

COUNSELING CENTER SURVEY

AND DIRECTORY

1988





# University of Pittsburgh

UNIVERSITY COUNSELING AND STUDENT DEVELOPMENT CENTER  
Division of Student Affairs

October 17, 1988

Dear Colleague:

The report on the survey of Counseling Center Directors by the Urban Counseling Task Force is enclosed. The usual format is followed:

1. Survey highlights
2. Summary of data broken down by urban and non-urban and large and small institutions
3. A directory alphabetized by director and by institution

I hope you find the survey data helpful and encourage you to return the enclosed evaluation form.

Sincerely,

A handwritten signature in cursive script, appearing to read "Bob", written in dark ink.

Robert P. Gallagher, Director  
University Counseling and Student  
Development Center

P.S. Some corrections have been made since this was distributed at the UACCCD Conference.

RPB/hf



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Urban/Non-Urban Counseling Center  
SURVEY HIGHLIGHTS, 1988  
N=185

Considering the combined urban/non-urban data it was noted that:

- Fewer centers (4%) report charging students for counseling this past year, but an increasing number are charging faculty (10%), alumni (18%), and community people (20%). (Item 1)
- Centers collecting third party payments increased from 11% to 15% over the past year. (Item 2)
- 80 centers (43%) run a major testing program on campus and more than a third of these use these fees to support other center programs. (Items 3 & 4)
- 39 centers (21%) are supported by a mandatory fee and, at 30 of these centers, the fee covers 100% of the operating budget. (Items 5 & 6)
- 46 centers (mostly large and urban) have money budgeted for an administrative assistant and 15 centers have a research assistant on staff. (Item 8 & 9)
- 48 centers gained a professional staff position last year while 14 centers lost a position. Similar gains over losses were noted for other positions, especially interns where there was a 6 to 1 gain versus loss ratio. (Items 10 & 11)
- 84% of all counseling centers now have micro-computers. Generally these are for central office use, but some counselors in 63 centers (38%) have a personal computer in their offices, and all counselors in 13 centers (7%) have personal computers. (Items 12 & 13)
- 51% of the surveyed centers feel they have adequate psychiatric back-up; 29% feel that this back-up is not adequate, and 20% function with no psychiatric back-up. (Item 14)
- Of the 35 centers that actually have psychiatrists on staff most utilize them for consultation, evaluation, and drug therapy. Only 8 centers have psychiatrists doing psychotherapy. At most centers psychiatrists will only carry students on meds if they are being seen at the center for therapy. Several centers, however, will provide medication for students being seen for therapy elsewhere, and a few will medicate students not being seen in psychotherapy. The average consultation fee for psychiatrists is \$75.00 per hour. (Items 15 & 16)
- 59% of the directors report that psychologists who provide clinical supervision at their centers have had formal training in how to provide supervision but only 42% of the directors report having had such training. 96% of the directors believe that psychologists need more training in this area. (Items 17 & 19)
- 52 centers (28%) have either merged with or taken responsibility for wellness programs on campus. 38% have undergone other organizational changes in the past year and almost all are satisfied with these changes. (Items 20 - 22)
- 66% of direct service time in counseling centers is limited to personal counseling, 20% to career counseling, and 13% to academic counseling. (Item 23)
- When both personal and career counseling get done in a center, these are considered unique staff specialties in only 8% of the centers. In 61% of the centers all counselors do both personal and career counseling, and in 30% of the centers at least some counselors do both. (Item 24)
- At 124 schools (67%) there is an identifiable career development coordinator on campus; 26% of these report to the Counseling Center Director, 10% to the Placement Director, 39% to the Chief Student Personnel Officer, and 24% to some other administrator. (Items 25 & 26)
- 55% of Counseling Center Directors report to the Chief Student Personnel Officer, 10% to the Assistant Chief Personnel Officer, 3% to an Academic Dean, 7% to a Student Health Director, and 25% to some other administrator. 81% of the directors are satisfied with their present reporting arrangement. Those who are not, tend to be those who do not have a direct line to a senior administrative person. (Item 27 & 28)
- Most directors (86%) have no difficulty with supervisors who want more information on clients than can be ethically provided. 26 centers (14%) however, have significant concerns in this area and would like more help from professional associations in dealing with this problem. (Item 29)
- Retention issues continue to be of concern on most campuses. More than half the centers feel that their contributions in this area are not recognized or are underestimated. A few suggestions for helping with this problem are offered. (Items 30 & 31)

- 28% of the respondents believe that the higher level administration on their campuses know nothing or very little about the Counseling Center. Comments on how to gain more recognition are provided. (Item 32)
- 82% are satisfied with the number of referrals they get from faculty. About 76% of centers also felt that they would get help from influential faculty on campus if there was a threat to the existence of the Counseling Center. Comments on how to build faculty support are provided. (Items 33 & 34)
- 49% of centers have an internship program. Only 10% are APA approved and 9% are seeking such approval. The rest will not seek approval because: (1) their program is too small (2) the expense (3) or unhappiness with APIC and APA. (Item 35)
- Only 2% of centers keep no case records in their centers (5% reported no record keeping system in 1984); in 21% of the centers counselors keep their own records, with no central files. The remainder keep case notes, case summaries or both. Only 26% of centers report having any written guidelines on what to include in case notes. (Items 40 & 41)
- 148 centers (80%) had to hospitalize a student for psychological reasons this past year (average 7 hospitalizations per school), 117 centers (63%) had to give warning about a potentially suicidal student (average 4 per school), and 37 centers (20%) gave Tarasaff type warnings. (Average 1 to 2 warnings per center with one center giving 44 such warnings). (Items 42-44)
- 28 centers had their records subpoenaed in the past year, and 4 centers had suits filed against them; two suits were settled in favor of the center, one was settled out of court, and one is not yet decided. (Items 45-48)
- 91 centers (10%) had to terminate a counselor or intern last year for unethical practices. (Up from 4% the previous year). (Item 43)
- 56% of the centers report that they seem to be spending more time each year with students in severe psychological distress and only 2% state that these cases seem to be declining. (Item 53)
- 12% of the centers report more cases of anorexia last year, and 21% report an increase in bulimia cases. Generally, however, the incidence of these cases seems to be leveling off. (Items 54 & 55)
- 163 centers (88% are reporting an increase in the numbers of clients reporting sexual abuse as a child. (Item 56)
- 122 centers (66%) report working with at least one "fatal attraction" type case last year. See comments. (Item 57)
- Directors report that the average number of sessions per client 5 years ago was about 4.5; it has climbed to about 6 in the past year. This may reflect an increase in severity of client problems. (Items 59 & 60)
- 113 centers (61%) hired a counselor in the past year. Mean salary data is provided. (Items 61 & 62)
- 45 Directors (24%) report that they were faced with difficult ethical or legal issues in the past year. Examples are provided. (Item 63)
- Examples of innovative consultation/outreach projects and staff development programs are also summarized. (Items 64 & 65)



## SUMMARY DATA: URBAN VS NON-URBAN; LARGE VS SMALL

Raw Data Reported Outside Brackets (Adjusted Frequency inside)

	URBAN N=103	NON-URBAN N=68	LARGE N=91	SMALL N=80	TOTAL N=185	COMMENTS
1. Centers that charge a fee for counseling to:						14 centers did not indicate whether urban/non-urban, large or small
a. students	4 (4%)	3 (4%)	4 (4%)	2 (3%)	7 (4%)	those that charge students tend to do so after 5-10 sessions. Mean Fees: students \$15.00, faculty \$35.00, alumni \$42.00, community \$50.00. Some creative centers charge non-students \$1.00 for every \$1,000 of income.
b. faculty/staff	9 (9%)	7 (11%)	10 (11%)	5 (6%)	19 (10%)	
c. alumni	24 (23%)	7 (10%)	21 (23%)	8 (10%)	33 (18%)	
d. community	23 (22%)	10 (15%)	18 (20%)	9 (11%)	37 (20%)	
2. Centers that collect 3rd. party payments	11 (11%)	14 (21%)	12 (13%)	11 (14%)	28 (15%)	
3. Centers which run a major testing program	40 (39%)	31 (46%)	37 (41%)	33 (41%)	80 (43%)	32 centers report that fees from this support other center programs. Support ranges from 1% to 40% of the budget
4. Percentage of budget supported by testing program	12%	7%	12%	6%	9%	
5. Centers supported by a mandatory fee	23 (22%)	12 (18%)	22 (24%)	14 (17%)	39 (21%)	
6. Percentage of budget this fee covers	90%	79%	88%	78%	84%	When there is a mandatory fee it covers 100% of the budget in 75% of the cases
7. Centers that have money budgeted to bring in consultants	41 (40%)	27 (40%)	34 (37%)	33 (41%)	70 (38%)	
8. Centers that have an administrative assistant	32 (31%)	10 (15%)	36 (40%)	5 (6%)	46 (25%)	
9. Ctrs. with research asst.	6 (6%)	6 (9%)	8 (9%)	4 (5%)	15 (8%)	
10. Centers that have gained staff positions in past year:						
a. professional	31 (30%)	12 (18%)	25 (28%)	18 (22%)	48 (26%)	For the 6th year in a row counseling centers have gained more positions than they have lost in every category
b. clerical	8 (8%)	10 (14%)	7 (8%)	9 (11%)	19 (10%)	
c. graduate assistant or 1/2 time intern	11 (11%)	6 (9%)	7 (8%)	7 (9%)	17 (9%)	
d. full time intern	9 (9%)	2 (3%)	9 (10%)	2 (3%)	13 (7%)	
11. Centers that have lost staff positions in past year:						
a. professional	11 (11%)	10 (14%)	12 (13%)	9 (11%)	24 (13%)	
b. clerical	5 (5%)	2 (3%)	5 (6%)	4 (5%)	11 (6%)	
c. graduate assistant or 1/2 time intern	2 (2%)	3 (5%)	3 (3%)	3 (4%)	6 (3%)	
d. full time intern	0 (0%)	2 (3%)	0 (0%)	2 (3%)	2 (1%)	
12. Centers that have an						
a. on-line computer	57 (55%)	33 (48%)	47 (52%)	42 (53%)	96 (52%)	These percentages which gained so rapidly over the last 3 years have begun to level off
b. microcomputer	84 (82%)	58 (85%)	84 (92%)	62 (77%)	155 (84%)	
13. Counselors have own personal computers:						
a. yes, all	3 (3%)	8 (12%)	2 (2%)	8 (10%)	13 (7%)	
b. yes, some	35 (34%)	22 (32%)	35 (38%)	23 (29%)	63 (34%)	
c. no	65 (63%)	38 (56%)	55 (60%)	49 (61%)	111 (60%)	

	<u>URBAN</u>	<u>NON-URBAN</u>	<u>LARGE</u>	<u>SMALL</u>	<u>TOTAL</u>	<u>COMMENTS</u>
14. Centers have psychiatric backup:						
a. all that they need	55 (53%)	32 (47%)	53 (58%)	35 (44%)	94 (51%)	
b. yes, but not an adequate amount	32 (30%)	19 (28%)	24 (26%)	24 (30%)	54 (29%)	
c. no	13 (13%)	24 (35%)	15 (17%)	21 (26%)	37 (20%)	
15. Centers that have psychiatrists on staff	21 (20%)	10 (15%)	20 (22%)	11 (14%)	35 (19%)	
16. At those centers that have psychiatrists on staff:						
a. psychiatrists carry a therapy caseload	4 (20%)	2 (17%)	5 (23%)	2 (20%)	8 (24%)	Average hourly fee paid to psychiatrist for consultation is \$75.00
b. Psychiatrists will carry students on meds only if seen at the center for therapy	19 (88%)	8 (75%)	18 (82%)	9 (87%)	30 (85%)	
c. Psychiatrists will carry students on meds if seen elsewhere for therapy	3 (12%)	3 (27%)	4 (18%)	3 (29%)	8 (23%)	
d. Psychiatrists will carry students for drug therapy even if they are not receiving psychotherapy	6 (29%)	6 (56%)	8 (40%)	4 (31%)	12 (36%)	
17. Centers where psychologists who provide supervision have had formal training in providing supervision	63 (61%)	39 (57%)	55 (60%)	45 (56%)	109 (59%)	
18. Directors who have received formal training in supervision	45 (40%)	29 (42%)	36 (40%)	34 (43%)	78 (42%)	
19. Directors who believe most psychologists could benefit from more training in supervision	100 (97%)	66 (97%)	87 (96%)	77 (96%)	178 (96%)	Please send request if you would like a list of people with special expertise in supervision
20. Centers that have merged with or taken responsibility for wellness programs	25 (24%)	20 (30%)	18 (20%)	30 (37%)	52 (28%)	
21. Centers which have undergone organizational changes in recent years	37 (36%)	30 (44%)	33 (36%)	31 (39%)	70 (38%)	
22. If centers have undergone change level of directors satisfaction:						
a. very satisfied	19 (51%)	16 (54%)	11 (35%)	20 (64%)	36 (51%)	
b. moderately satisfied	16 (44%)	11 (37%)	19 (56%)	9 (28%)	28 (40%)	
c. very unsatisfied	2 (5%)	2 (6%)	2 (6%)	2 (6%)	4 (6%)	
23. Approximate percentage of staff time devoted to:						
a. personal counseling					66%	Total data only computed
b. career counseling					20%	
c. academic counseling					13%	
d. others					1%	
24. If both personal and career counseling done in center:						
a. all counselors do both	7 (7%)	35 (51%)	57 (62%)	46 (58%)	113 (61%)	
b. some counselors do both, others specialize in career or personal	27 (26%)	28 (41%)	31 (34%)	23 (29%)	56 (30%)	
c. all counselors specialize	6 (6%)	5 (8%)	3 (3%)	9 (11%)	15 (8%)	

	URBAN	NON-URBAN	LARGE	SMALL	TOTAL	COMMENTS
25. Centers which have an identifiable career development coordinator	(65%)	49 (72%)	59 (65%)	56 (70%)	124 (67%)	
26. If yes to #25 this person reports to:						
a. Counseling Center Director	18 (27%)	12 (24%)	13 (22%)	18 (32%)	32 (26%)	
b. Placement Director	7 (11%)	4 ( 8%)	6 (10%)	5 ( 9%)	12 (10%)	
c. Chief Student Personnel Officer	20 (30%)	22 (45%)	23 (40%)	22 (40%)	48 (39%)	
d. Other	16 (24%)	11 (22%)	15 (26%)	11 (19%)	30 (24%)	
27. Directors report to:						
a. Chief Student Personnel Officer	50 (49%)	47 (69%)	42 (46%)	57 (71%)	102 (55%)	
b. Assistant to CSPO	10 (10%)	6 ( 9%)	13 (14%)	4 ( 5%)	19 (10%)	
c. Academic Affairs Dean	6 ( 6%)	0 ( 0%)	4 ( 4%)	1 ( 1%)	6 ( 3%)	
d. Student Health Director	8 ( 8%)	2 ( 3%)	10 (11%)	1 ( 1%)	13 ( 7%)	
c. Other	29 (28%)	13 (19%)	22 (24%)	18 (22%)	46 (25%)	
28. Directors who are satisfied with arrangement in #27	84 (82%)	58 (85%)	74 (81%)	68 (85%)	150 (81%)	
29. Directors who have difficulty with supervisors in terms of his/her wanting more information than can be ethically shared	15 (15%)	7 (10%)	9 (10%)	14 (17%)	26 (14%)	Directors have suggested using APA Ethics Office, or IACS guidelines for support. Writing a brochure on confidentiality for Student Affairs staff and administrator or distributing available guidelines might also help.
30. Interest on campus about student retention:						
a. very high interest	64 (62%)	39 (58%)	59 (65%)	46 (57%)	115 (62%)	
b. interest had risen in recent years but seems to be declining	20 (19%)	15 (22%)	7 ( 8%)	15 (19%)	37 (20%)	
c. not much of an issue here	19 (18%)	13 (19%)	15 (16%)	19 (24%)	33 (18%)	
31. View on campus of center contributing to retention efforts:						Centers have made administration aware of retention efforts by initiating, or serving on retention committees, publishing journal articles on the topic, distributing outcome research, collecting exit interview data, working with probation student, etc.
a. yes, accurately perceived	46 (45%)	27 (40%)	36 (40%)	35 (44%)	78 (42%)	
b. yes, but contributions underestimated	44 (43%)	35 (51%)	47 (52%)	35 (44%)	89 (48%)	
c. Yes, but contribution overestimated	1 ( 1%)	1 ( 1%)	1 ( 1%)	1 ( 1%)	2 ( 1%)	
d. no, efforts not recognized	10 (10%)	5 ( 7%)	6 ( 7%)	7 ( 9%)	17 ( 9%)	
32. Knowledge of higher level administration about center:						
a. very knowledgeable and supportive	24 (23%)	20 (30%)	24 (26%)	20 (25%)	48 (26%)	Comments as to how to gain more recognition at this level reported under Item #66.
b. reasonably well acquainted with our services	47 (46%)	31 (46%)	39 (43%)	41 (51%)	87 (47%)	
c. not very knowledgeable	30 (29%)	15 (22%)	25 (28%)	19 (24%)	48 (26%)	
d. they hardly know we exist	2 ( 2%)	1 ( 1%)	3 ( 3%)	0 ( 0%)	4 ( 2%)	

	<u>URBAN</u>	<u>NON-URBAN</u>	<u>LARGE</u>	<u>SMALL</u>	<u>TOTAL</u>	<u>COMMENTS</u>
33. Satisfaction with number of referrals from faculty:						
a. yes, very much so	22 (21%)	18 (26%)	22 (24%)	18 (23%)	43 (23%)	
b. reasonably well satisfied	61 (59%)	40 (59%)	57 (63%)	42 (53%)	109 (59%)	
c. no, most faculty seem to have little interest in counseling needs of students	22 (21%)	10 (15%)	12 (13%)	19 (24%)	33 (18%)	
34. If attempt was made to eliminate center would faculty come to your support?						
a. yes, in large numbers	20 (19%)	14 (21%)	13 (14%)	22 (27%)	37 (20%)	Comments of creative ways to build faculty support reported under #67.
b. yes, from key faculty involved in University governance	55 (53%)	41 (60%)	53 (58%)	43 (54%)	104 (56%)	
c. some would help but they might not be the most influential	26 (25%)	11 (16%)	20 (22%)	14 (18%)	37 (20%)	
d. no, we wouldn't get much help	3 (3%)	2 (3%)	5 (6%)	1 (1%)	7 (4%)	
35. Internship program at your center?						
a. yes, APA approved	15 (15%)	2 (3%)	16 (18%)	2 (3%)	19 (10%)	Reasons centers do not intend to seek approval include small staff size, too much time, money, and politics, can't afford to pay stipends, and unwillingness to turn leadership for running the counseling center over to the increasingly expensive APIC, and APA accreditation committees
b. yes, seeking APA approval	10 (10%)	5 (7%)	12 (13%)	4 (5%)	17 (9%)	
c. yes, not seeking APA approval	29 (28%)	21 (31%)	21 (23%)	31 (39%)	56 (30%)	
d. no	47 (47%)	40 (60%)	41 (46%)	42 (53%)	94 (51%)	
36. Centers that have filled all their internship slots	54 (82%)	28 (67%)	49 (34%)	37 (66%)	92 (77%)	This data suggests that 23% of centers that provide internships had not filled their openings by mid-summer
37. Directors that feel interns need training in the following areas:						
a. short term developmental counseling	91 (88%)	58 (86%)	83 (91%)	65 (81%)	163 (88%)	Most center's provide training for interns in all of these areas, especially in crisis intervention (90%) and short term developmental counseling (89%)
b. alcohol abuse counseling	42 (41%)	24 (35%)	39 (43%)	30 (38%)	72 (39%)	
c. counseling around gender issues	79 (77%)	43 (63%)	67 (74%)	57 (71%)	131 (71%)	
d. crisis intervention	89 (86%)	63 (93%)	85 (93%)	67 (84%)	167 (90%)	
e. legal issues	88 (85%)	49 (72%)	75 (82%)	66 (83%)	152 (82%)	
f. psychological evaluation	78 (76%)	40 (59%)	66 (73%)	51 (64%)	128 (69%)	
g. cross cultural counseling	93 (90%)	52 (77%)	80 (88%)	68 (85%)	159 (86%)	
h. eating disorders	82 (80%)	60 (88%)	78 (86%)	65 (81%)	154 (83%)	
38. level at which centers with practicums accept students:						
a. first year masters	29 (28%)	14 (20%)	23 (25%)	18 (22%)	44 (24%)	
b. second year masters	50 (49%)	39 (57%)	17 (19%)	49 (61%)	98 (53%)	
c. beyond masters	25 (24%)	16 (23%)	23 (25%)	13 (16%)	41 (22%)	

	<u>URBAN</u>	<u>NON-URBAN</u>	<u>LARGE</u>	<u>SMALL</u>	<u>TOTAL</u>	<u>COMMENTS</u>
39. Director's Faculty status:						
a. adjunct appointment in a department	40 (39%)	22 (33%)	38 (42%)	23 (29%)	68 (37%)	
b. full appointment in a department	8 ( 8%)	7 (11%)	8 ( 9%)	6 ( 8%)	15 ( 8%)	
c. no faculty appointment	43 (42%)	28 (41%)	30 (33%)	38 (48%)	72 (39%)	
40. Information kept in central files:						
a. we keep no case records	10 ( 1%)	3 ( 3%)	0 ( 0%)	3 ( 4%)	4 ( 2%)	There is a decline in the number of centers that keep no case records.
b. counselors keep own records, no central files	18 (17%)	18 (29%)	13 (14%)	21 (27%)	39 (21%)	
c. notes on all sessions	16 (15%)	14 (21%)	15 (17%)	18 (22%)	35 (19%)	
d. case summaries	26 (25%)	5 ( 8%)	16 (18%)	14 (18%)	33 (18%)	
e. both c. and d.	37 (36%)	27 (39%)	43 (47%)	23 (29%)	6 ( 3%)	
41. Centers that have written guidelines on what to include in case notes	28 (27%)	17 (25%)	30 (33%)	15 (19%)	48 (26%)	
42. Centers that had to hospitalize a student for psychological reasons during the year	77 (75%)	59 (87%)	76 (83%)	63 (79%)	148 (80%)	Centers averaged 7 hospitalization this year. Several hospitalized 35-40 students
43. Centers that had to notify a 3rd party about potentially suicidal student	62 (60%)	43 (63%)	56 (61%)	51 (64%)	117 (63%)	Centers averaged 4 such warnings. One Center gave 45 warnings
44. Centers that had to give warning during the year about a student who posed a danger to another person	21 (20%)	14 (21%)	19 (21%)	12 (15%)	37 (20%)	Down 8% from previous years, most centers give 1-2 warnings; one Center gave 44.
45. Centers where records or counselors have been subpoenaed in past year	21 (20%)	6 ( 9%)	21 (23%)	5 ( 6%)	28 (15%)	
46. If subpoenaed, did center comply?						
a. yes	2 ( 9%)	1 (15%)	2 ( 9%)	1 (20%)	4 (13%)	
b. yes, but had clients permission	11 (55%)	4 (71%)	12 (59%)	1 (20%)	15 (55%)	
c. yes, but only after court order	6 (27%)	1 (14%)	5 (23%)	2 (43%)	7 (26%)	
d. no, did not need to comply	2 ( 9%)	0 ( 0%)	2 ( 9%)	1 (18%)	2 ( 6%)	

EXAMPLES OF SUBPOENAS:

- a. For a personal injury suit, vocational counseling records were subpoenaed.
- b. Clients had been fired from work position, wanted records to support case for damages.
- c. Insurance claims (2), divorce suits, custody hearings (2).
- d. Client suing for damages stemming from accident in hotel. Hotel's attorney sought client's records.
- e. Student claimed emotional trauma after alleged assault in Dorm and was suing the University.
- f. Counseling records of impact resulting from client's loss of family killed by drunk driver.
- g. Murder case of a former student.
- h. Child abuse case.
- i. Suicide case.
- j. We are being sued on an L.D. case.
- k. Personal injury cases.

	<u>URBAN</u>	<u>NON-URBAN</u>	<u>LARGE</u>	<u>SMALL</u>	<u>TOTAL</u>	<u>COMMENTS</u>
47. Suits against center in past year:	4 ( 4%)	0 ( 0%)	4 ( 4%)	0 ( 0%)	4 ( 2%)	

NATURE OF SUITS:

- a. Sexual harassment suit.
- b. We are in the pre-suit stage and it does not appear any formal suit will be lodged against us.
- c. An L.D. diagnosis case.
- d. Too complicated to report now.

48. Outcome of suit:

a. for the Center	2	0	2	0	2
b. against the Center	0	0	0	0	0
c. settled out of court	1	0	1	0	1
d. not yet decided	1	0	1	0	1

49. Centers which had to terminate a counselor or intern for unethical practices

9 ( 9%)	7 (11%)	8 ( 9%)	7 ( 9%)	19 (10%)
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Examples of circumstances leading to reprimand or termination of a counselor or intern:

- a. Counselor offered student private counseling for a fee during summer when the counselor was not working.
- b. Over involvement - having client use home as refuge.
- c. Sexual harassment of a secretary.
- d. Staff was releasing information without signed consent.
- e. A counselor brought offensive sexual material into a session.
- f. Failure to adequately disguise a case when discussing it in class.
- g. Male intern being excessively friendly to female staff.
- h. Not notifying authorities of child abuse situation.
- i. An intern experiencing serious emotional distress
- j. Receiving gifts from clients.
- k. Psychologist refused to keep client records despite agency policy.

50. Centers which provide handouts to students on the following:

a. the nature of counseling	46 (45%)	56 (54%)	51 (56%)	31 (39%)	89 (48%)
b. confidentiality policy	64 (62%)	47 (69%)	65 (71%)	43 (54%)	118 (64%)
c. their rights as a client	42 (41%)	28 (41%)	42 (46%)	28 (35%)	74 (40%)

51. Centers which provide a handout describing circumstances under which a counselor might need to break a students confidence

48 (47%)	33 (49%)	53 (58%)	30 (37%)	87 (47%)
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52. Center that had a major crisis on campus that required attention by staff

47 (46%)	35 (51%)	47 (52%)	35 (44%)	91 (49%)
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EXAMPLES OF MAJOR CRISES WHICH REQUIRED STAFF ATTENTION:

- a. A number of schools reported dramatic suicides that created considerable disturbance on campuses, i.e. hanging from the football field observation tower, from a centrally located tree on campus, and on a theatre stage where the student had performed; a suicide by shooting in a classroom, leaps from central campus building, and a student who threw himself in front of a MAC truck. All required significant interventions.
- b. Several gang rapes.
- c. Two earthquakes, and several destructive fires.
- d. A plane crash killed an entire football team, coaches and many fans.
- e. Student killed on an out-of-country field trip. Counselor sent to work with remainder of the travel party.
- f. A number reported having to deal with bizarre behavior of students in public places, e.g. student sitting in public tree for hours at a time.
- g. Several murders, three on one campus, resulting in considerable campus apprehension until murderer was apprehended.
- h. A few reported dealing with threats of violence to faculty members and students.
- i. There were also a number of significant sexual harassment cases reported.

	<u>URBAN</u>	<u>NON-URBAN</u>	<u>LARGE</u>	<u>SMALL</u>	<u>TOTAL</u>	<u>COMMENTS</u>
53. Number of students seeking help who are in severe psychological distress:						
a. Each year we seem to spend more time working with these more severe cases	63 (61%)	33 (48%)	48 (53%)	46 (57%)	103 (56%)	
b. We see many such cases each year - no significant change	38 (37%)	29 (42%)	40 (44%)	28 (35%)	72 (39%)	
c. These cases seem to be declining in our center	1 (1%)	3 (5%)	9 (1%)	3 (4%)	4 (2%)	
d. Our Center is not staffed to handle such problems - they tend to go elsewhere on or off campus	1 (1%)	3 (5%)	9 (1%)	3 (4%)	6 (3%)	
54. Relative to other years, number of cases of Anorexia:						
a. more	14 (14%)	62 (6%)	10 (11%)	10 (12%)	22 (12%)	3 years ago the seeing more figure was 40%, 2 years ago 20%, and last year 12%.
b. about the same	65 (63%)	42 (62%)	59 (65%)	47 (59%)	117 (63%)	
c. less	23 (22%)	22 (32%)	22 (24%)	23 (29%)	46 (25%)	
55. Relative to other years, number of cases of Bulimia						
a. more	22 (21%)	13 (19%)	18 (20%)	18 (23%)	39 (21%)	3 years ago the seeing more figure was 67%, 2 years ago 48%, and last year 37%.
b. about the same	66 (64%)	44 (64%)	58 (64%)	47 (59%)	117 (63%)	
c. less	15 (15%)	11 (16%)	14 (15%)	14 (18%)	28 (15%)	
56. Centers that have noticed an increase in the numbers of clients reporting sexual abuse as a child:	92 (89%)	58 (85%)	82 (90%)	70 (87%)	163 (88%)	Suggestions for pursued: 1. Take pains not to reinforce unwanted behavior. 2. State clearly to pursuer that they want no further contact. 3. If attention persists, document and seek witnesses. 4. Seek help from administration. 5. Get a legal restraining order.
57. Centers that worked with "Fatal Attraction" type cases in past year:	61 (59%)	48 (71%)	58 (64%)	54 (68%)	122 (66%)	
58. In these "Fatal Attraction" cases who sought counseling:						
a. the pursuer	31 (30%)	20 (30%)	25 (28%)	22 (28%)	54 (29%)	
b. the pursued	31 (30%)	25 (37%)	25 (28%)	32 (40%)	61 (33%)	
c. both	41 (40%)	20 (29%)	36 (40%)	26 (32%)	70 (38%)	
59. Average number of sessions per client 5 years ago	-	-	-	-	4.5	This increase in the average number of client visits perhaps reflects the increase in severity of student problems over this time period.
60. Average number of sessions per client this past year	-	-	-	-	6.0	
61. Centers which hired a new counselor this past year	61 (59%)	60 (61%)	58 (64%)	46 (58%)	113 (61%)	

TOTAL DATA ONLY

	<u>Caucasian Males (N=45)</u>	<u>Caucasian Females (N=74)</u>	<u>Minority Males (N=81)</u>	<u>Minority Females (N=23)</u>	<u>Mean Totals Based on Credentials</u>
62. Mean salary of newly hired:					
a. Doctorate and experience (N=35)	\$30,600(N=13)	\$30,200(N=15)	\$32,400(N=3)	\$32,100(N=4)	\$30,750
b. New doctorate (N=36)	\$27,100(N=11)	\$27,600	-	\$27,800(N=5)	\$27,700
c. ABD (N=21)	\$24,500(N=7)	\$24,600(N=1)	\$25,500(N=1)	\$27,300(N=5)	\$25,250
d. Master's Counseling (N=32)	\$22,000(N=7)	\$21,800(N=18)	\$23,400(N=2)	\$22,500(N=5)	\$22,000
e. MSW (N=19)	\$24,800(N=5)	\$23,600(N=11)	\$26,000(N=1)	\$28,000(N=2)	\$24,500
f. Other (N=7)	\$23,000(N=2)	\$23,500(N=2)	\$27,200(N=1)	\$27,500(N=2)	\$25,000
TOTALS (sex and race)	\$26,300	\$25,800	\$27,200	\$27,300	

	<u>URBAN</u>	<u>NON-URBAN</u>	<u>LARGE</u>	<u>SMALL</u>	<u>TOTAL</u>
63. Centers that have been confronted with difficult ethical or legal issues in the past year	26 (25%)	19 (23%)	28 (30%)	17 (19%)	45 (24%)

EXAMPLES OF ETHICAL OR LEGAL ISSUES:

- a. Theft of counseling session tapes.
- b. Ethical issues with getting involved with borderline clients because of limits of service.
- c. Internal auditor wanting names of clients who had paid for counseling.
- d. A few "duty to warn" quandries.
- e. We have been advised by University legal counsel that licensed psychologists are protected by privileged communication regulations.
- f. Should we report to a partner that their lover has AIDS.
- g. Counselor trying to persuade a client to become a lesbian.
- h. Counselor boarding one of her clients in her home.
- i. Confidentiality in a case where student was concerned about suicidal faculty member.
- j. Practicum student had an affair with a married client.
- k. Academic Dean wanted us to provide his staff with information regarding students his staff had referred for counseling.
- l. Former supervisor developed relationship with female client.
- m. Child sexual abuse cases
- n. Practicum student applicant who had been a client some years ago.
- o. President wants to know if we saw someone based on a letter by a parent.
- p. Attempted homosexual seduction of a client by a campus minister.
- q. Encouraging a client who is HIV positive to notify partners.
- r. Female client is a witness in a murder trial.

64. INNOVATIVE CONSULTATION/OUTREACH PROJECTS: (schools identified by number)

- a. Working with the college of engineering to do some assessment and individualized workshops to fight high attrition (081).
- b. The C.C. sponsored a wellness column in the student newspaper (022).
- c. Consultation with Resident Life Staff in developing a "case management mode that develops a protocol for urgent and non-urgent cases, utilizing a developmental approach (064).
- d. Sponsored a regional conference in Fall '88 on sexually transmitted diseases, AIDS, and psychological responses (151).
- e. Programs on dating expectations and acquaintance rape for freshman orientation (090).
- f. A campus alcohol and drug use survey was completed (087).
- g. We instituted a new C/O committee that will include professionals, staff, interns and practicum students. The committee will initiate a series of new C/O projects this coming year (149).
- h. We have assisted several Pennsylvania Commonwealth (Branch) Campuses to develop psychological service delivery systems on their campuses (085).
- i. An outreach program on "receptionist skills" and dealing with difficult students for secretarial staff on campus (129).
- j. Videotaped study skills - sent copies around campus (053).
- k. Workshop on co-dependency offered at Women's Center (147).
- l. Relationship addiction workshop (061).
- m. New substance abuse program - includes training athletes to be peer educators to their teams (150).
- n. Cope-Line (Towson State University) (115).
- o. Minority female staff member goes to where minority students congregate and provides counseling, and makes referrals to appropriate services. She provides workshops on topics of request and need. Also, developed liaison relationship with minority faculty and staff (083).
- p. Meetings with different departments to clarify roles and duties of Academic Skills Center, Career Development Center and Health Center (011).
- q. At the request of various Deans our career counselors make presentation to audiences of approximately 200 students on career planning, resume writing, preparing for employment, interviews, etc. (069).

65. SELECTED EXAMPLE OF STAFF DEVELOPMENT PROGRAM

- a. In-service once a month for 2-4 hours (166).
- b. Workshops on minority programming, counseling issues with AIDS and confidentiality by outside consultants (186).
- c. Dealing with difficult individuals from a systems viewpoint with an elaborate case study (064).
- d. Seminars, book reports, conference reports and consultant on short-term counseling (125).
- e. College attorney reviews law related to legal liability and confidential relationship for staff (041).
- f. Role playing difficult actual clients in staff meetings with different staff role playing the therapist (RI call).
- g. Weekly professional practice seminars for interns and staff (149).
- h. We regularly invite guests to make presentations to our staff (094).
- i. Program on cross-cultural counseling (085).
- j. Presentation by local psychiatrist on latest developments in psychopharmacological treatment for panic disorders (008).
- k. Presentations on marriage therapy and substance abuse (150).
- l. Campuswide presentation by outside experts on adult children of alcoholics (133).
- m. In-service seminars on LD, post traumatic stress disorder in sexual assault victims, and diagnostic issues in Family Drawings (103).
- n. Regular training with staff at local psychiatric hospitals (013).
- o. In-service on guilt and shame and in-service on incest survivors (083).



66. EXAMPLES OF EFFECTIVE WAYS OF GAINING MORE RECOGNITION AT HIGHER LEVEL ADMINISTRATION

- a. Publications (in-house) addressing specific interventions and positive retention outcomes (106).
- b. Sending monthly reports on our services (166).
- c. Respond to recurring crises (151).
- d. Circulate year end report (071).
- e. By nominating staff for promotions, discretionary pay increases "excellence" awards (109).
- f. Publish results of our needs survey (149).
- g. Work with upper administrator's family (Q75).
- h. Articles in the faculty newsletter (045).
- i. Invite CEO to a staff meeting. He also really appreciated and requested a new version of the sample counseling log we sent him a few years ago (158).
- j. A Student Life Notebook for faculty (005).
- k. Published "Students in Distress" brochure for faculty; ran workshop for faculty on "Improving Advisory Skills" (078).
- l. We had President in for a visit and expect to have members of Board of Trustees visit this Fall (023).

67. EXAMPLES OF CREATIVE WAYS OF BUILDING FACULTY SUPPORT ON CAMPUS:

- a. Have faculty status; presentations in structured classroom settings (106).
- b. Setting limits on our counseling service which led to increased waiting list, which led to faculty support of an increase in our personnel budget (064).
- c. We had a series of "un-holiday" parties, small social events to which we invited all faculty (154).
- d. Cooperative programs/classes to meet needs of special students with academic problems (046).
- e. Visibility, guest lectures, therapy for faculty and spouses, popular structured groups (165).
- f. Wider distribution of annual report, referral guideline brochure for faculty (011).
- g. Asking faculty to be guest speakers in a weekly forum sponsored by the C.C. (140).
- h. Our involvement in the academic portion of new student orientation has given us visibility and credibility (139).
- i. We see faculty for psychotherapy (047).
- j. Advisory Board made up of faculty members (049).
- k. Partnership with first year faculty coordinators (092).
- l. Produced and distributed "Guide to Referrals" for faculty and staff (116).
- m. We offer counseling center information groups to departments faculty and graduate assistant teachers (019).
- n. Provide program on "the difficult student" (031).
- o. Respond quickly, 24 hours a day, to anxiety producing situations (080).
- p. Provide special group workshop to faculty (155).
- q. Free consultation to faculty for personal problems (134).
- r. Annual letter and "How To Deal With A Disturbed Student" brochure (018).
- s. Publish faculty newsletter (130).



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