
Depression	279	48.6%
Stress	213	47.0%
Family	237	29.0%
Relationship problem (e.g. roommate, friend, romantic partner)	249	27.0%
Academic performance difficulties	268	26.2%
Sleep disturbance	223	17.7%
Social isolation / loneliness	200	17.5%
Trauma (NOT including sexual or physical assault)	208	17.2%
Adjustment to new environment	226	17.0%
Suicidal thoughts	257	14.4%
Eating / body image	262	13.6%
Career concerns	212	11.2%
Grief or loss	253	10.7%
Sexual abuse or assault or misconduct (survivor of)	238	8.8%
Non-suicidal self-injury	222	7.3%
Taking prescribed psychiatric medication	146	23.5%

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 track and/or compile the data.

Academic Impact of Counseling Services

Academic Impact	# of Centers that ask this questions	Average "Yes" Response
Counseling Helped Client Stay in School	201	62.3%
Counseling Helped Academic Performance	235	66.2%

Close to two-thirds of center clients report that counseling services helped them remain in school and helped them improve their academic performance. This is evidence that counseling services are functioning as a "high impact practice" that directly and positively impacts student retention and engagement.

Demographics of Center Clients

Demographics of Center Clients		
Demographic Category	# of Centers Responding	Mean
Race		
American Indian / Native American	309	0.8%
Arab / Arab-American	152	1.2%
Asian / Asian-American	332	8.5%
Black / African-American	334	12.4%
Latino / Latina	334	11.4%
White	339	58.8%
Multiracial	301	5.5%
Other race / ethnicity	233	2.9%
Gender Identity		
Female	346	65.3%
Gender non-binary / non-conforming	208	1.8%
Male	344	31.6%
Self-Identify	201	2.0%
Transgender	257	1.0%
Sexual Orientation		
Gay	248	3.3%
Lesbian	242	2.5%
Bisexual	247	10.3%
Heterosexual	250	72.9%
Other Identities		
Sorority/fraternity members	111	8.9%
International students	268	7.9%
Military veterans	216	2.1%
Students with diagnosed disabilities	201	12.2%
Varsity student athletes	196	8.2%

First Appointment was a Crisis

Percent of Center Clients Whose 1 st Appointment was a Crisis				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	16	13.6%	1.0%	26.0%
1,501 - 2,500	15	12.4%	2.0%	39.1%
2,501 - 5,000	29	12.7%	1.0%	34.0%
5,001 - 7,500	17	15.8%	3.0%	45.0%
7,501 - 10,000	12	11.4%	2.0%	35.0%
10,001 - 15,000	19	16.9%	3.0%	37.0%
15,001 - 20,000	10	12.3%	4.0%	27.0%
20,001 - 25,000	12	12.3%	2.0%	30.8%
25,001 - 30,000	3	5.4%	1.0%	10.0%
30,001 - 35,000	5	4.5%	2.0%	6.4%
35,001 - 45,000	7	11.7%	2.0%	24.0%
45,001 and over	5	21.5%	14.8%	27.0%
Total	150	13.3%	1.0%	45.0%

Clients Sent to Hospital for Psychological Reasons

Clients SENT to a Hospital for Psychological Reasons				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	42	3.7	0	14
1,501 - 2,500	52	8.1	0	28
2,501 - 5,000	65	8.3	0	38
5,001 - 7,500	30	10.6	0	41
7,501 - 10,000	19	17.1	0	42
10,001 - 15,000	38	20.5	0	100
15,001 - 20,000	24	17.7	3	70
20,001 - 25,000	10	23.4	7	85
25,001 - 30,000	13	20.5	2	87
30,001 - 35,000	7	17.6	5	42
35,001 – 45,000	14	58.2	0	187
45,001 and over	8	48.6	12	81
Total	322	14.9	0	187

Clients Admitted to Hospital for Psychological Reasons

Clients ADMITTED to a Hospital for Psychological Reasons				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	42	3.1	0	12
1,501 - 2,500	49	6.8	0	37
2,501 - 5,000	60	7.1	0	37
5,001 - 7,500	28	7.6	0	38
7,501 - 10,000	20	12.4	0	40
10,001 - 15,000	35	16.3	0	80
15,001 - 20,000	17	13.7	4	54
20,001 - 25,000	10	10.0	5	21
25,001 - 30,000	9	20.6	2	77
30,001 - 35,000	6	15.1	1	42
35,001 – 45,000	10	45.3	0	113
45,001 and over	10	35.1	4	54
Total	296	11.2	0	113

Number of Involuntary Hospitalizations

How Many Client Hospitalizations Were INVOLUNTARY?				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	42	0.5	0	4
1,501 - 2,500	48	1.3	0	18
2,501 - 5,000	58	0.8	0	9
5,001 - 7,500	25	0.9	0	5
7,501 - 10,000	18	4.1	0	27
10,001 - 15,000	37	3.2	0	40
15,001 - 20,000	17	1.0	0	6
20,001 - 25,000	9	2.2	0	14
25,001 - 30,000	9	2.3	0	12
30,001 - 35,000	6	7.3	0	42
35,001 – 45,000	4	4.0	0	14
45,001 and over	8	22.5	0	45
Total	281	2.3	0	45

Clients Who Attempted Suicide

Clients Who Attempted Suicide (while enrolled as a student)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	37	0.8	0	4
1,501 - 2,500	44	2.2	0	14
2,501 - 5,000	44	2.1	0	16
5,001 - 7,500	20	1.4	0	5
7,501 - 10,000	15	1.3	0	7
10,001 - 15,000	23	7.5	0	35
15,001 - 20,000	11	4.7	0	24
20,001 - 25,000	7	8.1	0	32
25,001 - 30,000	3	6.0	0	13
30,001 - 35,000	4	4.3	0	16
35,001 – 45,000	3	18.0	7	24
45,001 and over	3	21.0	6	45
Total	214	3.3	0	45

Clients Who Died by Suicide

Clients Who Died by Suicide (while enrolled as a student)				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	50	0.00	0	0
1,501 - 2,500	65	0.06	0	1
2,501 - 5,000	76	0.07	0	1
5,001 - 7,500	37	0.16	0	2
7,501 - 10,000	25	0.08	0	1
10,001 - 15,000	45	0.33	0	3
15,001 - 20,000	28	0.43	0	3
20,001 - 25,000	17	0.47	0	4
25,001 - 30,000	13	0.23	0	2
30,001 - 35,000	8	1.50	0	9
35,001 – 45,000	10	0.90	0	3
45,001 and over	8	1.63	0	6
Total	382	0.23	0	9

Clinical Load Index, Service Demand, Strategies for Managing Demand

Clinical Capacity of Center by Size of Institution (Excluding Community Colleges)

Clinical Capacity of Center (Hours per Week) by Size of Institution				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	63	69.1	20	304
1,501 – 2,500	74	98.3	25	220
2,501 – 5,000	88	104.0	24	225
5,001 – 7,500	41	129.9	23	247
7,501 – 10,000	39	151.0	43	350
10,001 – 15,000	51	219.3	40	430
15,001 – 20,000	33	298.8	124	794
20,001 – 25,000	21	314.7	165	474
25,001 – 30,000	22	387.5	160	807
30,001 – 35,000	14	446.6	198	880
35,001 – 45,000	15	528.8	271	965
45,001 and over	14	681.8	249	1062
Total	475	194.0	20	1062

There is a large amount of variability in the Clinical Capacity of centers within each size category. Clinical Capacity is defined as the number of hours per week a center has available for clinical services, NOT including psychiatric or case management services. Clinical Capacity is computed by summing how many clinical service hours each clinician provides in a typical week when the center is fully operational). This is a theoretical maximum capacity that is only used to calculate the Clinical Load Index. It is very important to understand that Clinical Capacity does NOT indicate actual direct service hours available, and should NOT be used for that purpose because it does not take into account no-shows, cancellations that could not be filled, sick leave, vacation leave, professional development, and other important meetings and events that occur for center staff.

Clinical Capacity of Center by Size of Institution (Community Colleges Only)

Clinical Capacity of Center (Hours per Week) by Size of Institution				
School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	9	59.3	10	110
10,001 and over	9	112.9	60	220
Total	18	86.1	10	220

In general, the Clinical Capacity of community colleges is significantly less than that of most similarly sized four-year institutions.

Standardized Counselors by Size of Institution (Excluding Community Colleges)

Standardized Counselors by Size by Size of Institution				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	63	2.9	0.8	12.7
1,501 – 2,500	74	4.1	1.0	9.2
2,501 – 5,000	88	4.3	1.0	9.4
5,001 – 7,500	41	5.4	1.0	10.3
7,501 – 10,000	39	6.3	1.8	14.6
10,001 – 15,000	51	9.1	1.7	17.9
15,001 – 20,000	33	12.5	5.2	33.1
20,001 – 25,000	21	13.1	6.9	19.8
25,001 – 30,000	22	16.2	6.7	33.6
30,001 – 35,000	14	18.6	8.2	36.7
35,001 – 45,000	15	22.0	11.3	40.2
45,001 and over	14	28.4	10.4	44.3
Total	475	8.1	0.8	44.3

Standardized Counselors is computed by dividing a center's Clinical Capacity by 24. This number is only used as a standardized way of calculating the Clinical Load Index (below), and is NOT appropriate to use for other purposes. There is a large amount of variability in the number of Standardized Counselors per center within each size category.

Standardized Counselors by Size of Institution (Community Colleges Only)

Standardized Counselors by Size by Size of Institution				
School Size	# of Centers	Mean	Minimum	Maximum
Under 10,001	9	2.5	0.4	4.6
10,001 and over	9	4.7	2.5	9.2
Total	18	3.6	0.4	9.2

Clinical Load Index (CLI) by Size of Institution

Clinical Load Index (CLI) of Center by Size of Institution					
School Size	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	58	83.0	78.6	27.4	226.4
1,501 – 2,500	74	104.0	94.6	23.3	300.0
2,501 – 5,000	84	118.0	102.9	44.3	384.9
5,001 – 7,500	43	116.4	112.3	38.4	226.7
7,501 – 10,000	36	121.1	123.5	51.8	217.3
10,001 – 15,000	53	131.7	128.6	33.0	215.4
15,001 – 20,000	35	133.8	126.4	65.4	246.7
20,001 – 25,000	21	137.2	130.2	91.1	220.1
25,001 – 30,000	20	135.2	136.8	91.5	233.6
30,001 – 35,000	10	204.8	206.4	98.4	352.5
35,001 – 45,000	13	161.8	148.8	97.6	247.4
45,001 and over	12	194.9	168.3	133.8	351.4
Total	459	121.0	112.3	23.3	384.9

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

Centers That Experienced Increased Demand for Services

Centers That Experienced Increased Demand for Services Last Year		
Experienced Increased Demand for Services?	# Centers	Percent
No	61	12.7%
Yes	425	87.3%
Total	487	100.0%

The majority of centers (87.3%) experienced an increased demand in the number of clients served (compared to the previous year).

Centers That Experienced Increased Demand for Services: By School Size

Centers That Experienced Increased Demand for Services Last Year		
School Size	# Centers	Percent Reporting Increased Demand
Under 1,501	51	74.5%
1,501 – 2,500	70	85.7%
2,501 – 5,000	89	85.4%
5,001 – 7,500	44	75.0%
7,501 – 10,000	38	89.5%
10,001 – 15,000	55	90.9%
15,001 – 20,000	38	92.1%
20,001 – 25,000	28	96.4%
25,001 – 30,000	23	95.7%
30,001 – 35,000	16	100.0%
35,001 – 45,000	19	94.7%
45,001 and over	17	100.0%
Total	488	87.3%

Increase in Number of Clients Served

Increase in Number of Clients Served by Size of Institution								
School Size	# of Centers	0% or Less	1-5%	6-10%	11-15%	16-25%	26-35%	More than 35%
Under 1,501	31	9.7%	32.3%	12.9%	12.9%	9.7%	6.4%	16.2%
1,501 – 2,500	49	2.0%	26.5%	22.4%	18.4%	18.4%	4.0%	8.1%
2,501 – 5,000	71	8.5%	16.9%	31.0%	18.3%	12.6%	7.0%	5.6%
5,001 – 7,500	29	3.4%	20.7%	20.7%	17.2%	27.5%	3.4%	6.8%
7,501 – 10,000	31	3.2%	16.1%	19.4%	12.9%	38.7%	3.2%	6.4%
10,001 – 15,000	46	0	26.1%	30.4%	28.3%	8.7%	4.4%	2.2%
15,001 – 20,000	30	6.7%	30.0%	26.7%	13.3%	16.6%	3.3%	3.3%
20,001 – 25,000	24	8.3%	25.0%	25.0%	25.0%	12.5%	4.2%	0
25,001 – 30,000	20	5.0%	30.0%	30.0%	15.0%	20.0%	0	0
30,001 – 35,000	15	0	20.0%	20.0%	20.0%	40.0%	0	0
35,001 – 45,000	16	0	31.3%	25.0%	25.0%	12.6%	0	6.3%
45,001 and over	17	5.9%	17.6%	23.5%	35.3%	11.8%	5.9%	0
Total	379	4.7%	23.7%	24.8%	19.5%	17.7%	4.2%	5.3%

The average increase in the number of clients served (compared to the previous year) was 12.2%.

Increase in Number of Appointments Provided

Increase in Number of Appointments Provided by Size of Institution								
School Size	# of Centers	0% or Less	1-5%	6-10%	11-15%	16-25%	26-35%	More than 35%
Under 1,501	30	3.3%	33.3%	20.0%	13.3%	11.0%	10.0%	10.0%
1,501 – 2,500	44	15.9%	20.5%	6.8%	15.9%	15.9%	13.6%	11.4%
2,501 – 5,000	70	7.1%	32.9%	15.7%	11.4%	17.2%	10.0%	5.8%
5,001 – 7,500	28	7.1%	10.7%	28.6%	14.3%	21.4%	14.2%	3.6%
7,501 – 10,000	31	6.5%	16.1%	22.6%	19.4%	19.4%	6.4%	9.7%
10,001 – 15,000	44	18.2%	25.0%	29.5%	9.1%	13.6%	2.3%	2.3%
15,001 – 20,000	28	10.7%	28.6%	14.3%	3.6%	35.7%	0	7.2%
20,001 – 25,000	24	20.8%	29.2%	16.7%	4.2%	20.8%	8.3%	0
25,001 – 30,000	18	5.6%	27.8%	27.8%	16.7%	16.7%	5.6%	0
30,001 – 35,000	13	15.4%	23.1%	23.1%	15.4%	15.4%	0	7.7%
35,001 – 45,000	17	17.6%	23.5%	17.6%	17.6%	5.9%	11.8%	5.9%
45,001 and over	16	25.0%	18.8%	18.8%	18.8%	6.3%	6.3%	6.3%
Total	363	11.8%	25.1%	19.3%	12.7%	17.1%	8.0%	6.1%

The average increase in the number of counseling appointments provided (compared to the previous year) was 12.3%.

Percent Increase in Number of Clients Seeking Services

Percent Increase in Number of Clients Seeking Services Last Year		
Percent Increase	# Centers	Percent
0 percent increase	19	4.7%
1 to 5% increase	101	24.9%
6 to 10% increase	99	24.4%
11 to 15% increase	79	19.5%
16 to 20% increase	39	9.6%
21 to 25% increase	31	7.6%
26 to 30% increase	11	2.7%
31 to 35% increase	6	1.5%
36 to 40% increase	9	2.2%
More than 40% increase	12	3.0%
Total	406	100.0%

Percent Increase in Number of Counseling Appointments Offered

Percent Increase in Number of Counseling Appointments Offered Last Year		
Percent Increase	# Centers	Percent
0 percent increase	45	11.6%
1 to 5% increase	97	25.1%
6 to 10% increase	77	19.9%
11 to 15% increase	48	12.4%
16 to 20% increase	36	9.3%
21 to 25% increase	30	7.8%
26 to 30% increase	16	4.1%
31 to 35% increase	15	3.9%
36 to 40% increase	9	2.3%
More than 40% increase	14	3.6%
Total	387	100.0%

Percent Increase in Number of Clients and Counseling Appointments: Categories

Percent Increase in Number of Clients and Counseling Appts Last Year				
Percent Increase	# Centers	% Increase in Clients	# Centers	% Increase in Counseling Appts
0 to 5% increase	120	29.6%	142	36.7%
6 to 15% increase	178	43.8%	125	32.3%
16 to 25% increase	70	17.2%	66	17.1%
More than 25% increase	38	9.4%	54	14.0%
Total	406	100.0%	387	100.0%

Strategies Use to Manage Increased Demand

Methods Used to Manage Increased Demand		
School Size	# of Centers	Percent
Triaged clients by urgency	254	60.6%
Referred more clients off-campus	215	51.3%
Reduced outreach	173	41.3%
Created a waiting list	145	34.6%
Funded additional temporary staff	133	31.7%
Appointments often spaced out to one every 3+ weeks	131	31.3%
Appointments offered once every 2 weeks	130	31.0%
Cancelled non-essential meetings	119	28.4%
Staff skipped their lunch break	115	27.4%
Staff came in early / left late	98	23.4%
Funded additional permanent staff	67	16.0%
Recruited additional trainees	60	14.4%
Other	76	18.1%
Total	419	

Other strategies for managing demand included: added groups, put more students into existing groups, used 30 minute appointments, started using ProtoCall, utilized a stepped care model, and reduced administrative time for staff.

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 (or Less Often)	Other
Under 1,501	52	55.8%	34.6%	9.6%	0
1,501 – 2,500	70	47.1%	42.9%	8.6%	1.4%
2,501 – 5,000	89	38.2%	46.1%	12.4%	3.4%
5,001 – 7,500	43	53.5%	34.9%	7.0%	4.6%
7,501 – 10,000	38	47.4%	36.8%	15.8%	0
10,001 – 15,000	55	38.2%	43.6%	18.2%	0
15,001 – 20,000	38	50.0%	28.9%	21.1%	0
20,001 – 25,000	28	46.4%	28.6%	25.0%	0
25,001 – 30,000	23	26.1%	47.8%	21.7%	4.3%
30,001 – 35,000	16	31.3%	37.5%	31.3%	0
35,001 – 45,000	19	31.6%	15.8%	47.4%	5.3%
45,001 and over	17	11.8%	29.4%	52.9%	5.9%
TOTAL	488	42.8%	38.1%	17.2%	1.8%

Center Staff

Demographics of Center Staff

Center Staff Demographics*	# Staff	Percent	Center Staff Demographics*	# Staff	Percent
American Indian / Native Am.	14	0.4%	Cis-Female	2689	75.6%
Arab / Arab-American	34	0.9%	Cis-Male	822	23.1%
Asian / Asian-American	242	6.6%	Non-Binary	26	0.7%
Black / African-American	435	11.7%	Trans-Female	3	0.1%
Latino / Latina	246	6.6%	Trans-Male	8	0.2%
Multiracial	112	3.0%	Other	7	0.1%
White	2592	70.0%	TOTAL	3555	100.0%
Other race / ethnicity	29	0.8%	No Disability	2447	92.1%
TOTAL	3704	100.0%	Attention Deficit Disorder	41	1.5%
Bisexual	74	2.6%	Hearing Impairment	14	0.5%
Gay Man	121	4.2%	Learning Disability	17	0.6%
Heterosexual	2439	85.5%	Medical / Health	28	1.1%
Lesbian	122	4.3%	Mobility Impairment	28	1.1%
Queer	63	2.2%	Neurological Disorder	20	0.8%
Self-Identify	20	0.7%	Psychological/Psychiatric Disorder	22	0.8%
Other	12	0.4%	Visual Impairment	29	1.1%
TOTAL	2851	100.0%	Other	10	0.2%
			TOTAL	2656	100.0%

*NOTE: The data on this table are from the 2019 Staff and Salary Survey

FTE of Professional / Clinical (“Talk Therapy”) Staff

Professional / Clinical Staff FTEs (Full- and Part-time “Talk Therapy” Employees)					
School Size	# of Centers	Mean FTE	Median FTE	Minimum	Maximum
Under 1,501	27	2.05	2.11	0.79	3.80
1,501 – 2,500	42	3.77	3.34	0.86	10.71
2,501 – 5,000	47	4.24	3.91	1.00	9.64
5,001 – 7,500	32	4.80	4.37	2.00	8.33
7,501 – 10,000	23	6.78	6.00	3.00	13.96
10,001 – 15,000	33	9.33	8.25	2.00	23.00
15,001 – 20,000	21	11.27	11.25	4.40	19.00
20,001 – 25,000	13	14.17	13.67	9.08	22.48
25,001 – 30,000	10	18.84	18.20	9.71	32.60
30,001 – 35,000	10	20.87	18.14	12.00	34.75
35,001 – 45,000	9	23.56	23.29	1.25	44.95
45,001 and over	13	34.89	36.58	15.17	49.00
TOTAL	280	8.98	5.49	0.79	49.00

(NOTE: The data on this table are from the 2019 Staff and Salary Survey)
NOT including Community Colleges, which were outliers.

FTE of Professional / Clinical (“Talk Therapy”) Trainees

Professional / Clinical Trainee FTEs (“Talk Therapy” Trainees only)					
School Size	# of Centers	Mean FTE	Median FTE	Minimum	Maximum
Under 1,501	6	1.31	0.50	0.28	4.48
1,501 – 2,500	21	1.18	0.76	0.30	4.25
2,501 – 5,000	19	1.38	0.90	0.19	3.89
5,001 – 7,500	17	1.40	1.00	0.30	4.00
7,501 – 10,000	16	2.34	1.45	0.42	6.60
10,001 – 15,000	17	3.13	2.51	0.38	8.20
15,001 – 20,000	17	4.18	4.00	0.85	7.76
20,001 – 25,000	8	2.40	2.00	1.00	6.56
25,001 – 30,000	9	4.52	4.00	1.11	7.70
30,001 – 35,000	9	5.73	5.50	0.80	12.00
35,001 – 45,000	7	4.33	4.00	0.95	8.15
45,001 and over	11	6.97	7.50	3.00	10.80
TOTAL	157	2.95	2.00	0.19	12.00

(NOTE: The data on this table are from the 2019 Staff and Salary Survey)
NOT including Community Colleges, which were outliers.

FTE of Psychiatric Providers

Psychiatric Provider FTEs					
School Size	# of Centers	Mean FTE	Median FTE	Minimum	Maximum
Under 1,501	3	0.50	0.15	0.15	1.20
1,501 – 2,500	14	0.37	0.20	0.05	1.43
2,501 – 5,000	16	0.23	0.15	0.07	1.00
5,001 – 7,500	9	0.54	0.19	0.10	2.90
7,501 – 10,000	7	0.52	0.26	0.15	1.49
10,001 – 15,000	15	1.52	0.43	0.09	11.00
15,001 – 20,000	6	0.83	0.59	0.08	2.49
20,001 – 25,000	8	1.08	0.82	0.35	2.70
25,001 – 30,000	5	0.99	0.66	0.06	2.00
30,001 – 35,000	5	2.77	2.06	1.00	6.40
35,001 – 45,000	5	1.97	2.00	1.28	2.64
45,001 and over	7	3.70	3.61	1.60	5.00
TOTAL	100	1.10	0.45	0.05	11.00

(NOTE: The data on this table are from the 2019 Staff and Salary Survey)
NOT including Community Colleges.

FTE of Support Staff

Support Staff FTEs					
School Size	# of Centers	Mean FTE	Median FTE	Minimum	Maximum
Under 1,501	10	1.11	1.00	0.70	2.76
1,501 – 2,500	28	1.14	0.96	0.48	3.00
2,501 – 5,000	39	1.06	1.00	0.43	2.00
5,001 – 7,500	21	1.29	1.00	0.52	3.01
7,501 – 10,000	15	1.93	1.84	1.00	5.39
10,001 – 15,000	22	2.14	1.92	0.85	4.57
15,001 – 20,000	17	2.22	2.00	0.63	4.00
20,001 – 25,000	12	2.24	2.50	0.50	3.38
25,001 – 30,000	9	3.33	4.00	1.00	4.00
30,001 – 35,000	8	3.80	4.00	2.00	5.00
35,001 – 45,000	8	4.93	4.00	1.00	13.00
45,001 and over	11	7.35	6.58	3.50	12.25
TOTAL	200	2.16	1.22	0.43	13.00

(NOTE: The data on this table are from the 2019 Staff and Salary Survey)
NOT including Community Colleges.

Staff Turnover in Past Year

Center Mental Health Positions that Turned Over in Past Year (NOT Including Trainees)					
School Size	TOTAL Centers	None	1	2	3+
Under 1,501	52	71.2%	26.9%	1.9%	0
1,501 - 2,500	69	63.8%	26.1%	10.1%	0
2,501 - 5,000	89	43.8%	34.8%	16.9%	4.5%
5,001 - 7,500	45	60.0%	24.4%	8.9%	6.7%
7,501 - 10,000	38	57.9%	21.1%	18.4%	2.6%
10,001 - 15,000	55	36.4%	25.5%	21.8%	16.4%
15,001 - 20,000	38	23.7%	34.2%	26.3%	15.8%
20,001 - 25,000	28	32.1%	32.1%	21.4%	14.3%
25,001 - 30,000	23	8.7%	17.4%	34.8%	39.1%
30,001 - 35,000	16	18.8%	37.5%	12.5%	31.3%
35,001 - 45,000	19	5.3%	10.5%	21.1%	63.2%
45,001 and over	17	5.9%	5.9%	29.4%	58.8%
TOTAL	489	43.8%	26.8%	16.6%	12.9%

More than half (56.2%) of centers had 1 or more positions turnover in the past year.

Staff Turnover: Was Low Salary a Factor

# Staff Who Said That LOW SALARY was a Factor in Decision to Leave the Center (Only for Centers That Had Turnover)		
Number of Staff	# of Centers	Percent
None	152	56.5%
1	76	28.3%
2	25	9.3%
3 or more	16	5.9%
Total	269	100.0%

For centers that had any turnover, 43.5% reported that low salary was a contributing factor, compared to 40.9% in last year's (2018) survey.

Staff Turnover: Were Difficult Center Work Conditions a Factor

Number of Staff Who Reported That DIFFICULT CENTER WORK CONDITIONS was a Factor in Their Decision to Leave the Center (Only for Centers That Had Turnover)		
Number of Staff	# of Centers	Percent
None	151	56.1%
1	80	29.7%
2	25	9.3%
3 or more	13	4.8%
Total	269	100.0%

For centers that had any turnover, 43.9%% reported that difficult center work conditions were a contributing factor, compared to 36.5% in last year's (2018) survey.

Staff Turnover: Other Reported Factors

Other Reasons for Staff Turnover (Only for Centers That Had Turnover)		
Reasons for Leaving Center	# of Centers	Percent
Career opportunity or shift (e.g., promotion, better job elsewhere, transition to private practice, etc.)	41	14.9%
Family (e.g. partner's career, children, move closer to family)	39	14.2%
Retirement	33	12.0%
Staff member was fired (e.g., for policy violations)	8	2.9%
No, or limited, opportunities for advancement	7	2.5%
Position was terminated (e.g., budget cut, temp position)	7	2.5%
Other reasons*	17	6.2%

*Other reasons for turnover included: not a good fit with center (6), geographic location (5), commute was too long (4), health reasons (2), unspecified personal factors (2), problem with previous director (2).

Centers That Gained or Lost Staff

Centers That Gained or Lost Staff (Last Year)				
School Size	# That GAINED Staff	% That GAINED	# That LOST Staff	% That LOST
Under 1,501	19	36.5%	3	5.8%
1,501 – 2,500	19	28.4%	3	4.5%
2,501 – 5,000	28	32.6%	3	3.4%
5,001 – 7,500	11	25.6%	1	2.3%
7,501 – 10,000	15	40.5%	1	2.7%
10,001 – 15,000	29	56.9%	1	1.9%
15,001 – 20,000	26	70.3%	2	5.4%
20,001 – 25,000	15	57.7%	2	8.3%
25,001 – 30,000	13	59.1%	3	13.6%
30,001 – 35,000	11	68.8%	0	0
35,001 – 45,000	13	68.4%	2	10.5%
45,001 and over	10	62.5%	2	12.5%
TOTAL	209	44.3%	23	4.9%

Staff Positions Gained or Lost: Past Year

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	181	283.8	20	21.0
Case Manager	17	16.9	0	0
Psychiatric	15	10.3	0	0
Support Staff	14	12.3	1	1.0
Other	5	2.1	1	2.0
TOTAL	TOTAL FTE GAINED	325.4	TOTAL FTE LOST	24.0
NET FTE GAINED		301.4		

Of the 472 centers that responded to these questions, there was a net gain of 0.64 counseling center positions per center during the past year. This is very similar to the past 7 year trend.

Staff Positions Gained or Lost: Multiple Year Trend

FTE Positions Gained and Lost per Year								
Survey Year	# That GAINED FTE	% That GAINED FTE	Total FTE Gained	# That LOST FTE	% That LOST FTE	Total FTE Lost	NET FTE GAINED	NET FTE Gained per Center
2012-13	121	31.8%	263.1	24	6.3%	57.6	205.5	0.54
2013-14	263	54.2%	236.0	41	8.3%	42.0	194.0	0.40
2014-15	258	51.2%	271.3	57	11.0%	69.5	201.8	0.40
2015-16	220	41.6%	479.7	67	12.7%	76.1	403.6	0.76
2016-17	155	35.3%	247.0	34	7.2%	31.2	215.8	0.49
2017-18	211	43.3%	323.9	32	8.6%	34.9	289.0	0.59
2018-19	209	44.3%	325.4	23	4.9%	24.0	301.4	0.64

NOTE: The data on this table have been compiled from the past seven AUCCCD Director Surveys.

Over the past 7 years, the centers that responded to this question had an net gain of about one half (0.5) of a counseling center position per year. This continuing investment makes sense given the compelling data that counseling services are a "high impact practice" in higher education.

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

Support Staff FTEs (NOT including community colleges)					
School Size	# of Centers	Mean FTE	Median FTE	Minimum	Maximum
Under 1,501	25	616	502	206	1646
1,501 – 2,500	41	748	632	184	1800
2,501 – 5,000	47	992	917	390	2907
5,001 – 7,500	32	1529	1275	839	3750
7,501 – 10,000	23	1470	1508	598	3133
10,001 – 15,000	33	1737	1377	503	6348
15,001 – 20,000	21	1802	1435	934	4150
20,001 – 25,000	13	1650	1596	1096	2686
25,001 – 30,000	10	1652	1592	880	2706
30,001 – 35,000	10	1722	1740	1007	2538
35,001 – 45,000	9	1908	1888	951	3142
45,001 and over	13	1711	1487	1008	3131
TOTAL	277	1318	1200	184	6348

(NOTE: The data on this table are from the 2019 Staff and Salary Survey)

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

Support Staff FTEs (NOT including community colleges)					
School Size	# of Centers	Mean FTE	Median FTE	Minimum	Maximum
Under 1,501	6	368	362	224	504
1,501 – 2,500	21	626	558	163	1346
2,501 – 5,000	19	753	697	418	1389
5,001 – 7,500	17	1260	1057	727	3099
7,501 – 10,000	16	1007	962	491	1575
10,001 – 15,000	17	1134	957	621	2967
15,001 – 20,000	17	1174	1016	696	2293
20,001 – 25,000	8	1350	1350	967	1760
25,001 – 30,000	9	1398	1363	954	2428
30,001 – 35,000	9	1322	1311	749	2033
35,001 – 45,000	7	1477	1449	841	2053
45,001 and over	11	1362	1101	810	2477
TOTAL	157	1064	995	163	3099

(NOTE1: The data on this table are from the 2019 Staff and Salary Survey)

(NOTE2: The number of centers on this table is less than the previous table because many centers did not specify whether or not they have any trainees).

NOTE: Although the “student-to-counselor” ratio has often been 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 students-to-counselor ratio needed by the center decreases.

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

Size of Institution	# of Centers	Mean	Median	Minimum	Maximum
Under 1,501	6	78	60	55	133
1,501 – 2,500	15	81	78	52	119
2,501 – 5,000	13	90	90	54	126
5,001 – 7,500	12	94	92	67	122
7,501 – 10,000	15	98	92	64	174
10,001 – 15,000	17	103	101	63	153
15,001 – 20,000	18	106	107	77	149
20,001 – 25,000	4	101	97	93	118
25,001 – 30,000	8	100	98	69	132
30,001 – 35,000	4	118	115	91	152
35,001 – 45,000	7	123	115	88	198
45,001 and over	10	117	114	100	156
TOTAL	129	99	100	52	198

NOTE: These 129 centers are the only ones that filled out both the Director Survey, and the Staff and Salary Spreadsheet, and included the necessary data (i.e., total students served, and total FTE of all “talk therapy” staff and trainees) to enable these calculations to be made.

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 services for about 100 students in a single year.

Director Information

Director: Race

Director Race	Count	Percent
American Indian / Native American	1	0.4%
Arab / Middle Eastern	0	0.0%
Asian / Asian American	4	1.6%
Black / African American	20	8.1%
Latinx	13	5.2%
Multiracial	5	2.0%
White / Caucasian	205	82.7%
TOTAL	248	100.0%

* Data in this table are from the separate Salary Survey

Director: Gender Identity

Director Gender Identity	# of Centers	Percent
Cis-Female	353	65.6%
Cis-Male	179	33.3%
Gender non-binary / non-forming / self-identify / other	6	1.1%
TOTAL	538	100.0%

Director: Sexual Orientation

Director Sexual Orientation	# of Centers	Percent
Bisexual	16	6.6%
Gay man	10	4.1%
Heterosexual	196	81.3%
Lesbian	15	6.2%
Other	4	1.7%
TOTAL	241	100.0%

* Data in this table are from the separate Salary Survey

Director: Documented Disability

Director Documented Disability	# of Centers	Percent
No disability	201	88.9%
Attention deficit disorder	8	3.5%
Learning disability	6	2.7%
Medical / health	2	0.9%
Neurological disorder	2	0.9%
Psychological / psychiatric disorder / condition	3	1.3%
Visual impairment	3	1.3%
TOTAL	226	100.0%

* Data in this table are from the separate Salary Survey

Director: Highest Degree

Director Highest Degree	# of Centers	Percent
D.S.W.	2	0.7%
Ed.D.	8	2.9%
M.A.	27	9.9%
M.D.	1	0.4%
M.Ed.	8	2.9%
M.S.	16	5.8%
M.S.W.	19	6.9%
Ph.D.	140	51.1%
Psy.D.	51	18.6%
Other	2	0.7%
TOTAL	274	100.0%

* Data in this table are from the separate Salary Survey

Director: Professional Identity

Director Professional Identity	# of Centers	Percent
Counseling	62	22.9%
Higher Education	3	1.1%
Marriage & Family Therapy	2	0.7%
Medicine	1	0.4%
Psychology, Clinical	90	33.2%
Psychology, Counseling	86	31.7%
Rehabilitation Counseling	1	0.4%
Social Work	24	8.5%
Other	2	0.7%
TOTAL	271	100.0%

* Data in this table are from the separate Salary Survey

Director: Years of Experience as Director In Current Position

Total Completed Years AS DIRECTOR in Current Position	# of Centers	Percent	Percent of AUCCCD Members*
0 (first year as director)	56	11.4%	28.3%
1 to 5 years	188	38.4%	35.4%
6 to 10 years	89	18.2%	14.7%
11 to 15 years	71	14.5%	9.6%
16 to 20 years	37	7.6%	6.2%
21 to 25 years	23	4.7%	3.2%
26 to 30 years	14	2.9%	1.7%
More than 30 years	12	2.4%	0.9%
TOTAL	490	100.0%	100.0%

* Based on the AUCCCD membership list as of October 18, 2019

First-year directors are under-represented in survey participants. Many said that they plan to collect relevant data this year in order to be able to participate in the survey next year.

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)	0	0
1 to 5 years	6	2.6%
6 to 10 years	25	10.9%
11 to 15 years	53	23.0%
16 to 20 years	58	25.2%
21 to 25 years	31	13.5%
26 to 30 years	30	13.0%
31 to 35 years	27	11.7%
TOTAL	230	100.0%

* Data in this table are from the separate Salary Survey

Director: License or Board Certification

Director Has Professional License or Board Certification	# of Centers	Percent
No	3	1.2%
Yes	256	98.8%
TOTAL	259	100.0%

* Data in this table are from the separate Salary Survey

Director: Is Director Position Full-Time 12 Months

Director Position is Full-Time, 12-Months	# of Centers	Percent
No	41	15.8 %
Yes	218	84.2%
TOTAL	259	100.0%

* Data in this table are from the separate Salary Survey

Director: Hours Works Per Week

Hours Director Worked Per Week	# of Centers	Percent
Less than 35	4	1.5%
35	28	10.8%
36 to 39	49	18.9%
40	179	68.8%
TOTAL	260	100.0%

* Data in this table are from the separate Salary Survey

Director: Directors of One-Person Centers

Is the Center a One-Person Counseling Center (i.e., The Director is the Only Clinical Staff Member)?	# of Centers	Percent
No	466	94.9%
Yes	25	5.1%
TOTAL	491	100.0%

Director: Areas / Functions Director Oversees

Areas / Functions The Counseling Center Director OVERSEES (Is in Charge of) on Campus	# of Centers	Percent
Academic Advising	4	0.8%
AOD education and prevention	66	13.7%
BIT or CARE team	37	7.7%
Career services	9	1.9%
Collegiate Recovery	6	1.2%
Conduct/Judicial office	1	0.2%
Dean of student services	4	0.8%
Disability services	41	8.5%
Educational support services	8	1.7%
Employee Assistance Program	2	0.4%
Enrollment services	1	0.2%
First-Year seminars	2	0.4%
Food insecurity services	13	2.7%
Health services	71	14.7%
Health promotion services	64	13.3%
Homelessness services	8	1.7%
Immunizations	31	6.4%
New student orientation	7	1.5%
Pharmacy	5	1.0%
Psychiatric services	130	27.0%
Recreation services	6	1.2%
Sexual misconduct education and prevention	30	6.2%
Spiritual life	5	1.0%
Student affairs	7	1.5%
Testing center	25	5.2%
Threat assessment team	14	2.9%
Title IX	1	0.2%
Tutoring	3	0.6%
Veterans services	7	1.5%
Victim / survivor advocacy & support	5	1.0%
Violence prevention	19	3.9%
Wellness / Wellbeing services	6	1.2%
Women's resource center	5	1.0%
Other*	28	5.8%
TOTAL CENTERS RESPONDING	482	100.0%

* Other areas that directors oversee included BASICS, bias incident support, case management, clinical supervision, diversity initiatives, emergency fund management, LGBTQ+ services, meditation and mindfulness services, nutritionist, peer support programs, peer tutoring, sexual assault crisis services, student insurance, suicide prevention. and writing services.

Institutional Information

Country Institution is Located In

Country in Which College or University is Located	# of Centers	Percent
Australia	1	0.2%
Bahamas	1	0.2%
Canada	6	1.1%
France	1	0.2%
Grenada	1	0.2%
Ireland	1	0.2%
Japan	4	0.7%
Qatar	1	0.2%
St. Kitts	1	0.2%
United Kingdom	2	0.4%
United States of America	543	96.6%
TOTAL	562	100.0%

State Institution is Located In

State University is Located in	# of Centers	State University is Located in	# of Centers	State University is Located in	# of Centers
Alabama	7	Massachusetts	26	South Dakota	0
Alaska	0	Michigan	12	Tennessee	9
Arizona	4	Minnesota	14	Texas	27
Arkansas	5	Mississippi	2	Utah	8
California	32	Missouri	14	Vermont	1
Colorado	11	Montana	2	Virginia	25
Connecticut	7	Nebraska	4	Washington	10
Delaware	3	Nevada	3	West Virginia	4
Florida	16	New Hampshire	2	Wisconsin	14
Georgia	21	New Jersey	18	Wyoming	2
Hawaii	0	New Mexico	2		
Idaho	3	New York	49	District of Columbia	4
Illinois	25	North Carolina	19		
Indiana	11	North Dakota	2	Puerto Rico	1
Iowa	9	Ohio	26		
Kansas	3	Oklahoma	3		
Kentucky	9	Oregon	6	Not in U.S.A.	19
Louisiana	6	Pennsylvania	35		
Maine	6	Rhode Island	3		
Maryland	9	South Carolina	9	TOTAL	562

School Location

School Location	# of Centers	Percent
Metropolitan Inner-City Campus	58	11.8%
Urban Campus – inside a city or town	215	43.8%
Urban Adjacent Campus – Easy access to urban envir.	92	18.7%
Rural Campus – More distant access to urban envir.	126	25.7%
TOTAL	491	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	65	11.6%	99	11.3%
1,501 – 2,500	81	14.4%	125	14.2%
2,501 – 5,000	99	17.6%	185	21.0%
5,001 – 7,500	51	9.1%	86	9.8%
7,501 – 10,000	48	8.5%	70	8.0%
10,001 – 15,000	65	11.6%	99	11.2%
15,001 – 20,000	39	6.9%	63	7.2%
20,001 – 25,000	32	5.7%	40	4.5%
25,001 – 30,000	25	4.4%	40	4.5%
30,001 – 35,000	17	3.0%	23	2.6%
35,001 – 45,000	22	3.9%	27	3.1%
45,001 and over	18	3.2%	23	2.6%
TOTAL	562	100.0%	880	100.0%

* Based on the October 18, 2019 AUCCCD membership list (NOT including emeriti members). 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	1.8%
Community college (e.g., 2-year)	21	3.7%
Health prof. school only (e.g., Chiropractic, Nursing, etc.)	15	2.7%
Science, Technology, Engineering and Math (STEM) institution only	13	2.3%
Four-year public university	212	37.7%
Four-year public college	46	8.2%
Four-year private university	159	28.3%
Four-year private college	86	15.3%
TOTAL	562	100.0%

Percent of Enrolled Undergraduate Students Who Live On-Campus

Percent of ALL Enrolled Undergraduate Students Who Live On-Campus				
School Size	# of Centers	Mean	Minimum	Maximum
Under 1,501	43	61.1	0	100
1,501 – 2,500	57	68.7	0	100
2,501 – 5,000	67	45.9	0	100
5,001 – 7,500	31	36.7	0	87
7,501 – 10,000	32	28.9	0	99
10,001 – 15,000	41	34.1	0	100
15,001 – 20,000	31	34.1	0	100
20,001 – 25,000	20	26.8	0	98
25,001 – 30,000	16	27.2	0	98
30,001 – 35,000	12	24.3	8.0	62
35,001 – 45,000	13	21.8	0	78
45,001 and over	11	18.0	0	34
Total	374	42.3	0	100

Institutional Affiliations

Affiliations Institution Has and/or Benchmarks With	# of Centers
AAU (Association of American Universities)	77
ACCU (Association of Catholic Colleges and Universities)	28
ACM (Associated Colleges of the Midwest)	11
ACS (Associated Colleges of the South)	7
AICAD (Association of Independent Colleges of Art & Design)	7
CI (Catholic Institutions)	40
CCCU (Council for Christian Colleges and Universities)	10
COFHE (Council on Financing Higher Education)	20
GLCA_ACM (Great Lakes Colleges Assn / Assoc Colleges of the Midwest)	9
HBCU (Historically Black Colleges and Universities)	9
HSI (Hispanic-Serving Institution)	30
Ivy League, or Ivy Plus	10
NESCAC (New England Small College Athletic Conference)	15
National Liberal Arts College or University	27
Research 1 University	77
Research 2 University	18
Research 3 University	5
SUNY (State University of New York)	13
Tribal College or University	0
Other benchmarking groups to which the institution belongs*	50

* Other benchmarking groups include: AJCU: Association of Jesuit Colleges and Universities (3), AACCC: American Association of Community Colleges (2), AAMC: Association of American Medical Colleges (2), APLU: Association of Public Land-Grant Universities (2), CUNY: City University of New York (1), Military College (1), Seven Sisters (1).

Participating Colleges and Universities

Institutions That Participated in the 2019 AUCCCD Director Survey

Agnes Scott College	Butler University	College of the Holy Cross
Albany College of Pharmacy and Health Sciences	Cabrini University	College of the Ozarks
Allegheny College	Caldwell University	Colorado Christian University
American International College	California Institute of Technology	Colorado School of Mines
American University	California Lutheran University	Colorado State University
Amherst College	California Polytechnic State University, Pomona	Columbia University in the City of New York
Angelo State University	California Polytechnic State University, San Luis Obispo	Columbus College of Art & Design
Appalachian State University	California State University, Fullerton	Columbus State Community College
Aquinas College	California State University, Long Beach	Concordia College
Arizona State University	California State University, Sacramento	Connecticut College
Arkansas State University	California State University, San Bernardino	Converse College
ArtCenter College of Design	California State University, San Marcos	Cornell College
Ashland University	Calvin University	Cornish College of the Arts
Assumption College	Camosun College (Canada)	Creighton University
Atlanta Metropolitan State College	Campbell University	Culver Stockton College
Auburn University	Canisius College	Curtin University (AUS)
Augusta University	Carleton College	Dalhousie University (Canada)
Averett University	Carnegie Mellon University	Dalton State College
Baldwin Wallace University	Carroll University	Dartmouth College
Ball State University	Carthage College	Davidson College
Bard College	Case Western Reserve University	Defiance College
Barnard College	Centenary University	Delaware State University
Barry University	Central College	Delaware Valley University
Baruch College/CUNY	Central Michigan University	DePaul University
Bates College	Central Washington University	Des Moines University
Bellarmino University	Centre College	Dickinson College
Bennington College	Chatham University	Dixie State University
Bentley University	Chicago State University	East Carolina University
Berry College	Clark University	East Central University
Binghamton University	Clarkson University	East Stroudsburg University of Pennsylvania
Birmingham-Southern College	Clayton State University	East Tennessee State University
Blessing-Rieman College of Nursing and Health Sciences	Clemson University	Eastern Connecticut State University
Boston College	Colby College	Eastern Illinois University
Bowdoin College	Colgate University	Eastern Michigan University
Bowling Green State University	College of Lake County	Eastern Washington University
Bradley University	College of Saint Benedict & Saint John's University	Eckerd College
Bridgewater State University	College of Saint Elizabeth	Edgewood College
Brigham Young University	College of San Mateo	Elizabethtown College
Brigham Young University, Idaho	College of Staten Island/CUNY	Elmhurst College
Bucknell University		Elon University

Embry-Riddle Aeronautical University	Husson University	Mary Baldwin University
Emerson College	Idaho State University	Maryland Institute College of Art
Emmanuel College	Illinois State University	Marymount California University
Emory University	Indiana State University	Marymount Manhattan College
Fairmont State University	Indiana University	Marymount University
Felician University	Indiana University Northwest	Marywood University
Florida Atlantic University	INSEAD	Massachusetts College of Liberal Arts
Florida Gulf Coast University	International Christian University	Massachusetts Institute of Technology
Florida International University	Iowa State University	McNeese State University
Florida State University	IUPUI	MCPHS University, Worcester Campus
Fordham University	James Madison University	Medaille College
Fort Lewis College	John Carroll University	Medical University of South Carolina
Furman University	Johns Hopkins University	Meharry Medical College
George Mason University	Juniata College	Mercer University - Atlanta Campus
Georgetown College	Kansas City Kansas Community College	Mercer University - Macon campus
Georgetown University in Qatar	Kennesaw State University	Merrimack College
Georgia Gwinnett College	Kent State University	Metropolitan State University
Georgia Southern University	Kentucky Wesleyan College	Metropolitan State University of Denver
Georgia Southwestern State University	King's College	Miami University (Ohio)
Georgia State University	Knox College	Michigan State University
Georgian Court University	La Salle University	Middle Tennessee State University
Gettysburg College	Lafayette College	Millersville University
Gillette College	Lake Forest College	Minneapolis College of Art and Design
Gordon State College	Lake Superior State University	Mississippi State University
Goucher College	Lawrence University	Missouri Southern State University
Grand Canyon University	LDS Business College	Missouri State University
Grand Rapids Community College	Le Moyne College	Missouri University of Science and Technology
Grove City College	Lee University	Mohawk College (Canada)
Guilford College	Lees-McRae College	Molloy College
Gustavus Adolphus College	Lehigh University	Monmouth College
Hamilton College	Lenoir Rhyne University	Monmouth University
Hamline University	Lewis-Clark State College	Montana State University
Hampden-Sydney College	Long Island University Brooklyn	Montclair State University
Harvard University	Longwood University	Moravian College
Haverford College	Louisiana State University Shreveport	Morgan State University
Heartland Community College	Loyola Marymount University	Mount Saint Mary College
High Point University	Loyola University Chicago	Mount St. Joseph University
Hobart and William Smith Colleges	Loyola University Maryland	Muhlenberg College
Hollins University	Luther College	Murray State University
Hope College	Macalester College	Nagoya University (Japan)
Houghton College	Manhattanville College	NAIT (Canada)
Hudson Valley Community College	Marquette University	Naropa University
Humboldt State University	Marshall University	Nebraska Wesleyan University

New College of Florida	Princeton University	Southeast Missouri State University
New England Conservatory	Queen's University (Canada)	Southern Methodist University
New Jersey City University	Quinnipiac University	Southern Oregon University
New Jersey Institute of Technology	Radford University	Southern University and A&M College
New Mexico Institute of Mining and Technology	Ramapo College in New Jersey	Southern Utah University
Nicholls State University	Randolph College	Southern Virginia University
Norfolk State University	Randolph-Macon College	Southwestern University
North Carolina Agricultural and Technical State University	Regis College	Spalding University
North Carolina Central University	Regis University	Spartanburg Methodist College
North Carolina State University	Rhode Island School of Design	Spelman College
North Central College	Rhodes College	Springfield College
North Dakota State University	Richland College	St. Ambrose University
North West Arkansas Community College	Ringling College of Art and Design	St. Cloud State University
Northeast Community College	Roanoke College	St. John Fisher College
Northeast Ohio Medical University	Roberts Wesleyan College	St. John's University
Northeastern Illinois University	Rochester Institute of Technology	St. Mary's College of Maryland
Northern Arizona University	Roger Williams University	St. Mary's University
Northwest Missouri State University	Ross University School of Veterinary Medicine	St. Norbert College
Northwestern University	Rush University	St. Olaf College
Norwich University	Rutgers University- Camden Campus	Stephen F. Austin State University
Notre Dame College	Rutgers University-New Brunswick	Stetson University
Oglethorpe University	Rutgers University-Newark	Stevens Institute of Technology
Ohio Northern University	Saint George's University	Stevenson University
Ohio University	Saint Joseph's University	Stony Brook University
Ohio Wesleyan University	Saint Louis University	Suffolk County Community College
Old Dominion University	Saint Peters University	Suffolk University
Oregon Institute of Technology	Saint Xavier University	SUNY Brockport
Otis College of Art and Design	Sam Houston State University	SUNY Buffalo State
Otterbein University	San Diego State University	SUNY Cortland
Owens State Community College	San Jose State University	SUNY Fredonia
Oxford College of Emory University	Santa Rosa Junior College	SUNY New Paltz
Pace University, New York City	Sarah Lawrence College	SUNY Old Westbury
Pace University, Westchester Campuses	School of the Art Institute of Chicago	SUNY Oswego
Pacific University	Seton Hall University	SUNY Westchester/Westchester Community College
Parker University	Shawnee State University	Swarthmore College
Penn State University	Shippensburg University	Syracuse University
Penn State University, Schuylkill	Siena College	Tennessee State University
Pennsylvania College of Technology	Simmons University	Texas A&M International University
Philadelphia College of Osteopathic Medicine (PCOM)	Skidmore College	Texas A&M University
Point Park University	Smith College	Texas A&M University-Central Texas
Portland State University	Snow College	Texas A&M University-Corpus Christi
Prairie View A&M University	Sonoma State University	Texas A&M University-Kingsville

Texas Lutheran University	University of California, Santa Cruz	University of Missouri, Columbia
Texas State University	University of Cambridge (UK)	University of Missouri, St Louis
Texas Tech University	University of Central Arkansas	University of Montana
Texas Woman's University	University of Central Florida	University of Nebraska - Lincoln
The Catholic University of America	University of Central Missouri	University of Nevada, Las Vegas
The Citadel	University of Central Oklahoma	University of Nevada, Reno
The College of New Jersey	University of Chicago	University of New Hampshire
The College of St. Scholastica	University of Colorado, Boulder	University of New Mexico
The College of Wooster	University of Colorado, Colorado Springs	University of New Orleans
The Culinary Institute of America	University of Colorado, Denver	University of North Alabama
The George Washington University	University of Dayton	University of North Carolina, Chapel Hill
The Ohio State University	University of Delaware	University of North Carolina, Charlotte
The University of Alabama	University of Denver	University of North Carolina, Greensboro
The University of Alabama at Birmingham	University of Detroit Mercy	University of North Carolina, Pembroke
The University of Texas at Austin	University of Edinburgh (Scotland)	University of North Carolina, Wilmington
The University of Texas at Dallas	University of Findlay	University of North Dakota
The University of Texas at El Paso	University of Florida	University of North Texas
The University of Tokyo (Japan)	University of Georgia	University of Northern Iowa
Thomas Jefferson University	University of Houston	University of Notre Dame
Tokyo City University (Japan)	University of Houston-Clear Lake	University of Oregon
Touro University Nevada	University of Illinois, Chicago	University of Pennsylvania
Transylvania University	University of Illinois, Urbana-Champaign	University of Pittsburgh
Trinity Christian College	University of Indianapolis	University of Puerto Rico, Rio Piedras Campus
Trinity College	University of Iowa	University of Redlands
Trinity College Dublin (Ireland)	University of Kansas Medical Center	University of Rhode Island
Trinity University	University of Kentucky	University of Richmond
Truman State University	University of La Verne	University of Rochester
Tulane University	University of Louisville	University of San Francisco
Union College	University of Lynchburg	University of San Francisco
United States Coast Guard Academy	University of Maine	University of South Alabama
Unity College	University of Manitoba (Canada)	University of South Carolina
Universities at Shady Grove	University of Mary Washington	University of South Carolina Upstate
University at Buffalo	University of Maryland, Baltimore County	University of South Florida, St Petersburg
University of Akron	University of Massachusetts, Amherst	University of South Florida, Tampa
University of Alabama in Huntsville	University of Massachusetts, Dartmouth	University of Southern Mississippi
University of Arizona	University of Massachusetts, Lowell	University of St. Francis
University of Arkansas	University of Memphis	University of St. Thomas
University of Bridgeport	University of Miami	University of Tennessee, Knoxville
University of California, Berkeley	University of Michigan, Ann Arbor	University of Texas Health Science Center - San Antonio
University of California, Irvine	University of Michigan, Dearborn	University of Texas Rio Grande Valley
University of California, Los Angeles	University of Michigan, Flint	University of the Bahamas
University of California, San Diego	University of Minnesota, Morris	University of the District of Columbia
University of California, Santa Barbara	University of Minnesota, Twin Cities	

University of the Ozarks	Upper Iowa University	Wellesley College
University of the Pacific	Utica College	West Chester University
University of the Sciences	Valdosta State University	West Valley College
University of Tulsa	Valparaiso University	West Virginia University Institute of Technology
University of Utah	Vanderbilt University	Western Carolina University
University of Utah School of Medicine	Vassar College	Western Connecticut State University
University of Victoria (Canada)	Villanova University	Western Illinois University
University of Virginia	Virginia Military Institute	Western Oregon University
University of Washington Bothell	Virginia Tech	Western Washington University
University of Washington Seattle	Virginia Wesleyan University	Westmont College
University of West Florida	Wake Forest University	Wheaton College
University of West Georgia	Walsh University	Wheeling University
University of Wisconsin-Eau Claire	Washburn University	Whitman College
University of Wisconsin-La Crosse	Washington & Jefferson College	Whitworth University
University of Wisconsin-Madison	Washington and Lee University	Widener University
University of Wisconsin-Milwaukee	Washington State University	William & Mary
University of Wisconsin-River Falls	Washington State University Vancouver	William Jewell College
University of Wisconsin-Stout	Washington University in Saint Louis	Worcester Polytechnic Institute
University of Wisconsin-Whitewater	Waukesha County Technical College	Wright State University
University of Wyoming	Weber State University	

