

1998 DIRECTOR'S SURVEY SUMMARY DATA
Raw data reported outside brackets (frequencies inside)

NOTE ON INTERPRETING THIS SUMMARY: There is missing data for nearly every question in this year's survey, most Directors skip a question or two. The result is that percentages may not add up to 100 for some questions. Please assume that the differences indicate missing data, or "no response" to a question. Numbers correspond to questions on survey, those that have been omitted are highlighted in comments. Thank you!

DEMOGRAPHIC INFORMATION

			Director's Gender		Director's Racial/Ethnic Identification	
Male	171	(53.3%)	African American	12	(3.8%)	
Female	150	(46.7%)	Asian American	2	(0.6%)	
			Hispanic American	12	(3.8%)	
			Native American	1	(0.3%)	
			White/Caucasian	289	(90.9%)	
			Other	2	(0.6%)	
			No response	7	(2.0%)	

	<u>Under 2,500</u>		<u>2,500 - 7,500</u>		<u>SCHOOL SIZE</u> <u>7,500 - 15,000</u>		<u>Over 15,000</u>		<u>TOTAL</u>	<u>COMMENTS</u>	
	n = 63		n = 95		n = 73		n = 94		n = 325		
1. Centers that charge fees for the following services:										Annual income generated	
a) Personal counseling to students	3	(4.8%)	11	(11.6%)	13	(17.8%)	24	(26.1%)	51	(15.8%)	x= \$1,500 Range 1-6K
b) Personal counseling to faculty/staff	0	(0.0%)	11	(11.6%)	9	(12.5%)	4	(4.3%)	24	(7.4%)	x= \$8,200 Range 50.00-60K
c) Personal counseling to alumni	2	(3.2%)	5	(5.3%)	1	(1.4%)	4	(4.3%)	12	(3.7%)	x= \$3,200 Range 200-10K
d) Personal counseling to community	1	(1.6%)	4	(4.2%)	1	(1.4%)	1	(1.1%)	7	(2.2%)	x= \$1,900 Range 500.00-6K
e) Career counseling to students	3	(4.8%)	4	(4.2%)	10	(13.9%)	11	(11.8%)	28	(8.7%)	x= \$2,800 Range 500.00-1K
f) Career counseling to faculty/staff	1	(1.6%)	4	(4.2%)	9	(12.5%)	7	(7.5%)	21	(6.5%)	x= \$1,000 Range 180.00-2K
g) Career counseling to alumni	3	(4.8%)	7	(7.4%)	9	(12.5%)	12	(12.9%)	31	(9.6%)	x= \$470 Range 100.00-1K
h) Career counseling to community	2	(3.2%)	8	(8.5%)	9	(12.5%)	13	(14.1%)	32	(10.0%)	x= \$2,500 Range 90.00-4K
i) Career testing to students	7	(11.1%)	18	(19.1%)	26	(36.6%)	33	(35.9%)	84	(26.3%)	x= \$1,400 Range 7.00-9K
j) Career testing to faculty/staff	0	(0.0%)	13	(13.8%)	18	(25.0%)	16	(17.4%)	47	(14.6%)	x= \$400 Range 10.00-2K
k) Career testing to alumni	3	(4.8%)	20	(21.1%)	17	(23.6%)	20	(21.7%)	60	(18.7%)	x= \$460 Range 10.00-2.5K
l) Career testing to community	2	(3.2%)	12	(12.6%)	13	(18.1%)	19	(20.7%)	46	(14.3%)	x= \$1,800 Range 10.00-3K
m) Personality testing to students	7	(11.1%)	10	(10.5%)	22	(30.6%)	30	(32.3%)	69	(21.4%)	x= \$960 Range 7.00-1K
n) Personality testing to faculty/staff	0	(0.0%)	6	(6.3%)	10	(13.9%)	10	(10.8%)	26	(8.0%)	x= \$1,000 Range 30.00-4K
o) Personality testing to alumni	1	(1.6%)	3	(3.2%)	7	(9.7%)	6	(6.5%)	17	(5.3%)	x= \$1,000 Range 30.00-4K
p) Personality testing to community	2	(3.2%)	3	(3.2%)	5	(6.9%)	4	(4.3%)	14	(4.3%)	x= \$2,200 Range 35.00-1K
2. Centers that collect third party payments for personal counseling:	0	(0.0%)	3	(3.2%)	3	(4.1%)	8	(8.7%)	14	(4.4%)	
3. Centers that are fully or partially supported by a mandatory fee:	23	(36.5%)	30	(31.9%)	33	(46.4%)	49	(53.3%)	135	(42.2%)	
4. Centers taking innovative action to earn income:	6	(9.5%)	16	(17.4%)	18	(25.4%)	35	(38.0%)	75	(23.6%)	Up 4% since 1997

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
5. How Center budgets have fared in the past year:						
Salaries:						
a) Decreased	2 (3.3%)	4 (4.2%)	3 (4.1%)	5 (5.4%)	14 (4.3%)	
b) Stayed the same	17 (27.9%)	20 (21.1%)	14 (19.2%)	10 (10.8%)	61 (18.9%)	
c) Increased 1-3%	31 (50.8%)	59 (62.1%)	37 (50.7%)	50 (53.8%)	177 (55.0%)	
d) Increased 4-6%	10 (16.4%)	11 (11.6%)	17 (23.3%)	22 (23.7%)	60 (18.6%)	
e) Increased 7% or more	1 (1.6%)	1 (1.1%)	2 (2.7%)	6 (6.5%)	10 (3.1%)	
Other Costs Budget:						
a) Increased	15 (24.2%)	30 (31.6%)	23 (31.9%)	27 (29.3%)	95 (29.6%)	Up 11.3% since 1997.
b) Remained the same	42 (67.7%)	54 (56.8%)	43 (59.7%)	51 (55.4%)	190 (59.2%)	
c) Decreased	5 (8.1%)	11 (11.6%)	6 (8.3%)	14 (15.2%)	36 (11.2%)	
6. Centers that have been outsourced or privatized:						
a) Yes	3 (4.8%)	2 (2.1%)	0 (0.0%)	1 (1.1%)	6 (1.9%)	
b) No, but under consideration	0 (0.0%)	2 (2.1%)	0 (0.0%)	1 (1.1%)	3 (0.9%)	
7. Centers that have gained new staff positions in the past year:						
a) Professional	15 (23.8%)	12 (12.6%)	11 (15.1%)	23 (24.7%)	61 (18.8%)	Centers gaining professional staff up 6.4% since 1996.
b) Clerical	2 (3.3%)	7 (7.4%)	4 (5.5%)	8 (8.8%)	21 (6.6%)	
c) Graduate Student Assistant or ½ time Intern	5 (8.2%)	11 (11.7%)	6 (8.3%)	13 (14.3%)	35 (11.0%)	
d) Intern (full time)	1 (1.6%)	4 (4.3%)	4 (5.6%)	12 (13.0%)	21 (6.6%)	
8. Centers that have lost staff positions in the past year:						
a) Professional	3 (4.8%)	4 (4.2%)	4 (5.5%)	12 (12.9%)	23 (7.1%)	Centers losing professional staff down 8.3% since 1996.
b) Clerical	2 (3.3%)	4 (4.2%)	4 (5.5%)	3 (3.3%)	13 (4.1%)	
c) Graduate Student Assistant or ½ time Intern	2 (3.3%)	1 (1.1%)	1 (1.4%)	3 (3.3%)	7 (2.2%)	
d) Intern (full time)	1 (1.7%)	0 (0.0%)	1 (1.4%)	2 (2.2%)	4 (1.3%)	
9. Centers that have had records subpoenaed in the past year:	4 (6.3%)	12 (12.6%)	23 (31.5%)	27 (29.0%)	66 (20.4%)	52 of these centers complied with the subpoena.
11. Subpoenaed records were used:						Percentages based on number of subpoenaed centers.
a) In support of a claim by a Center client	3 (75.0%)	8 (80.0%)	17 (81.0%)	21 (95.5%)	49 (87.5%)	
b) Against a client	2 (50.0%)	6 (75.0%)	7 (53.8%)	10 (58.8%)	25 (59.5%)	
12. Centers where counselors had to appear in court as a result of subpoena:	0 (0.0%)	4 (33.3%)	2 (9.5%)	6 (23.1%)	12 (19.0%)	
14. Centers that have had suits brought against them in the past year:	0 (0.0%)	2 (2.1%)	1 (1.4%)	3 (3.2%)	6 (1.9%)	
1997-1998 Suits: Sexual harassment, false memories, involuntary hospitalization, unprofessional conduct of a therapist, and one client suing all treatment providers.						
15. Centers that have experienced other legal or ethical dilemmas in the past year:	25 (41.7%)	35 (37.2%)	33 (47.8%)	33 (36.7%)	126 (40.3%)	See Appendix A for examples of dilemmas.

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
16. Center directors reporting that the legal and ethical dilemmas were resolved to their satisfaction:	19 (82.6%)	29 (70.7%)	26 (68.4%)	24 (64.9%)	98 (70.5%)	
17. Centers taking special action to alleviate or prevent staff burnout:	18 (31.0%)	41 (43.2%)	29 (41.4%)	48 (51.6%)	136 (43.0%)	Down 19% since 1993.
Some commonly used methods to prevent staff burnout were: Flextime, social lunches and celebrations, money for professional development, retreats, staff development, team building, mental health days, and adequate consultations and supervision. Some creative options included a monthly in-service with a massage therapist, use of humor, & participatory management.						
18. Status of Total Quality Management (TQM) Movement:						
a) Schools currently using TQM	5 (8.1%)	19 (20.4%)	15 (20.8%)	33 (35.9%)	72 (22.6%)	While there seems to be a declining interest in using TQM among institutions, there seems to be an increase in the number of Centers using TQM (up 11.7%) since 1993.
b) Schools not currently involved in TQM	46 (74.2%)	59 (63.4%)	41 (56.9%)	51 (55.4%)	197 (61.8%)	
c) TQM is being considered	2 (3.2%)	3 (3.2%)	3 (4.2%)	2 (2.2%)	10 (3.1%)	
d) TQM was tried and abandoned	4 (6.5%)	10 (10.8%)	7 (9.7%)	5 (5.4%)	26 (8.2%)	
e) Total Quality what?	5 (8.1%)	2 (2.2%)	6 (8.3%)	1 (1.1%)	14 (4.4%)	
19. Centers utilizing TQM:	2 (7.1%)	12 (26.1%)	12 (29.3%)	21 (36.2%)	47 (27.2%)	
Beliefs about this approach:						
a) Effective	0 (0.0%)	4 (33.3%)	2 (20.0%)	10 (45.5%)	16 (34.8%)	Percentages based on total responses to this item. 14% of Directors that responded.
b) Ineffective	2 (3.2%)	3 (25.0%)	1 (10.0%)	1 (4.5%)	7 (15.2%)	
c) Have mixed feelings	0 (0.0%)	5 (41.7%)	7 (70.0%)	11 (50.0%)	23 (50.0%)	
20. Institutions with new management strategies that are replacing TQM:	7 (15.2%)	17 (23.6%)	10 (19.2%)	12 (14.8%)	46 (18.3%)	
21. Directors who feel their administrative responsibilities are:						
a) Very demanding, I have to take work home with me	29 (46.8%)	45 (47.9%)	30 (41.1%)	47 (50.0%)	151 (46.7%)	
b) Moderately demanding, but I can get it all done in the work day	28 (45.2%)	40 (42.6%)	41 (56.2%)	44 (46.8%)	153 (47.4%)	
c) The administrative tasks are relatively undemanding at our Center	5 (8.1%)	9 (9.6%)	2 (2.7%)	3 (3.2%)	19 (5.9%)	
22. Directors who see clients in addition to their administrative responsibilities:						
a) Yes, carry a heavy case load	41 (66.1%)	38 (40.0%)	13 (17.8%)	16 (17.0%)	108 (33.3%)	
b) Yes, but only a moderate case load	18 (29.0%)	36 (37.9%)	41 (56.2%)	32 (34.0%)	127 (39.2%)	
c) Yes, but carry only a few clients	2 (3.2%)	19 (20.0%)	17 (23.3%)	38 (40.4%)	76 (23.5%)	
d) No clients	1 (1.6%)	2 (2.1%)	2 (2.7%)	8 (8.5%)	13 (4.0%)	
23. The effect of administrative responsibilities on Director's counseling effectiveness:						
a) I often find myself thinking about administrative tasks when I should be focusing on my client	5 (8.2%)	5 (5.4%)	8 (11.1%)	3 (3.5%)	21 (6.7%)	Directors from small centers seem to have more problems with this. Probably related to their heavier caseloads.
b) On occasion thoughts about administrative tasks intrude on my counseling	29 (47.5%)	44 (47.3%)	33 (45.8%)	36 (41.9%)	142 (45.5%)	
c) I have been able to keep my head pretty clear of administrative tasks when I am counseling	27 (44.3%)	44 (47.3%)	31 (43.1%)	47 (54.7%)	149 (47.8%)	

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24. Benefits of being a Counseling Center Director:						Directors listed several
a) Higher salary	12 (19.7%)	45 (47.9%)	46 (63.0%)	68 (72.3%)	171 (53.1%)	other benefits of their job,
b) Control of budget	17 (27.9%)	37 (39.4%)	28 (38.4%)	44 (46.8%)	126 (39.1%)	most notably, the ability
c) Professional autonomy	54 (88.5%)	76 (80.9%)	54 (74.0%)	75 (79.8%)	259 (80.4%)	to have a positive influence
d) Supportive staff	40 (65.6%)	75 (79.8%)	52 (71.2%)	69 (73.4%)	236 (73.3%)	on the direction and
e) Supportive boss	39 (63.9%)	57 (60.6%)	47 (64.4%)	59 (62.8%)	202 (62.7%)	development of the Center.
f) Variety of work	56 (91.8%)	82 (87.2%)	69 (94.5%)	83 (88.3%)	290 (90.1%)	Directors also cited their
g) The opportunity to mentor	34 (55.7%)	60 (63.8%)	46 (63.0%)	54 (57.4%)	194 (60.2%)	leadership responsibilities,
h) Personal growth	36 (59.0%)	59 (62.8%)	54 (74.0%)	54 (57.4%)	203 (63.0%)	creative planning, and their
i) Having access to the Director's email network	25 (41.0%)	30 (31.9%)	33 (45.2%)	27 (28.7%)	115 (35.7%)	involvement and influence
j) My significant other loves me more because the title of "Director" is so sexy	10 (16.4%)	17 (18.1%)	17 (23.3%)	13 (14.0%)	57 (17.8%)	on campus.
k) Other	17 (27.9%)	12 (12.8%)	11 (15.9%)	14 (14.9%)	54 (17.0%)	

25. Level of stress the following issues generate for Directors:

	<u>High Stress</u>	<u>Moderate Stress</u>	<u>Low Stress</u>	
a) Time pressures	114 (35.4%)	182 (56.5%)	26 (8.1%)	Other sources of stress include
b) Staff conflicts	99 (30.8%)	112 (34.9%)	110 (34.3%)	multiplicity of roles, reorganization,
c) Budget issues	39 (12.1%)	148 (45.8%)	136 (42.1%)	inadequate number of staff, and
d) Pressure from above	44 (13.7%)	125 (38.9%)	152 (47.4%)	balancing family and work.
e) Work load	127 (39.4%)	157 (48.8%)	38 (11.8%)	
f) Uncertainty about the Center's future	31 (9.6%)	86 (26.6%)	206 (63.8%)	Though not shown here, directors
g) The burden of responsibility	59 (18.3%)	144 (44.9%)	118 (36.8%)	from smaller schools tended
h) Complexity of client problems	46 (14.3%)	166 (51.7%)	109 (34.0%)	to have higher levels of stress
i) Lack of direction from above	23 (7.2%)	64 (20.0%)	233 (72.8%)	with time pressures, work load,
j) Center politics	19 (5.9%)	74 (23.1%)	227 (70.9%)	complexity of client problems,
k) Campus politics	56 (17.3%)	127 (39.3%)	140 (43.3%)	and inadequate salary.
l) Lack of staff appreciation for the complexity of your job	19 (5.9%)	69 (21.6%)	232 (72.5%)	Larger schools tended to have
m) Lack of appreciation from above	25 (7.8%)	74 (23.1%)	222 (69.2%)	higher levels of stress with
n) Inadequate directors salary	41 (12.9%)	97 (30.6%)	179 (56.5%)	staff conflicts.
o) Inadequate money for staff increases	86 (27.0%)	139 (43.6%)	94 (29.5%)	

26. Recently, interest has grown in a variety of forms of meditation. Meditation is being utilized as a tool for personal development/spiritual growth, as a stress management strategy, an adjunct to therapy, and a part of counselor training.

Directors that practice meditation:	21 (33.9%)	29 (30.9%)	20 (28.2%)	24 (25.5%)	94 (29.3%)	
Centers where staff meditate:	16 (27.6%)	32 (36.8%)	34 (51.5%)	40 (48.2%)	122 (41.5%)	
Centers that offer meditation as:						
a) Part of stress management program/workshops	19 (31.7%)	34 (37.0%)	31 (43.7%)	34 (36.6%)	118 (37.3%)	Centers also reported
b) A separate meditation group	4 (6.8%)	4 (4.5%)	9 (13.4%)	11 (12.4%)	28 (9.2%)	teaching meditation in
c) Other	7 (18.9%)	15 (24.2%)	7 (18.4%)	5 (10.0%)	34 (18.2%)	individual treatment.

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
Types of meditation practiced/taught:						
a) Buddhist	4 (16.7%)	6 (15.8%)	9 (27.3%)	7 (19.4%)	26 (19.8%)	Other types of meditation include: Christian prayer, breathing techniques, relaxation, Guided Imagery, T'ai Chi and Mindfulness.
b) Traditional Zen	4 (16.7%)	5 (13.5%)	6 (18.2%)	11 (30.6%)	26 (20.0%)	
c) Transcendental Meditation (TM)	8 (33.3%)	9 (24.3%)	9 (27.3%)	11 (30.6%)	37 (28.5%)	
d) Other	15 (62.5%)	23 (62.2%)	17 (53.1%)	16 (44.4%)	71 (55.0%)	
27. Trend of Director's increasing administrative duties in the past 5 years:						
a) Have assumed responsibility for other administrative units outside of Counseling Center	14 (22.2%)	25 (26.3%)	21 (28.8%)	22 (23.4%)	82 (25.2%)	A number of Directors reported that they have been given multiple responsibilities on campus.
b) Have had other administrative units placed under the Counseling Center	12 (19.0%)	21 (22.1%)	14 (19.2%)	17 (18.1%)	64 (19.7%)	
c) Other	10 (15.9%)	18 (18.9%)	12 (16.4%)	17 (18.1%)	57 (17.5%)	
28. Directors identify themselves primarily as:						
a) Clinical Psychologist	10 (16.4%)	26 (28.0%)	17 (23.6%)	29 (30.9%)	82 (25.6%)	Some directors identify themselves primarily as: Marriage & Family Therapists (5), Nurse Practitioners (3), and as a Psychoanalyst (1).
b) Counseling Psychologist	25 (41.0%)	37 (39.8%)	42 (58.3%)	48 (51.1%)	152 (47.5%)	
c) Professional Counselor	11 (18.0%)	18 (19.4%)	9 (12.5%)	9 (9.6%)	47 (14.7%)	
d) Psychiatrist	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	
e) Mental Health Professional	5 (8.2%)	2 (2.2%)	0 (0.0%)	1 (1.1%)	8 (2.5%)	
f) Social Worker	4 (6.6%)	0 (0.0%)	0 (0.0%)	3 (3.2%)	7 (2.2%)	
g) Student Personnel Administrator	2 (3.3%)	6 (6.5%)	3 (4.2%)	1 (1.1%)	12 (3.8%)	
h) Other	4 (6.6%)	4 (4.3%)	1 (1.4%)	3 (3.2%)	12 (3.8%)	
29. Average salaries for professional staff hired in the past year according to gender, minority status, and institutional size is available in Appendix B .						
30. Average salary paid to professional staff according to number of years in the position, according to institutional size, is available in Appendix C .						
31. Paid benefits available for Center staff and interns:						
(Total data only)	<u>Professional Dues</u>	<u>Licensing Fee</u>	<u>Malpractice Insurance</u>	<u>Conference Expenses</u>	<u>Conference Money available per person</u>	
a) Director	122 (41.6%)	67 (23.0%)	114 (39.2%)	267 (91.8%)	x=\$1,100 Range 75.00-6,000	
b) Training Director	18 (14.6%)	9 (7.3%)	28 (22.8%)	92 (76.0%)	x=\$1,000 Range 200.00-5,000	
c) Assistant Director	25 (18.2%)	13 (9.5%)	41 (29.9%)	99 (73.3%)	x=\$800 Range 100.00-2,000	
d) Professional Staff	70 (26.8%)	45 (17.2%)	99 (37.9%)	236 (90.1%)	x=\$700 Range 50.00-2,500	
e) Interns	7 (5.8%)	3 (2.5%)	35 (29.2%)	80 (67.8%)	x=\$240 Range 35.00-900	
32. Centers that hire part-time counselors who receive salary but no other benefits:						
	21 (33.3%)	42 (44.2%)	18 (26.1%)	47 (51.1%)	128 (40.1%)	Up 4.3% since 1996.
Closest hourly figure for part time counselors:						
a) \$10	4 (21.1%)	3 (7.5%)	1 (5.6%)	4 (9.3%)	12 (10.0%)	
b) \$15	2 (10.5%)	9 (22.5%)	2 (11.1%)	15 (34.9%)	28 (23.3%)	
c) \$20	2 (10.5%)	16 (40.0%)	9 (50.0%)	9 (20.9%)	36 (30.0%)	
d) \$25	8 (42.1%)	5 (12.5%)	3 (16.7%)	11 (25.6%)	27 (22.5%)	
e) Other	3 (15.8%)	7 (17.5%)	3 (16.7%)	4 (9.3%)	17 (14.2%)	

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
33. Services provided by part-time counselors:						
a) Individual counseling	26 (96.3%)	45 (95.7%)	24 (100.0%)	48 (92.3%)	143 (95.3%)	Part time counselors at all school sizes devote approximately 77% of their time to direct service.
b) Group counseling	12 (44.4%)	32 (68.1%)	16 (66.7%)	29 (55.8%)	89 (59.3%)	
c) Workshops	16 (59.3%)	23 (48.9%)	12 (50.0%)	21 (40.4%)	72 (48.0%)	
d) Outreach programming	17 (63.0%)	23 (48.9%)	13 (54.2%)	20 (38.5%)	73 (48.7%)	
e) Committee work	4 (14.8%)	7 (14.9%)	6 (25.0%)	6 (11.5%)	23 (15.3%)	
f) Attend staff business meetings	11 (40.7%)	22 (46.8%)	15 (62.5%)	24 (46.2%)	72 (48.0%)	
g) Attend case staffings	16 (59.3%)	26 (55.3%)	18 (75.0%)	23 (44.2%)	83 (55.3%)	
h) Other	3 (11.5%)	11 (23.4%)	4 (16.7%)	11 (21.2%)	29 (19.5%)	
35. Part time counselors level of helpfulness for reducing caseload:						
a) Extremely helpful	16 (69.6%)	23 (54.8%)	18 (75.0%)	35 (67.3%)	92 (65.2%)	
b) Moderately helpful	6 (26.1%)	13 (31.0%)	5 (20.8%)	14 (26.9%)	38 (27.0%)	
c) Mildly helpful	1 (4.3%)	6 (14.3%)	1 (4.2%)	3 (5.8%)	11 (7.8%)	
36. Ratings of these part time counselors compared with full time staff:						
a) Ratings are higher	0 (0.0%)	1 (2.5%)	1 (4.3%)	2 (4.1%)	4 (3.0%)	
b) Ratings are about the same	20 (87.0%)	38 (95.0%)	22 (95.7%)	47 (95.9%)	127 (94.1%)	
c) Ratings are lower	3 (13.0%)	1 (2.5%)	0 (0.0%)	0 (0.0%)	4 (3.0%)	
37. Centers with a systematized format for evaluation of professional staff:						
a) Institution-wide format	30 (49.2%)	56 (59.6%)	37 (50.7%)	53 (57.6%)	176 (55.0%)	More Centers are using their own format for staff evaluations - b) is up 10.5% since 1993.
b) Format designed specifically for the Center	14 (23.0%)	28 (29.8%)	32 (43.8%)	30 (32.6%)	104 (32.5%)	
c) No systematized format	17 (27.9%)	10 (10.6%)	4 (5.5%)	9 (9.8%)	40 (12.5%)	
38. For Centers with a systematized evaluation format:						
a) Staff formally evaluated on established criteria; evaluation shared with director's supervisor	34 (73.9%)	63 (75.0%)	47 (69.1%)	59 (70.2%)	203 (72.0%)	
b) Staff formally evaluated on established criteria; evaluation shared only with staff member	11 (23.9%)	29 (34.5%)	16 (23.5%)	32 (38.1%)	88 (31.2%)	
c) Staff informally evaluated; progress reviewed on regular basis	12 (26.1%)	21 (25.0%)	16 (23.5%)	14 (16.7%)	63 (22.3%)	
d) Team goals reviewed by entire staff; no individual evaluation except if problems arise	1 (2.2%)	3 (3.6%)	2 (2.9%)	3 (3.6%)	9 (3.2%)	
e) Peer evaluations are used	4 (8.7%)	10 (11.9%)	9 (13.2%)	12 (14.3%)	35 (12.4%)	
f) Evaluations directly affect salary increases	10 (21.7%)	24 (28.6%)	15 (22.1%)	32 (38.1%)	81 (28.7%)	
39. Centers that evaluate staff establish evaluative criteria based on:						
a) Job descriptions	30 (60.0%)	52 (59.8%)	42 (61.8%)	55 (64.7%)	179 (61.7%)	It is interesting to note the low percentage for client outcome data.
b) Client outcome data	6 (12.0%)	22 (25.3%)	11 (16.2%)	13 (15.3%)	52 (17.9%)	
c) Annual goals for each staff member	25 (50.0%)	26 (29.9%)	37 (54.4%)	48 (56.5%)	136 (46.9%)	
d) Both job description and annual goal setting	27 (54.0%)	49 (56.3%)	34 (50.0%)	53 (62.4%)	163 (56.2%)	
e) Individual annual service contracts	2 (4.0%)	5 (5.7%)	7 (10.3%)	21 (24.7%)	35 (12.1%)	

	<u>Under 2,500</u> (n = 63)		<u>2,500 - 7,500</u> (n = 95)		<u>7,500 - 15,000</u> (n = 73)		<u>Over 15,000</u> (n = 94)		<u>TOTAL</u> (n = 325)		<u>COMMENTS</u>
41. Centers currently using or planning to use computerized data bases for scheduling and/or for record keeping:	22	(36.7%)	59	(63.4%)	62	(87.3%)	76	(82.6%)	219	(69.3%)	
42. Type of client information stored on Center computer:											
a) Client schedules	6	(24.0%)	25	(38.5%)	21	(34.4%)	40	(45.5%)	92	(38.5%)	Since we last asked this question in 1993, approximately 39% more Centers are storing client information on computer.
b) Client demographics	19	(76.0%)	53	(81.5%)	53	(86.9%)	79	(89.8%)	204	(85.4%)	
c) Case notes	5	(20.0%)	16	(24.6%)	13	(21.3%)	20	(22.7%)	54	(22.6%)	
d) Intake assessments	5	(20.0%)	13	(20.0%)	18	(29.5%)	25	(28.4%)	61	(25.5%)	
e) Termination summaries	2	(8.0%)	16	(24.6%)	12	(19.7%)	23	(26.1%)	53	(22.2%)	
f) Diagnoses	7	(28.0%)	20	(30.8%)	14	(23.0%)	22	(25.0%)	63	(26.4%)	
g) Test results	4	(16.0%)	11	(16.9%)	5	(8.2%)	16	(18.2%)	36	(15.1%)	
h) Other	7	(28.0%)	10	(15.4%)	8	(12.9%)	23	(26.1%)	48	(20.0%)	
i) Do not use computer for client information	24	(49.0%)	24	(27.0%)	9	(13.0%)	4	(4.4%)	61	(20.5%)	
43. Centers that network computers through a file/client server system (e.g. Netware):	20	(40.8%)	41	(45.6%)	35	(49.3%)	62	(66.7%)	158	(52.1%)	
For Centers that do <i>network</i> their computers through a server, those that <i>store client information</i> on their server (e.g., database, SSN, scheduling, progress notes):	7	(35.0%)	24	(58.5%)	19	(54.3%)	42	(67.7%)	92	(58.2%)	Percentage based on number of Centers that network their computers.
Centers that store client information on a server secure this information:											
a) Password protected	7	(70.0%)	28	(80.0%)	22	(88.0%)	47	(90.4%)	104	(85.2%)	
b) IP address authentication (does not allow unidentified users to connect to your computer)	2	(20.0%)	18	(51.4%)	8	(32.0%)	31	(59.6%)	59	(48.4%)	
c) Kerberos Authentication (encryption to protect your passwords)	0	(0.0%)	2	(5.7%)	3	(12.0%)	6	(11.5%)	11	(9.0%)	
d) Other	2	(20.0%)	4	(11.4%)	1	(4.0%)	6	(11.5%)	13	(10.7%)	
44. Center staff with access to computer stored information on clients (apart from their specific counselor):											
a) The Center Director only	11	(45.8%)	21	(32.8%)	16	(28.1%)	26	(31.3%)	74	(32.5%)	
b) All Center counselors	9	(37.5%)	24	(37.5%)	20	(35.1%)	34	(41.0%)	87	(38.2%)	
c) An administrative aide who compiles statistics	6	(25.0%)	25	(39.1%)	30	(52.6%)	41	(49.4%)	102	(44.7%)	
d) Secretarial Staff	11	(45.8%)	33	(51.6%)	26	(45.6%)	47	(56.6%)	117	(51.3%)	
e) Other	1	(4.2%)	6	(9.4%)	5	(8.8%)	16	(19.3%)	28	(12.3%)	
45. Centers that have lost client data stored on computers:	1	(3.2%)	11	(15.5%)	6	(9.5%)	17	(19.8%)	35	(13.9%)	Down 7.7% since 1993.
46. Centers using e-mail/Internet for any of the following:											
a) Chat rooms around specific themes for students	1	(3.1%)	2	(3.3%)	3	(6.8%)	3	(5.1%)	9	(4.6%)	Other on-line uses:
b) Psychoeducation	11	(34.4%)	28	(46.7%)	25	(56.8%)	31	(52.5%)	95	(48.7%)	Center Web page, list servs,
c) Data base	4	(12.5%)	3	(5.0%)	4	(9.1%)	4	(6.8%)	15	(7.7%)	campus communication,
d) Personal client contact/questions and concerns	13	(40.6%)	25	(41.7%)	19	(43.2%)	12	(20.3%)	69	(35.4%)	scheduling with clients,
e) Providing career information	7	(21.9%)	13	(21.7%)	12	(27.3%)	19	(32.2%)	51	(26.2%)	advertising and announce-
f) Other	12	(37.5%)	19	(31.7%)	10	(22.7%)	22	(37.3%)	63	(32.3%)	ments and research.

47. How Center staff would respond to the following regarding the use of E-Mail with clients:		Would Not Respond		Would Respond But Uncomfortable		Comfortable Responding						
a)	Client who e-mails a schedule change	55	(19.6%)	89	(31.8%)	136	(48.6%)	These questions generated a variety of responses. Many directors indicated that they would respond to client/student email by phone or by asking the client to call or come in.				
b)	Client who reports a crisis	37	(13.6%)	193	(70.7%)	43	(15.8%)					
c)	Client who wants to continue a counseling discussion over e-mail	198	(71.5%)	69	(24.9%)	10	(3.6%)					
d)	Non-client reporting a crisis	38	(13.7%)	164	(59.0%)	76	(27.3%)					
e)	Non-client asking a psychological question	83	(29.9%)	92	(33.1%)	103	(37.1%)					
f)	Another therapist consulting about a client	142	(51.3%)	79	(28.5%)	56	(20.2%)					
48.	Centers that are part of a Student Health Service (SHS):	15	(23.8%)	15	(16.0%)	11	(15.3%)	21	(22.8%)	62	(19.3%)	Up 7.2% since 1993.
a)	Of these Centers, those that were once independent from the SHS	12	(80.0%)	15	(100.0%)	10	(90.9%)	19	(90.5%)	56	(90.3%)	48 a) Percentage based on # who said <u>yes</u> to 48.
b)	Of the Centers who are not currently part of a SHS, those who were in the past	4	(8.3%)	7	(8.9%)	1	(1.6%)	7	(9.9%)	19	(7.3%)	48 b) Percentage based on # who said <u>no</u> to 48.
49.	Institutions where SHS provides psychological or psychiatric services to students:	11	(20.0%)	27	(30.0%)	27	(41.5%)	53	(60.2%)	118	(39.6%)	
50.	Nature of the relationship for Centers linked administratively with the SHS:											
a)	Counseling Center director or coordinator reports to SHS director	3	(13.6%)	9	(31.0%)	6	(33.3%)	17	(51.5%)	35	(34.3%)	Percentage based on the 102 Centers that reported they were administratively linked. This percentage of Centers (31.3%) is up 15% over 1993.
b)	Counseling Center Director is responsible for both Counseling Center and SHS	9	(40.9%)	9	(31.0%)	7	(38.9%)	7	(21.2%)	32	(31.4%)	
c)	Other	10	(45.5%)	11	(37.9%)	5	(27.8%)	9	(27.3%)	35	(34.3%)	
51.	Schools that have at some time had a merger of the mental health components of the SHS and the Counseling Center:	11	(19.6%)	11	(12.9%)	12	(18.2%)	26	(30.2%)	60	(20.5%)	
	Where these mergers occurred, direction of the merger:											
a)	Counseling Center under Student Health Service	3	(42.9%)	6	(66.7%)	6	(54.5%)	13	(54.2%)	28	(54.9%)	Percentage based on number who responded to this item (16%).
b)	Student Health Service under Counseling Center	4	(57.1%)	3	(33.3%)	5	(45.5%)	11	(45.8%)	23	(45.1%)	
52.	Institutions where a merger between the Counseling Center and the SHS is being considered:	6	(13.0%)	8	(11.0%)	5	(8.8%)	8	(11.4%)	27	(11.0%)	
	Likely direction of possible mergers:											
a)	Counseling Center under Student Health Service	1	(25.0%)	3	(37.5%)	2	(66.7%)	7	(77.8%)	13	(54.2%)	Percentage based on number who responded to this item (7%).
b)	Student Health Service under Counseling Center	3	(75.0%)	5	(62.5%)	1	(33.3%)	2	(22.2%)	11	(45.8%)	

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
53. On campus psychiatric services are provided:						
a) In Counseling Center only	11 (17.7%)	25 (26.6%)	24 (32.9%)	27 (28.7%)	87 (26.9%)	
b) In Student Health Center only	2 (3.2%)	5 (5.3%)	14 (19.2%)	29 (30.9%)	50 (15.5%)	
c) In both Counseling & Student Health Centers	3 (4.8%)	3 (3.2%)	3 (4.1%)	15 (16.0%)	24 (7.4%)	
d) Contract out for psychiatrists	2 (3.2%)	13 (13.8%)	5 (6.8%)	6 (6.4%)	26 (8.0%)	
e) No access to psychiatrist except as private referral	40 (64.5%)	37 (39.4%)	21 (28.8%)	10 (10.6%)	108 (33.4%)	
f) Other	4 (6.5%)	8 (8.5%)	6 (8.2%)	6 (6.4%)	24 (7.4%)	
54. Number of psychiatric consultation hours available per week:	x=3.9 Range .67-10	x=7.7 Range .25-45	x=10.6 Range 0.5-76	x=32.3 Range 1-120	x=18 Range .25-120	
55. Number of psychiatric consultation hours per week provided per 1,000 students:	x=2.1 Range .30-6.25	x=1.7 Range .08-10	x=1.5 Range .01-5.5	x=1.4 Range .01-7.4	x=1.6 Range .01-10	
56. Students receiving medication from an on-campus psychiatrist:						
a) Must be in therapy with a Counseling Center therapist	8 (47.1%)	23 (59.0%)	24 (54.5%)	23 (32.4%)	78 (45.6%)	Centers requiring students receiving meds to be in therapy with a Center therapist is up 7.8% since 1997.
b) Must be in therapy with either a Center therapist or an external therapist	5 (29.4%)	7 (17.9%)	6 (13.6%)	12 (16.9%)	30 (17.5%)	
c) Can obtain medication without on-going therapy	4 (23.5%)	9 (23.1%)	14 (31.8%)	36 (50.7%)	63 (36.8%)	
57. Center clients receive medication from the following campus sources (Directors checked all that applied):						
a) Psychiatrist	18 (52.9%)	35 (55.6%)	45 (84.9%)	73 (85.9%)	171 (72.8%)	
b) M.D., non-psychiatrist	22 (64.7%)	32 (50.8%)	38 (71.7%)	54 (63.5%)	146 (62.1%)	
c) Nurse practitioner	8 (23.5%)	17 (27.0%)	10 (18.9%)	24 (28.2%)	59 (25.1%)	
d) Other	4 (11.8%)	7 (11.1%)	2 (3.8%)	6 (7.1%)	19 (8.1%)	
58. Number of FTE mental health professionals in the Counseling Center providing services to students (including all paid staff and interns):	x=2.5 Range .75-7.8	x=4.4 Range 1-14	x=6.4 Range 2.5-16	x=10.9 Range 2-26	x=6.3 Range .75-26	
Number of FTE mental health professionals elsewhere on campus providing services to students:	x=.13 Range 0-2	x=.35 Range 0-11	x=.66 Range 0-6	x=1.7 Range 0-19	x=0.7 Range 0-19	
Total FTE mental health professionals on campus:	x=2.6 Range 0-7.8	x=4.7 Range 0-18	x=6.7 Range 0-19	x=12.6 Range 2-37	x=7.0 Range 0.0-37	
Approximate ratio of FTE mental health professionals (includes all paid staff and interns at centers and other service units on campus except for services provided by students in departmental clinics) to FTE students:	1 to 786	1 to 1,197	1 to 1,723	1 to 2,127	1 to 1517	The range varies from 1 - 160 to 1 - 10,324.
59. Number of professional counselors on Center staff:	x=2.3 Range .75-5	x=3.9 Range 1-13	x=6.0 Range 1-19	x=10.8 Range 2.3-31	x=6.0 Range .75-31	

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
60. Number of support staff working in Center:	x=.87 Range 0-4	x=1.4 Range 0-10	x=2.0 Range 0-6	x=3.4 Range 0-15	x=2.0 Range 0-15	
Number of professional staff for each support staff member:	x=1.9 Range 0-7	x=3.2 Range 0-20	x=3.4 Range 0-18	x=3.3 Range 0-9	x=3 Range 0-20	
61. Number of clients seen each week to be considered a full case load for a counselor who does only counseling:	x=25 Range 9-37	x=25 Range 15-37	x=23 Range 11-32	x=25 Range 14-32	x=24.7 Range 9-37	
62. The percentage of time a full-time counselor spends on the following areas during Fall and Spring terms:						
a) Direct Service (individual and group counseling, intakes, assessment, crisis intervention, C & O for students)	x=64% Range 10-95	x=61% Range 25-90	x=57% Range 15-87	x=58% Range 20-100	x=60% Range 10-100	
b) Indirect Service (supervision, RA/peer/clinical training, consultation, case notes, other outreach)	x=17% Range 0-50	x=21% Range 0-50	x=22% Range 5-50	x=22% Range 0-50	x=21% Range 0-50	
c) Administrative Service (staff meetings, committee work, center mgmt., professional development)	x=13% Range 0-40	x=13% Range 0-35	x=14% Range 2-35	x=13% Range 0-40	x=13% Range 0-40	
d) Other (research, teaching, etc.)	x=5% Range 0-50	x=4% Range 0-50	x=6% Range 0-28	x=5% Range 0-25	x=5% Range 0-50	
63. Percentage of Center "no-shows" during the year:						
a) Less than 10%	23 (67.6%)	25 (47.2%)	18 (41.9%)	22 (36.7%)	88 (46.3%)	
b) 11-15%	6 (17.6%)	21 (39.6%)	12 (27.9%)	21 (35.0%)	60 (31.6%)	
c) 16-20%	2 (5.9%)	7 (13.2%)	12 (27.9%)	13 (21.7%)	34 (17.9%)	
d) 21-25%	3 (8.8%)	0 (0.0%)	1 (2.3%)	4 (6.7%)	8 (4.2%)	
e) More than 25%	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	
64. What Centers do with first session "no-shows":						
a) Nothing, responsibility is on student to reschedule	37 (59.7%)	69 (73.4%)	50 (68.5%)	63 (67.7%)	219 (68.0%)	Many Directors stated that how they handle "no-shows" for both new and returning clients depends on the nature and severity of the client's issues.
b) Call to inquire about why appointment was not kept	10 (16.1%)	13 (13.8%)	10 (13.7%)	15 (16.1%)	48 (14.9%)	
c) Send a letter to student	12 (19.4%)	13 (13.8%)	11 (15.1%)	16 (17.2%)	52 (16.1%)	
d) Other	6 (9.7%)	6 (6.4%)	12 (16.4%)	11 (11.8%)	35 (10.9%)	
65. What Centers do with an ongoing client who "no-shows":						
a) Nothing, responsibility is on student to reschedule	18 (29.0%)	26 (27.4%)	16 (21.9%)	28 (30.1%)	88 (27.2%)	
b) Call to inquire about why appointment was not kept	25 (40.3%)	37 (38.9%)	27 (37.0%)	24 (25.8%)	113 (35.0%)	
c) Send a letter to student	23 (37.1%)	44 (46.3%)	37 (50.7%)	33 (35.5%)	137 (42.4%)	
d) Other	11 (17.7%)	23 (24.2%)	17 (23.3%)	30 (32.3%)	81 (25.1%)	
66. Number of "no-shows" or cancellations Counselors will allow before the standing appointment is removed from the schedule:						
a) One	14 (28.0%)	18 (20.9%)	6 (9.7%)	14 (20.9%)	52 (19.6%)	No center carries a client for more than 3 missed sessions.
b) Two	29 (58.0%)	52 (60.5%)	45 (72.6%)	44 (65.7%)	170 (64.2%)	
c) Three	7 (14.0%)	16 (18.6%)	11 (17.7%)	9 (13.4%)	43 (16.2%)	
d) Four or more	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	
68. Number of professional staff members						

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
in each of the following categories:						
Total Data Only						
a) African American					193 (9.1%)	Only Total data is presented because the percentages across school size were very similar.
b) Asian American					59 (2.8%)	
c) Hispanic American					94 (4.4%)	
d) Native American					14 (0.7%)	
e) White/Caucasian					1742 (82.0%)	
f) Other					23 (1.0%)	
g) Male					802 (37.7%)	
h) Female					1328 (62.3%)	
i) Gay/Lesbian/Bisexual					173 (9.5%)	
j) Heterosexual					1656 (90.5%)	
69. Center Directors that have noticed an increase in students with the following problems over the past five years:						
a) Severe psychological problems	45 (73.8%)	73 (76.8%)	56 (77.8%)	67 (72.8%)	241 (75.3%)	
b) Sexual assault concerns (on campus)	21 (35.0%)	29 (30.5%)	37 (51.4%)	36 (39.6%)	123 (38.7%)	
c) Problems related to earlier sexual abuse	24 (39.3%)	41 (43.2%)	42 (58.3%)	47 (52.2%)	154 (48.4%)	
d) Alcohol problems	26 (42.6%)	42 (44.2%)	35 (48.6%)	39 (43.3%)	142 (44.7%)	
e) Other illicit drug use	22 (36.7%)	39 (41.9%)	27 (37.5%)	37 (41.1%)	125 (39.7%)	
f) Learning disabilities	45 (73.8%)	79 (84.0%)	51 (70.8%)	67 (75.3%)	242 (76.6%)	
70. Center staff generates a DSM-IV diagnosis of students:						
a) Yes, on most clients	12 (19.4%)	21 (22.3%)	23 (31.5%)	36 (38.7%)	92 (28.6%)	Up 12.5% since 1993
b) Yes, on about half of clients	1 (1.6%)	5 (5.3%)	3 (4.1%)	4 (4.3%)	13 (4.0%)	
c) Yes, but on a small percentage of clients	19 (30.6%)	27 (28.7%)	20 (27.4%)	21 (22.6%)	87 (27.0%)	
d) Never, or very rarely	30 (48.4%)	41 (43.6%)	27 (37.0%)	32 (34.4%)	130 (40.4%)	
71. Centers with obsessive-pursuit cases in the past year:	27 (43.5%)	42 (44.7%)	32 (44.4%)	46 (51.7%)	147 (46.4%)	A total of 277 cases with 20 persons injured and 5 persons killed.
74. Centers that had to hospitalize a student for psychological reasons in the past year:	49 (79.0%)	81 (86.2%)	61 (84.7%)	85 (91.4%)	276 (86.0%)	A total of 1,348 students, x=5.8 Range 1-83.
75. Campuses that had an enrolled <u>student</u> suicide in the 97-98 school year:	3 (4.8%)	8 (8.6%)	23 (32.4%)	51 (56.7%)	85 (26.9%)	A total of 123 students, x=1.7, Range 1-5.
76. Certainty of Directors about the number of suicides:						
a) Very sure	54 (91.5%)	76 (81.7%)	32 (47.1%)	34 (41.0%)	196 (64.7%)	
b) Moderately certain	5 (8.5%)	17 (18.3%)	30 (44.1%)	40 (48.2%)	92 (30.4%)	
c) Just a guess	0 (0.0%)	0 (0.0%)	6 (8.8%)	9 (10.8%)	15 (5.0%)	
77. Campuses that had an enrolled <u>client</u> suicide in the 97-98 school year:	7 (11.5%)	4 (4.3%)	10 (13.9%)	17 (18.3%)	38 (11.9%)	A total of 35 students, x=1.1, Range 1-3.
78. Centers that have had legal action taken against them following a client or former client suicide:	0 (0.0%)	1 (1.1%)	0 (0.0%)	1 (1.1%)	2 (0.6%)	

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
80. Centers that have had to notify a third party about a potentially suicidal student during the past year:	37 (60.7%)	64 (70.3%)	40 (55.6%)	59 (65.6%)	200 (63.7%)	A total of 568 students, x=3.4, Range 1-27.
81. When a student is a suicidal risk but appropriate for treatment in the Center (as opposed to hospitalization), Centers typically:						
a) Provide counseling without informing anyone but take usual precautions (contracting, etc.)	25 (41.0%)	42 (45.2%)	36 (49.3%)	57 (61.3%)	160 (50.0%)	Many directors stated that they would do a combination of a, b, & c. Others would refer the client for an assessment, notify parents with client's permission, or work with the student to set up a support network.
b) Seek client's permission to alert someone in the residence hall, or someone with whom the student resides in order to provide another level of safety but work with client even if he/she does not give permission	21 (34.4%)	37 (39.8%)	27 (37.0%)	22 (23.7%)	107 (33.4%)	
c) Notify someone as indicated above, even without client's permission and encourage client to continue in therapy or to seek hospitalization	10 (16.4%)	10 (10.8%)	5 (6.8%)	5 (5.4%)	30 (9.4%)	
d) Other	5 (8.2%)	4 (4.3%)	5 (6.8%)	9 (9.7%)	23 (7.2%)	
83. How Centers would handle a situation where a client poses a significant danger to others and will not give permission to notify the third party when there is no legal precedent for giving such warnings:						66% of Directors reported having a clear legal precedent in their state. 31.1% felt that there was no clear legal precedent in their state. Several Directors noted that they would also seek legal counsel.
a) Continue therapy and not give warning	0 (0.0%)	0 (0.0%)	2 (5.0%)	0 (0.0%)	2 (1.4%)	
b) Increase the frequency of therapy and not give warning	1 (3.3%)	0 (0.0%)	0 (0.0%)	3 (8.3%)	4 (2.8%)	
c) Give warning to third party or contact the police in spite of the legal risk	25 (83.3%)	28 (75.7%)	30 (75.0%)	32 (88.9%)	115 (80.4%)	
d) Seek an involuntary hospitalization for the client	9 (30.0%)	9 (24.3%)	9 (22.5%)	9 (25.0%)	36 (25.2%)	
e) Other	6 (20.0%)	6 (16.2%)	8 (20.0%)	7 (19.4%)	27 (18.9%)	
84. Centers that have had to give warning during the past year to a third party about a student who posed a danger to another person:	7 (11.3%)	15 (15.8%)	12 (16.7%)	13 (14.0%)	47 (14.6%)	A total of 55 students, x=1.5 Range 1-4.
85. Centers notified (Percentages based on #84):						
a) Campus Police	3 (42.9%)	11 (73.3%)	4 (36.4%)	11 (84.6%)	29 (63.0%)	
b) Potential victim	7 (100.0%)	13 (86.7%)	8 (72.7%)	10 (76.9%)	38 (82.6%)	
c) Other	3 (42.9%)	2 (13.3%)	4 (36.4%)	2 (15.4%)	11 (23.9%)	
86. Centers that participated in Depression Screening Day:	17 (27.4%)	30 (31.6%)	39 (53.4%)	47 (50.0%)	133 (41.0%)	
87. Number of students screened:	x=30 Range 0-200	x=40 Range 0-292	x=36 Range 0-213	x=38 Range 0-160	x=37 Range 0-292	
A total of 4,935 persons screened for depression. The percentage of students referred for treatment (either internal or external) was approximately 37% for all school sizes.						
88. For those who participated in Depression Screening Day, Directors noted the following about how the measured depression scores of the students correlated with the						

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
clinical interview of the staff:						
a) There was general agreement between the instrument and the clinical interview	13 (81.3%)	17 (73.9%)	25 (83.3%)	38 (92.7%)	93 (84.5%)	
b) Students scored much higher on the depression instrument than the level of depression noted by staff	3 (18.8%)	5 (21.7%)	5 (16.7%)	2 (4.9%)	15 (13.6%)	
c) Students scored lower on the depression instrument than the level of depression noted by staff	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (2.4%)	2 (1.8%)	
89. Centers that participated in Anxiety Screening Day:	12 (19.0%)	22 (24.7%)	19 (26.4%)	31 (33.7%)	84 (26.6%)	Down 5.5% since 1997.
90. Number of students screened:	x=28 Range 0-100	x=26 Range 0-199	x=21 Range 0-75	x=36 Range 0-250	x=29 Range 0-250	
A total of 2,425 persons screened for anxiety. The percentage of students referred for treatment (either internal or external) was approximately 26% for all school sizes.						
91. Centers that used the accompanying video for these screening days:	16 (94.1%)	24 (77.4%)	25 (80.6%)	36 (83.7%)	101 (82.8%)	
92. Usefulness of Screening Day video:						
a) Very helpful	0 (0.0%)	4 (16.7%)	6 (25.0%)	5 (13.9%)	15 (15.0%)	
b) Moderately helpful	11 (68.8%)	19 (79.2%)	14 (58.3%)	29 (80.6%)	73 (73.0%)	
c) Not helpful	5 (31.3%)	1 (4.2%)	4 (16.7%)	2 (5.6%)	12 (12.0%)	
93. Centers that have seen one or more HIV positive clients within the past year:	9 (15.0%)	23 (25.3%)	26 (37.1%)	43 (50.0%)	101 (32.9%)	A total of 169 HIV positive students seen, x=2.3 Range 1-17
94. Directors who felt that any of these HIV positive clients posed a risk to any third party:	1 (11.1%)	1 (4.3%)	2 (8.3%)	3 (7.3%)	7 (7.2%)	No directors gave warning this year.
95. How Directors would generally handle a situation when an HIV positive client states that he/she has not informed his/her partner of the health situation:						
a) Would take no action	0 (0.0%)	2 (2.4%)	1 (1.6%)	1 (1.2%)	4 (1.4%)	
b) Would encourage disclosure but otherwise take no action	28 (49.1%)	50 (60.2%)	33 (51.6%)	49 (57.0%)	160 (55.2%)	
c) Would inform the client that if he/she did not inform partner that you would be ethically bound to do so	22 (38.6%)	21 (25.3%)	23 (35.9%)	31 (36.0%)	97 (33.4%)	
d) Other	7 (12.3%)	10 (12.0%)	7 (10.9%)	5 (5.8%)	29 (10.0%)	
96. For a list of recommended professional development videotapes, see Appendix D .						
97. For a list of innovative programs, see Appendix E .						
98. Centers utilizing the following types of outcomes assessment (Director's checked all that applied):						Other types of outcomes assessment: Client satisfaction questionnaires,
a) General student evaluation forms	42 (80.8%)	70 (89.7%)	60 (90.9%)	83 (94.3%)	255 (89.8%)	

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
b) Pre and Post testing	3 (5.8%)	15 (19.2%)	9 (13.6%)	14 (16.1%)	41 (14.5%)	national surveys, and counselor ratings.
c) Post therapy assessment of goal attainment	9 (17.3%)	16 (20.5%)	15 (22.7%)	15 (17.2%)	55 (19.4%)	
d) Other	4 (7.7%)	6 (7.7%)	6 (9.1%)	9 (10.3%)	25 (8.8%)	

100. Approximate percentage of positive ratings Centers receive for counseling staff:

a) Above 90%	28 (71.8%)	55 (76.4%)	45 (72.6%)	61 (73.5%)	189 (73.8%)	
b) 85-89%	5 (12.8%)	11 (15.3%)	11 (17.7%)	17 (20.5%)	44 (17.2%)	
c) 80-84%	6 (15.4%)	6 (8.3%)	6 (9.7%)	5 (6.0%)	23 (9.0%)	
d) 79% and below	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	

101. Center methods for obtaining student evaluations of therapy:

a) Send evaluation forms to a sample (say 10%) and follow up until you get a high percentage return	3 (7.0%)	4 (5.9%)	4 (6.3%)	6 (8.1%)	17 (6.9%)	The typical rate of return for student evaluations of therapy is 49.5%
b) Send evaluation forms to all clients and accept whatever response rate you get	28 (65.1%)	31 (45.6%)	20 (31.7%)	26 (35.1%)	105 (42.3%)	
c) Evaluation forms distributed by secretary at end of therapy	9 (20.9%)	19 (27.9%)	22 (34.9%)	26 (35.1%)	76 (30.6%)	
d) Evaluation forms distributed by counselor at end of therapy	3 (7.0%)	14 (20.6%)	17 (27.0%)	16 (21.6%)	50 (20.2%)	

102. Average number of clinical hours per week Center staff spend providing mandatory counseling:

a) 0 hours	24 (39.3%)	25 (27.8%)	23 (32.9%)	48 (51.6%)	120 (38.2%)	
b) 1 - 5 hours	32 (52.5%)	51 (56.7%)	44 (62.9%)	41 (44.1%)	168 (53.5%)	
c) 6 - 10 hours	4 (6.6%)	9 (10.0%)	3 (4.3%)	2 (2.2%)	18 (5.7%)	
d) 11 -15 hours	0 (0.0%)	2 (2.2%)	0 (0.0%)	0 (0.0%)	2 (0.6%)	
e) 16+ hours	1 (1.6%)	3 (3.3%)	0 (0.0%)	2 (2.2%)	6 (1.9%)	

103. Centers that accept mandated referrals from a campus administrator or Judicial Board:

a) For assessment and counseling	32 (51.6%)	46 (50.0%)	29 (40.3%)	28 (30.1%)	135 (42.3%)	25.6% of Directors have noticed an increase in the # of mandated referrals
b) For assessment only	24 (38.7%)	34 (37.0%)	34 (47.2%)	48 (51.6%)	140 (43.9%)	
c) Do not accept mandated referrals	6 (9.7%)	12 (13.0%)	9 (12.5%)	17 (18.3%)	44 (13.8%)	

104. Reasons mandated students are referred to Centers:

a) Drug and alcohol violations	40 (74.1%)	66 (85.7%)	46 (75.4%)	48 (63.2%)	200 (74.6%)	
b) Disruptive behavior	31 (57.4%)	58 (75.3%)	48 (78.7%)	64 (84.2%)	201 (75.0%)	
c) Sexual assault	13 (24.1%)	26 (33.8%)	16 (26.2%)	17 (22.4%)	72 (26.9%)	
d) Severe depression	21 (38.9%)	26 (31.2%)	18 (29.5%)	10 (13.2%)	73 (27.2%)	
e) Expression of suicidal ideation	25 (46.3%)	42 (54.5%)	30 (49.2%)	31 (40.8%)	128 (47.8%)	
f) Other	13 (24.1%)	12 (15.6%)	5 (8.2%)	9 (11.8%)	39 (14.6%)	

105. Centers that utilize the following policies regarding mandatory counseling:

- a) Student merely needs to show up to comply, once

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
a) a counselor explains services student can choose to engage in counseling or not - this may result in additional sanctions against the student	17 (39.5%)	23 (31.9%)	21 (35.6%)	30 (48.4%)	91 (38.6%)	The varied responses to these questions continue to raise issues and suggest the need for further debate on this topic.
b) Same as (a), but no additional sanctions for choosing not to continue counseling	5 (11.6%)	18 (25.0%)	15 (25.4%)	19 (30.6%)	57 (24.2%)	
c) Student must comply with a certain # of counseling sessions established by a judicial board/administration.	7 (16.3%)	4 (5.6%)	4 (6.8%)	4 (6.5%)	19 (8.1%)	
d) Student must comply with a certain number of counseling sessions determined by the counselor after an assessment has been made	7 (16.3%)	13 (18.1%)	9 (15.3%)	1 (1.6%)	30 (12.7%)	
e) Student must continue in counseling until counselor determines that enough counseling has occurred	3 (7.0%)	4 (5.6%)	7 (11.9%)	3 (4.8%)	17 (7.2%)	
f) Other	4 (9.3%)	10 (13.9%)	3 (5.1%)	5 (8.1%)	22 (9.3%)	
106. Type of information provided to the mandator for Centers that accept mandated students:						
a) Confirmation of initial visit	38 (74.5%)	51 (68.9%)	49 (80.3%)	49 (80.3%)	187 (75.7%)	Up 6.5% since 1997.
b) Confirmation that student has complied with recommendations for treatment	22 (43.1%)	26 (35.1%)	24 (39.3%)	17 (27.9%)	89 (36.0%)	
c) Statement of progress	6 (11.8%)	12 (16.2%)	8 (13.1%)	12 (19.7%)	38 (15.4%)	
d) No information provided	5 (9.8%)	5 (6.8%)	4 (6.6%)	6 (9.8%)	20 (8.1%)	
107. Centers degree of success with mandated students:						
a) About as successful as students who are non-mandated referrals	12 (25.0%)	14 (19.2%)	10 (16.4%)	13 (21.7%)	49 (20.2%)	
b) Somewhat successful but not as successful as with non-mandated referrals	27 (56.3%)	47 (64.4%)	38 (62.3%)	37 (61.7%)	149 (61.6%)	
c) Generally not successful	9 (18.8%)	12 (16.4%)	13 (21.3%)	10 (16.7%)	44 (18.2%)	
108. Director's personal feelings about mandated referrals for counseling:						
a) I am very much in favor of providing this service	11 (17.7%)	11 (12.2%)	7 (10.0%)	13 (14.8%)	42 (13.5%)	
b) I'm not crazy about it, but believe that some students can be helped through the process	31 (50.0%)	59 (65.6%)	43 (61.4%)	43 (48.9%)	176 (56.8%)	
c) I am opposed to mandatory referrals for counseling	14 (22.6%)	13 (14.4%)	16 (22.9%)	25 (28.4%)	68 (21.9%)	
d) I am opposed to mandatory referrals for assessment or counseling	6 (9.7%)	7 (7.8%)	4 (5.7%)	7 (8.0%)	24 (7.7%)	
109. Directors that have received a copy of past results of this Survey:						
	49 (80.3%)	79 (87.8%)	62 (91.2%)	87 (96.7%)	277 (89.6%)	
110. Directors have used past copies of this Survey:						
a) For their own information	46 (92.0%)	76 (91.6%)	61 (92.4%)	89 (97.8%)	272 (93.8%)	The number of directors

	<u>Under 2,500</u> (n = 63)	<u>2,500 - 7,500</u> (n = 95)	<u>7,500 - 15,000</u> (n = 73)	<u>Over 15,000</u> (n = 94)	<u>TOTAL</u> (n = 325)	<u>COMMENTS</u>
b) Distributed to staff	24 (49.0%)	47 (57.3%)	39 (60.0%)	48 (52.7%)	158 (55.1%)	who use the survey to
c) Shared data at a staff meeting	23 (46.9%)	46 (56.8%)	48 (73.8%)	65 (71.4%)	182 (63.6%)	contact others is down
d) Shared with others on campus	16 (32.7%)	28 (34.6%)	31 (47.7%)	47 (51.6%)	122 (42.7%)	32.1% since 1993. This
e) Shared data with their boss	32 (65.3%)	56 (69.1%)	53 (81.5%)	69 (75.8%)	210 (73.4%)	is probably due to the
f) Quoted data in professional writing	6 (12.2%)	11 (13.6%)	8 (12.3%)	14 (15.4%)	39 (13.6%)	increased communication
g) Quoted data for in-house or institutional reports	20 (40.8%)	39 (48.1%)	40 (61.5%)	49 (53.8%)	148 (51.7%)	over e-mail.
h) Used directory to contact other directors	12 (24.5%)	10 (12.3%)	20 (30.8%)	32 (35.2%)	74 (25.9%)	
i) Used data to support a request for new resources	16 (32.7%)	32 (39.5%)	35 (53.8%)	36 (39.6%)	119 (41.6%)	
j) Followed-up with another director who shared information in the survey	6 (12.2%)	11 (13.6%)	7 (10.8%)	11 (12.1%)	35 (12.2%)	
k) Generated a new program in their Center which was stimulated by ideas shared in the survey	2 (4.1%)	10 (12.3%)	10 (15.4%)	9 (9.9%)	31 (10.8%)	
l) Followed-up on leads for videotapes, books, etc. that were recommended by other directors in the survey	6 (12.2%)	11 (13.6%)	8 (12.3%)	10 (11.0%)	35 (12.2%)	
m) Other	3 (6.1%)	1 (1.2%)	2 (3.1%)	3 (3.3%)	9 (3.1%)	