

# **National Survey of College Counseling Centers 2013**

## **Section Three: Counseling Center Clinicians**

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# Project Support

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**ACCA Website:**      [www.collegecounseling.org](http://www.collegecounseling.org)

The publisher of this monograph is the International Association of Counseling Services (IACS). As the accrediting agency for counseling centers in a wide variety of settings, the primary objective for IACS is the maintenance of quality service delivery. The basic purposes of the Association are to encourage and aid counseling centers and agencies to meet high professional standards, to inform the public about those that are competent and reliable, and to foster communication among the centers and agencies.

**IACS Website:**      [www.iacinc.org](http://www.iacinc.org)

# Overview

The National Survey of College Counseling Centers has, for the first time, in addition to surveying counseling center directors from 4-year and 2-year schools, surveyed a sample of non-administrative clinicians/counselors from 4-year and 2-year institutions. The sample included 120 respondents from 4-yr. and 26 from 2-yr. schools. While the sample size is small the comparison of the two groups might be of interest. Some of the questions posed to the clinicians replicate questions asked of directors but many questions were specific to the clinical sample.

In addition, since staff providing clinical services vary from PhD clinical or counseling psychologists to master's level counselors and social workers, all will be referred to as counselors. When comparisons are made, participants will be referred to as 4-yr. counselors and 2-yr. counselors. Highlights of the comparisons between the two groups will be provided followed by the complete statistical findings,

This report, along with the complete report on data collected from directors of both 4-year and 2-year institutions will be available at the following sites.

**ACCA Website:** [www.collegecounseling.org](http://www.collegecounseling.org)

**IACS Website:** [www.iacsinc.org](http://www.iacsinc.org)

# Highlights

## N=146

This attempt to survey counselors providing clinical services in college counseling centers resulted in 146 responses ; 120 from 4-year and 26 from 2-year institutions. Complete data are available in the body of the report but the results will be highlighted here.

1. Counselors, on average, see 21 clients a week for individual counseling and spend the rest of their time in other counseling center activities (Item 1).
2. Counselors spend 77% of their individual counseling time doing personal counseling, 8% on career counseling and 14% on academic counseling. Differences between clinicians working in 2-year versus 4-year institutions can be seen under item 2.
3. Compared to 5 years ago the following percentages of clinicians have noticed increases in the number of clients with severe psychological problems (82%), on-campus sexual assault concerns (40%), alcohol abuse problems (34%), other illicit drug use (52%), learning disabilities (61%), self injury problems (48%), eating disorders (34%), career planning issues (30%), medication issues (73%), and crisis issues requiring immediate response (80%). The percentages from 4 yr. counselors are significantly higher than 2 yr. counselors on alcohol problems (37% to 22%), illicit drug use (58% to 28%), and self-injury (52% to 32%). Percentages from 2 yr, counselors are significantly higher than 4 yr. counselors on learning disabilities (90% to 55%), and career planning issues (63% to 23%).
4. 66% of 4 yr. counselors report that they have access to on-campus psychiatric services when needed, while only 4% of 2 yr. counselors have such access. In spite of this, 2 yr. counselors referred 14% of their clients for psychiatric assistance in the past year while 4 yr. counselors referred 21%. In almost all instances, when a referral to an outside psychiatrist is made, students are responsible for the fees (Items 4-6).
5. Even though on-campus access to psychiatrists and referral percentages differ, both 4 yr. and 2 yr. counselors report that approximately 30% of their personal counseling clients are taking psychiatric medication (Item 7).

6. Close to 97% of Counselors from both groups are in agreement that counseling center work has become more demanding in recent years because of the growing number of clients, increasing complexity of their problems, more demand for counselor intervention in crisis situations, and other pressures on counselors due the growing concern about students who present a danger to themselves or others. (See item 11 for a description of some of the problems this pressure has caused for counselors)
7. Even though counselors find the work more demanding, the majority of them remain with college counseling because the work is meaningful, they enjoy working with this age group, and they like the association with colleagues. The 4 yr. counselors responded more positively to the latter two, perhaps because they counsel a wider age-range of students, and work in larger centers with more opportunity for collegial interaction. Only about 20% of the counselors from both groups remain with college counseling because of good salaries (Item 12).
8. Professional organizations for counseling/mental health fields have developed guidelines for working with multi-cultural students. Only 8% of 2 yr. counselors and 21% of 4 yr. counselors report that these guidelines have been thoroughly reviewed at their centers. However, almost 84% of both groups believe that they are well versed or reasonably well versed in these guidelines (Items 13-14).
9. The Americans with Disabilities Act requires schools to provide reasonable accommodations for students with psychological disabilities. If a student with a diagnosable disorder needs ongoing psychological assistance to remain in school , do you think it is reasonable for institutions to provide this service? !7 % of the responding counselors said no that this would place too heavy a burden on colleges and universities, 19% believed that on-going weekly therapy sessions should be provided in these cases, and 52% thought services should be provided but with a case management approach (i.e., maintaining contact with students , but not on a weekly basis). !2% reported other resolutions to this problem (Item 15).

10. The final question in this survey attempted to get at how counselors think about the overall functioning of their centers. The issue as to what is good or healthy functioning is somewhat arbitrary, and reflects the bias of the author, but the overall response suggests that, on the whole, counselors believe that their centers are functioning very well. (Item 16).

- a. 80% of the respondents believe that there is general staff consensus on the broad objectives of their centers.
- b. 74% believe that leadership is flexible.
- c. 90% report that staff are stimulated by and committed to the work of the center.
- d. 79% say that staff participate in decision making.
- e. 71% think that there is a fair and reasonable evaluation system in place.
- f. 81% indicate that there is opportunity for innovation.
- g. 80% reply that the center administration attempted to adjust to the personal needs, strengths and styles of different staff members.
- h. 61% do not believe that personal issues get in the way of pragmatic problem solving in their centers (less than a majority of 2 yr. counselors, however, believe this).
- i. 91% believe that staff pull together in time of crisis.
- j. 90% state that there is a feeling of collaboration on staff (i.e. staff request the help of others and give help in return).
- k. 83% say there is a willingness to give, seek, and use feedback and advice.
- l. 84% acknowledge that discussions of ethical issues in the field are encouraged.
- m. 54%, however, believe that not enough attention is given to staff burnout issues. (71% of 2-yr. counselors and 50% of 4yr. counselors believe this).
- n. 74% maintain that the atmosphere in their centers facilitate personal development and growth.
- o. 78% respond that staff take personal responsibility for making the center function better.

- p. 84% report that staff believe that there is a loyalty to the center that goes beyond the interpersonal conflicts that may arise in the center.
- q. 81% agree that there is evidence in their centers of a team effort to achieve center goals.



	2-Year Institution			4-Year Institution			Total		
	n=26			n=120			n=146		
	mean	range or %	#	mean	range or %	#	mean	range or %	#
<b>1) How many clients a week do you see, on average, for individual counseling during your busy season?</b>									
	22.71	3 – 80	545	20.09	6 – 60	2391	20.53	3 – 80	2936
<b>2) What percentage of individual counseling would you say are for:</b>									
<b>2a) Personal Counseling</b>									
	36.88	1 – 100		85.53	1 – 100		77.02	1 – 100	
<b>2b) Career Counseling</b>									
	22.21	0 – 85		4.07	0 – 30		7.85	0 – 85	
<b>2c) Academic Counseling</b>									
	40.09	0 – 87		7.61	0 – 70		13.72	0 – 87	
<b>3) Compared to five years ago (if on staff five years ago) what changes have you noticed in the number of your clients with:</b>									
<b>3a) Severe psychological problems</b>									
Increase		73.68%	14		83.72%	72		81.90%	86
No Change		26.32%	5		16.28%	14		18.10%	19
Decrease		0%	0		0%	0		0%	0
<b>3b) Sexual assault concerns (on campus)</b>									
Increase		33.33%	6		41.67%	35		40.20%	41
No Change		66.67%	12		54.76%	46		56.86%	58
Decrease		0%	0		3.57%	3		2.94%	3
<b>3c) Alcohol problems</b>									
Increase		22.22%	4		36.47%	31		33.98%	35
No Change		77.78%	14		62.35%	53		65.05%	67
Decrease		0%	0		1.18%	1		0.97%	1
<b>3d) Other illicit drug use</b>									
Increase		27.78%	5		57.65%	49		52.43%	54
No Change		72.22%	13		42.35%	36		47.57%	49
Decrease		0%	0		0%	0		0%	0
<b>3e) Learning disabilities</b>									
Increase		89.47%	17		54.76%	46		61.17%	63
No Change		10.53%	2		44.05%	37		37.86%	39
Decrease		0%	0		1.19%	1		0.97%	1
<b>3f) Self-injury (e.g., cutting)</b>									
Increase		31.58%	6		51.76%	44		48.08%	50
No Change		63.16%	12		43.53%	37		47.12%	49
Decrease		5.26%	1		4.71%	4		4.81%	5

	2-Year Institution			4-Year Institution			Total		
	n=26			n=120			n=146		
	mean	range or %	#	mean	range or %	#	mean	range or %	#
<b>3g) Eating disorders</b>									
Increase		26.32%	5		35.29%	30		33.65%	35
No Change		73.68%	14		61.18%	52		63.46%	66
Decrease		0%	0		3.53%	3		2.88%	3
<b>3h) Career planning issues</b>									
Increase		63.16%	12		22.62%	19		30.10%	31
No Change		36.84%	7		65.48%	55		60.19%	62
Decrease		0%	0		11.90%	10		9.71%	10
<b>3i) Medication issues</b>									
Increase		73.68%	14		72.94%	62		73.08%	76
No Change		26.32%	5		27.06%	23		26.92%	28
Decrease		0%	0		0%	0		0%	0
<b>3j) Crisis issues requiring immediate response</b>									
Increase		84.21%	16		79.07%	68		80.00%	84
No Change		15.79%	3		20.93%	18		20.00%	21
Decrease		0%	0		0%	0		0%	0
<b>4) Do you have psychiatric services available to you on campus when you need to make a psychiatric referral?</b>									
Yes		4.00%	1		66.39%	79		55.56%	80
No		96.00%	24		33.61%	40		44.44%	64
<b>5) If you do not have services on campus, and you need to refer to outside psychiatrists, are the students responsible for the psychiatric fees?</b>									
Yes		100.00%	24		97.50%	39		98.44%	63
No		0%	0		2.50%	1		1.56%	1
<b>6) What percentage of your clients would you say you have referred this year for psychiatric assistance?</b>									
	14.36	0 – 75	359	20.84	0 – 80	2459	19.71	0 – 80	2818
<b>7) Approximately what percentage of your personal counseling clients are using psychiatric medication?</b>									
	31.32	1 – 80	783	30.13	2 – 100	3585	30.33	1 – 100	4368
<b>8) How many of your clients have had to be hospitalized for psychological reasons in the past year? (select '0' if none)</b>									
	1.83	0 – 7	44	3.77	0 – 90	449	3.45	0 – 90	493
<b>9) It has been reported for a number of years that counseling center work has become more demanding because of the increasing number of clients, increasing complexity of their problems, more demand for crisis interventions, and other pressure on counselors due to the growing concerns about students who present a danger to themselves or others. Do you agree with this statement?</b>									
Yes		96.00%	24		97.48%	116		97.22%	140
No		4.00%	1		2.52%	3		2.78%	4

	2-Year Institution			4-Year Institution			Total		
	n=26			n=120			n=146		
	mean	range or %	#	mean	range or %	#	mean	range or %	#
<b>10) Have the increasing demands created problems for you in any way?</b>									
Yes		66.67%	16		80.87%	93		78.42%	109
No		33.33%	8		19.13%	22		21.58%	30
<b>11) What problems has this created? (check all that apply)</b>									
I am finding the work increasingly stressful.		37.50%	6		89.25%	83		81.65%	89
I am less responsive (time-wise) to students with less intensive developmental issues.		25.00%	4		40.86%	38		38.53%	42
I am concerned about the growing pressure to share information about troubled students.		62.50%	10		51.61%	48		53.21%	58
My training did not fully prepare me for some of the problems I encounter.		25.00%	4		18.28%	17		19.27%	21
I feel the need for more training, but time and resources are too limited.		37.50%	6		32.26%	30		33.03%	36
I am increasingly concerned about liability issues.		43.75%	7		55.91%	52		54.13%	59
I refer students more frequently for psychiatric assessment to protect myself.		0%	0		16.13%	15		13.76%	15
I am thinking more about going into private practice.		12.50%	2		20.43%	19		19.27%	21
Other		43.75%	7		19.35%	18		22.94%	25
<b>12) In spite of the increasing pressure on mental health professionals, why do you continue with this work? (check all that apply)</b>									
Good salary		16.00%	4		22.03%	26		20.98%	30
The work is meaningful		92.00%	23		89.83%	106		90.21%	129
I like working with this age group		48.00%	12		83.05%	98		76.92%	110
I like the association with colleagues		40.00%	10		69.49%	82		64.34%	92
Other		12.00%	3		16.95%	20		16.08%	23
<b>13) Professional organizations for psychologists, counselors, and social workers have ethical guidelines for working with multicultural students. Have these guidelines been reviewed at staff meetings in your Center?</b>									
Yes, very thoroughly		8.00%	2		21.19%	25		18.88%	27
Yes, but only briefly touched on		24.00%	6		37.29%	44		34.97%	50
No, and probably won't be		28.00%	7		11.02%	13		13.99%	20
No, but probably should be		40.00%	10		30.51%	36		32.17%	46
<b>14) How well versed are you about these guidelines?</b>									
Very well versed		24.00%	6		29.66%	35		28.67%	41
Reasonably well versed		56.00%	14		55.08%	65		55.24%	79
Little knowledge of the guidelines		20.00%	5		15.25%	18		16.08%	23

	2-Year Institution			4-Year Institution			Total		
	n=26			n=120			n=146		
	mean	range or %	#	mean	range or %	#	mean	range or %	#
<b>15) The Americans with Disabilities Act requires schools to provide reasonable accommodations for students with psychological disabilities. If a student with a diagnosable disorder needs ongoing psychological assistance to remain in school, do you think it is reasonable for institutions to provide this service?</b>									
No, this would place too heavy a burden on colleges and universities.		20.83%	5		16.52%	19		17.27%	24
Yes, ongoing weekly therapy should be provided in these cases.		4.17%	1		21.74%	25		18.71%	26
Yes, but probably with a case management approach (i.e., maintaining contact with students, but not on a weekly basis)		66.67%	16		48.70%	56		51.80%	72
Other		8.33%	2		13.04%	15		12.23%	17
<b>16) The following items relate to the overall health of your counseling center through your eyes. Remember, as with the rest of the survey, only overall group data will be compiled and reported. No center or individual will be linked to these responses.</b>									
<b>16a) Is there general staff consensus on the broad objectives of the center?</b>									
Yes		70.83%	17		81.36%	96		79.58%	113
No		29.17%	7		18.64%	22		20.42%	29
<b>16b) Is leadership flexible?</b>									
Yes		70.83%	17		74.36%	87		73.76%	104
No		29.17%	7		25.64%	30		26.24%	37
<b>16c) Are staff stimulated by and committed to the work of the center?</b>									
Yes		83.33%	20		91.53%	108		90.14%	128
No		16.67%	4		8.47%	10		9.86%	14
<b>16d) Do staff participate in decision making?</b>									
Yes		75.00%	18		80.34%	94		79.43%	112
No		25.00%	6		19.66%	23		20.57%	29
<b>16e) Is there a fair and reasonable evaluation system in place?</b>									
Yes		54.17%	13		75.00%	87		71.43%	100
No		45.83%	11		25.00%	29		28.57%	40
<b>16f) Is there opportunity for innovation?</b>									
Yes		70.83%	17		83.05%	98		80.99%	115
No		29.17%	7		16.95%	20		19.01%	27
<b>16g) Are there attempts to adjust to the personal needs, strengths, and styles of staff members?</b>									
Yes		62.50%	15		83.90%	99		80.28%	114
No		37.50%	9		16.10%	19		19.72%	28

	2-Year Institution			4-Year Institution			Total		
	n=26			n=120			n=146		
	mean	range or %	#	mean	range or %	#	mean	range or %	#
<b>16h) Do personal issues get in the way of pragmatic problem solving in your center?</b>									
Yes		52.17%	12		35.96%	41		38.69%	53
No		47.83%	11		64.04%	73		61.31%	84
<b>16i) Do the staff pull together in times of crisis?</b>									
Yes		87.50%	21		91.53%	108		90.85%	129
No		12.50%	3		8.47%	10		9.15%	13
<b>16j) Is there a feeling of collaboration of staff (i.e., do staff request the help of others and give help in return)?</b>									
Yes		87.50%	21		90.68%	107		90.14%	128
No		12.50%	3		9.32%	11		9.86%	14
<b>16k) Is there willingness to give, seek, and use feedback and advice?</b>									
Yes		87.50%	21		81.90%	95		82.86%	116
No		12.50%	3		18.10%	21		17.14%	24
<b>16l) Are discussions of ethical issues in the field encouraged?</b>									
Yes		79.17%	19		84.75%	100		83.80%	119
No		20.83%	5		15.25%	18		16.20%	23
<b>16m) Is there attention given at the center to staff burnout issues?</b>									
Yes		29.17%	7		50.00%	58		46.43%	65
No		70.83%	17		50.00%	58		53.57%	75
<b>16n) Is the center's atmosphere such that it facilitates personal development and growth?</b>									
Yes		60.87%	14		76.92%	90		74.29%	104
No		39.13%	9		23.08%	27		25.71%	36
<b>16o) Do staff take personal responsibility for making things work better?</b>									
Yes		86.96%	20		76.07%	89		77.86%	109
No		13.04%	3		23.93%	28		22.14%	31
<b>16p) Is there a loyalty to the center that goes beyond the interpersonal conflicts within?</b>									
Yes		83.33%	20		84.48%	98		84.29%	118
No		16.67%	4		15.52%	18		15.71%	22
<b>16q) Is there evidence of a team effort for achieving center goals?</b>									
Yes		70.83%	17		83.05%	98		80.99%	115
No		29.17%	7		16.95%	20		19.01%	27

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