URBAN COUNSELING CENTER
SURVEY AND DIRECTORY
1982
Dear Colleague:

The results of the recent survey of Urban Counseling Center Directors have been compiled and are organized in the following way: *

1. The summarized group data of the participating centers. (p. 1-4).

2. Individual centers responses to selected items to assist in networking (p. 5-10).

3. Areas of director's consultation expertise (p. 11-12).

4. Counseling Center Directory; including address, telephone numbers, and areas of responsibility (p. 13-19).

No detailed analysis of the data is presented, but the following highlights might be of some interest.

1. Almost half the participating institutions charge some kind of fee for service. There is a strong skew to the right, so the median income of $2,250 is perhaps the most meaningful measure of average income (item 1)

2. Of the 156 respondents, 26% presently have their own computer terminal (item 10).

3. Counseling and Placement are administratively linked in 18% of the centers (item 11).

4. Question #12 was badly worded, but write-in comments suggest that there is increasing competition between Counseling and Placement Centers for control for career counseling.

5. Movement toward greater mental health consolidation was noted on 25% of the responding campuses. Fifteen directors report mergers or merger consideration between student health, mental health components and counseling centers.

* Due to mailing errors a number of non-urban institutions were also surveyed and their data is included.

-over-

PITTSBURGH, PA. 15260
6. Item 14 suggests that about 80% of the centers responding keep case records for more than 4 years. Reasons vary and are often arbitrary, but APA and IACS guidelines are frequently quoted. Curiously APA Guidelines were used to justify keeping records for 5, 6, 7, 10, and 15 years.

7. Ten centers have had their records subpoenaed in the past year. Some of the reasons are listed on the survey form for your interest. It should also be noted that when subpoenaed, it is not always necessary to turn over the records. Two centers report that judges ruled privileged communication and that records were not turned over (item 15).

8. Six centers were sued in the past year. Most report cases still in progress and are too sensitive to make comment. One involved suicidal student who resisted pressure to get assistance. She sued the counselor involved. The judge ruled against her, and the state council of psychology upheld the psychological judgment that the case was serious enough to warrant intervention. The case is now settled. (item 16.)

9. Of this year's respondents, 41% state that they have a policy for having an emotionally disturbed student removed from the residence halls and/or school. Only 32% of last year's respondents indicated such a policy. Some of these policies have been summarized and I will be happy to forward upon request. (item 17).

10. Over 50% of the directors reported an increase in the incidence of severe emotional disturbance on their campuses (item 18); 27% report an increase in victims of rape or violent crime using their centers (item 22); and 30% report that they have been asked to respond to a major crisis on campus in the past year.

11. Almost 75% of the directors surveyed expressed a willingness to consult on an issue, make a presentation, or conduct a workshop on another campus. These consultation areas which are identified on pages 11-12 suggest that considerable opportunity exists for professional exchange.

I do hope that this data and the directory are of some value to you. Please review it and send the attached evaluation sheet back to me at your convenience.

Sincerely,

Robert P. Gallagher, Director
University Counseling Center
University of Pittsburgh
333 Schenley Hall
Pittsburgh, PA 15260
Urban College and University Counseling Center Survey
1982

Institution: RAW DATA OUTSIDE BRACKETS (PERCENTAGES INSIDE)

Director: 

Address: 

Telephone: ( )

Size of Student Body:
92 (59.0%) Under of 10,000
64 (41.0%) Over 10,000

Program Components:
1. Psychological Services 1.151 (96.8)
2. Psychiatric Consultation 59 (37.8)
3. Career Development 124 (79.5)
4. Placement 35 (22.4)
5. Handicapped Student Services 35 (22.4)

1. Does your center charge a fee for any of its services.
   yes 76 (48.7) no 80 (51.3)

2. If yes, would you check the services that are fee based, and indicate charge per session, consult, or program.

   a. Counseling of students 9 (5.8)
   b. Counseling of non students 22 (14.1)
   c. Testing of students 34 (21.8)
   d. Testing of non students 52 (33.3)
   e. on-campus consultation 6 (3.8)
   f. off-campus consultation 6 (3.8)
   g. Learning skills-on campus 9 (5.8)
   h. Learning skills-off campus 4 (2.6)
   i. Other 17 (10.9)

3. Could you indicate approximately how much money is brought in to your center through these fees N=69. (Fee data will not be reported by individual institutions, only as group data.)

   range = $20,00 ---- $90,000
   mean = $11,650 ---- median $2,250
4. Do you collect third party payments for any of these fees?
   yes 14 (9.0) no 142 (91.0)

5. Do your services receive any support from a mandatory student fee?
   yes 44 (28.2) no 112 (71.8)

6. Are your services supported by any type of student insurance program?
   yes 7 (4.5) no 149 (95.5)

7. If any of the above apply to you, does it seem likely that there will be an even greater emphasis on fee generating activity in your center during the next few years?
   of the 52 who responded 27 or 51.9% responded yes.

8. If none of the above apply to you, is there any indication of a move in this direction on your campus in the next few years?
   of the 99 respondents 31 or 31.3% responded yes

9. Does your center make use of a computer for:
   a. Record keeping
      yes 49 (31.4) no 107 (68.6)
   b. Information storage/retrival
      yes 56 (35.9) no 100 (64.1)
   c. Career Counseling
      yes 35 (22.4) no 121 (77.6)
   d. Other (Please elaborate)
      Research (5%)
      yes 26 (16.7) no 130 (83.3)
      testing (5%) Evaluation (4.5%)

10. Does your center have its own computer terminal:
    yes 41 (26.3) no 115 (73.7)

11. Are Counseling and Placement administratively separate on your campus?
    yes 128 (82.1) no 28 (17.9)

12. If separate, has Placement expanded its interest in doing career counseling, thus reducing the career counseling load in your center?
    yes 51 (41.1) no 68 (58.9)
    not applicable 37 (23.7)

13. Has there been any movement toward consolidation of mental health services on your campus? Please comment if anything significant is happening.
    7 centers report psychological services now handled by Health Center
    2 leaning in this direction
    5 Centers report mental health component moved to counseling Center
    1 leaning in this direction
    8 did not respond
    yes 29 (25.0) no 109 (69.9)

14. How long do you keep case records in your center? If you have a rationale for this length of time, would you please comment.
    6 mo - 1 yr. = 2 (1.4) none kept = 5 (3.4)
    1 - 3 yr. = 15 (11.5) not decided = 4 (2.7)
    4 - 5 yr. = 68 (45.9) depends on staff = 3 (2.0)
    5 yr.+ = 49 (33.1) destroy at end = 2 (1.4)
    Reasons vary but IACS, and APA Guidelines are frequently mentioned
15. Have any case records been subpeonaed in your center in the past year? If yes could you please comment as to circumstances.  

1. Subpeonaed but records not turned over when judge ruled priviledged communication (2 cases)  

2. Child custody (2 cases) 3. Disability Determination (1)  
4. Testing results from coedet years for an officer who deserted during vietnam war.  
5. Suit for sexual harrassment against university

16. Has anyone brought suit against your center or a center employee in the past year?  

6 (4.0) 148 (96.0)  

yes __ ____ no ____ __  

Comment if appropriate.  

17. Does your school have a policy for having an emotionally disturbed student removed from the residence halls and/or from school (other than commitment)? (If this policy was developed in the last year, would you send us a copy?)  

yes 61(40.9) no 88 (59.1)  

18. Has there been any noticeable change in the incidence of severe emotional disturbance on your campus in recent years?  

Increase 83 (54.6)  
Decrease 3 (2.0)  
About the Same 66(43.4)  

19. Has your Center undergone any major organizational changes in the past year? If yes, please explain.  

Loss of staff (4), increased staff (3), administrative changes from above (3) internal reorganization (8) added or absorbed new services (12), Lost some programs (5)  

yes 40(26.3) no 112(73.7)  

20. Does your center provide evening counseling hours for students? If yes, how many evening hours a week are you open mean approx. 7 hours  

yes 82(53.2) no 72(46.8)  

21. Does your center provide weekend counseling hours for students? If yes, how many weekend hours a week are you open mean 4.5 hrs.  

yes 11(7.1) no 143(92.9)  

22. Has there been an increase in victims of rape or other violent crimes using your center in the past year?  

yes 42(29.0) no 103(71.0)  

23. Has your center been asked to respond to any major crisis on campus in the past year? Please comment if yes.  

Center's response to following frequently occur with other students affected by incidents as well as by those directly involved suicidal gestures (most schools), successful suicides (5), psychotic behavior, nonviolent (7), violent (5), Homicide(5) variety of other incidents including psychotic student in chancellor's office  

yes 46(30.3) no 106(69.7)
24. Is there a limit to the number of sessions a client may have in your center? If yes, what is the limit? 
   - <10 (24) yes 40(25.6) no 116(74.4)
   - 10-15 (13)
   - 16-20 (5)

25. Would you be willing to visit another center to consult about an issue, make a presentation, or conduct a workshop? 
   If so, please indicate the areas of expertise that you would be willing to consult about, or present. 
   (See attached chart)

Please return as quickly as possible so that the data can be tabulated and returned to you. Return to:

Robert P. Gallagher, Director
University Counseling & Student Development Center
University of Pittsburgh
205 Schenley Hall
Pittsburgh, PA 15260

(Please make a copy of the questionnaire for referral when the results are returned)
<p>| Institution                                | Fee For Services | Third Party Payments | Mandatory Student Fee | Student Insurance Program | Movement Toward Income Generation | Computer Terminal | Counseling and Placement Services | Mental Health Services | Case Records Subject to Audit | Suicide Within Students | Policy on Withdrawal of Students | Hours Available | Hours Available | Hours Available | Hours Available | HOURS AVAILABLE | Time Limits on Therapy |
|-------------------------------------------|------------------|----------------------|-----------------------|---------------------------|----------------------------------|-------------------|-----------------------------------|------------------------|--------------------------|-------------------------|-----------------------------|---------------------|----------------|----------------|----------------|----------------|------------------|-----------------|
| Alabama State Univ.                       | X                |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Alcorn State Univ.                        |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Alfred University                         |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| American University                      |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Auburn University                         |                  | X                    |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Baldwin - Wallace College                 |                  |                      | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Belleville Area College                  |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Benedictine College                       |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Boston University                         |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Brigham Young University                  |                  |                      | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Calif. Polytech. St. Univ.                |                  | X                    | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Calif. State Univ.                        |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Calif. State (Fullerton)                 |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Calif. St. (Long Beach)                  |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Calif. St. (San Bernardino)              |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Carlton College                           |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Carnegie - Mellon Univ.                  |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Cath. Univ. of Amer.                     |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Central State Univ.                      |                  | X                    | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Chicago State Univ.                      |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| City Col. of New York                    |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Clemson University                       |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Cleveland St. Univ.                      |                  |                      | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Col. of St. Teresa                       |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Col. of William &amp; Mary                   |                  |                      | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Colorado St. Univ.                       |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Columbus College                         |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Creighton Univ.                          |                  |                      | X                     |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Dickinson College                         |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Drake University                         |                  |                      |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |
| Eastern Ill. Univ.                        |                  | X                    |                       |                           |                                  |                   |                                   |                        |                          |                          |                            |                    |                |                |                |                |                  |                 |</p>
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<td>Policy on Withdrawal of Students</td>
<td>Evening Hours</td>
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<td>Increase in Violence</td>
<td>Respond to Major Crisis</td>
<td>Time Limits on Therapy</td>
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Note: X indicates availability.
CONSULTATION POSSIBILITIES

Directors expressed a willingness to consult with other Centers on the following topics:

(Bracketed numbers indicate consultants)

I. Administrative Issues
   1. Accountability (126, 149)
   2. Accreditation (100, 112)
   3. Budgeting Issues (159)
   4. Comprehensive Services (44, 65, 107, 140)
   5. Coordination of Services (50)
   6. Data Base Systems (125)
   7. Emergency Policies (84)
   8. Evaluation (140)
   9. Financial Survival (84, 119)
  11. Goal Setting (68)
  12. Grantsmanship (167)
  13. Income Generation (87, 118, 151, 127)
  14. Legal Issues (26, 52)
  15. Managerial Styles (22)
  16. Organizational Structure or Development (16, 80, 99, 103, 117, 126, 129, 147)
  17. Politics of Running a Center (109)
  18. Professional Standards (100)
  19. Reorganization (163)
  20. Small Center Organization (165)
  21. Staff Management Problems (112)
  22. Staff Selection (149)
  23. Walk-in Facilities (165)

II. Counseling Therapy Issues
   1. Adolescent Development Theory (106)
   2. Art Therapy (104)
   3. Assessing Readiness for Psychotherapy (106)
   4. Athlete Counseling (23, 145)
   5. Biofeedback (157)
   6. Brief Psychotherapy (9, 111, 118, 120)
   7. Couples Counseling (46, 71)
   8. Counseling Ethics (54)
   9. Counseling Gay Student (111)
  10. Counseling Men (143)
  11. Counseling Rape and Assault Victims (1, 55, 143)

Counseling Therapy Issues Con't.
  12. Counseling Research (42)
  13. Crisis Intervention (18, 44, 57)
  14. DSM III (129)
  15. Eating Disorders (26, 31, 79, 90, 116, 120, 143, 152)
  16. Family Therapy (156, 159)
  17. Group Counseling (49, 64, 157, 158)
  18. Hypnotherapy (117, 154)
  19. Molecular Psychiatry (28)
  20. Peer Counseling (2)
  21. Peer Review (129)
  22. Psychological Assessment (23, 32)
  24. Psychopharmacology (18)
  25. Psychotherapy with Health Professionals (123)
  26. Relaxation Groups (84)
  27. Returning Women (39, 49)
  28. Self Help Tapes (87)
  29. Sexuality Issues (1, 130, 180)
  30. Suicidal Students (18, 42, 78, 96, 169, 118, 125, 139, 152)
  31. Use of Psychiatric Consultants (37)

III. Programming
   1. Alcohol/drug abuse (57, 71, 79, 94, 148)
   2. Burnout (10, 11, 95)
   3. Commuters (100)
   4. Conflict Resolution (46)
   5. Consultation/Outreach Programming (11, 36, 89, 150)
   6. Death and Dying (42, 112, 116, 139, 154, 160)
   7. Emergency Liaison Teams (12)
   8. Employee Assistance Programs (94, 138)
   9. Human Potential Seminars (61)
  10. Human Resources Management (114)
  11. Leadership Training (2)
  12. Mental Health Programming (129)
  13. Multi-Media Approaches to Student Development (96)
  14. Outreach Programming (General) (11, 34, 68, 72, 91, 123, 150, 159)
  15. Paraprofessional Training (76, 90)
16. Procrastination (61)
17. Program Development (26, 54)
18. Programming for Mature Students (128)
19. Self Concept Enhancement (39, 158)
20. Self Hypnosis Program (158)
21. Social Skills (141)
22. Staff Development (54, 68)
23. Stress Management (4, 10, 12, 57, 84, 94, 103, 122, 141, 152)
24. Team Building (22)
25. Team Supervision (117)
26. Test Anxiety (61, 166)
27. Training Facility to Cope with Student Problems (12)
28. Transition-High School to College (81)
29. Tutorial Services (69)
30. Underachiever Program (61)
31. Use of Volunteers for Center Programming (96)
32. Violence on Campus (1)
33. Weight Reduction (120)
34. Wellness Programming (95)
35. Wilderness Trips for Personal Growth (141)
36. Workshop Development (50, 64)

IV. Career Development
1. Academic Advising (9, 76, 107)
2. Career Development Programming (29, 47, 65, 69, 70, 80, 82, 105, 158)
3. Placement Center Issues (65, 140, 148)

V. Establishing Relationships with Other Offices
1. Career Planning and Placement (149)
2. Psychiatric Services (105)
3. Department of Psychology (159)
4. General Campus Relationships (4, 167)
5. Collaboration with Other Student Affairs Offices (77)

VI. Other
1. Assessing Students' Stress (94)
2. Commuter Issues (100)
3. Developmental Issues (101, 163)
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