National Survey of Counseling Center Directors

2009

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Sponsor: The American College Counseling Association (ACCA)
Publisher: The International Association of Counseling Services, Inc.
Monograph Series Number 8R
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Project Support

This project could not be accomplished without the financial support of the Provost’s office at the University of Pittsburgh, the space provided by the School of Education’s Department of Administrative and Policy Studies and the assistance of the Technical Support Office.

Funding has also been generously provided by the American College Counseling Association. ACCA actively promotes ethical professional counselor practice and training in higher education settings. ACCA also offers opportunities for advocacy and leadership, provides continuing education, facilitates communication within the profession, funds and disseminates research, and publicly recognizes meritorious contributions to the profession.

ACCA WEBSITE:  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.iacsinc.org
Overview

The National Survey of Counseling Center Directors has been conducted since 1981 and includes data provided by the administrative heads of college and university counseling centers in the United States and Canada.

The survey attempts to stay abreast of current trends in counseling centers and to provide counseling center directors with ready access to the opinions and solutions of colleagues to problems and challenges in the field. The areas addressed cover a range of concerns including budget trends, current concerns, innovative programming, and a number of other administrative, ethical and clinical issues.
2009 SURVEY HIGHLIGHTS (N=302)

More complete data by institutional size are provided with the survey data.

1. 57% of directors and 69% of staff in the survey are women. Most directors identify themselves as counseling psychologists (37%), 28% are clinical psychologists, 16% are professional counselors, and 5% are mental health professionals. Three directors are psychiatrists. Others included social workers, family therapists, public health administrators and nurses. (The latter probably from merged health and counseling centers).

2. The 302 centers surveyed represent 2.6 million students who are eligible for counseling services at their institutions.

3. 6.1% of centers charge for personal counseling, down from a peak of 17.2% in 1996. Only 1.7% of centers collect third party payments. The mean fee centers charge is $13.00 and the mean annual income is $58,000 (Items 1-2).

4. 59% of centers are supported by mandatory fees; 23% comes from student health fees, 15% from a student life fee, and 3.4% from a counseling center fee (Item 3).

5. 10.4% of enrolled students sought counseling in the past year. This represents approximately 270,000 students from the surveyed schools. 32.5% (more than three times as many) were seen by counselors in other contexts (workshops, orientations, classroom presentations, etc.) (Items 4 & 6).

6. The ratio of counselors to students is 1 to 1,527. Smaller schools have better ratios (Item 5).

7. 107 new staff positions were funded during the past year and 37 positions were lost which appears to be a positive trend. (Items 7 & 8).

8. 31% of centers tend to place limits on the number of client counseling sessions allowed. 41% do not have a session limit policy but promote their centers as a short-term service and rely on counselors to make responsible judgments about how long a student can be seen. 29% tend to see students as long as necessary to resolve the presenting problems but will make external referrals when clinically advisable. (Item 9a)

9. The average number of counseling sessions for all students is 6.2 sessions per client. Based on earlier surveys this average tends to be approximately the same for time-limited counseling centers and for centers that do not have formally established limits. (Item 9b).

10. Only 41% of centers do a pre-assessment before assigning clients to counselors. Of those that do:

   11.6% use a telephone assessment/intake system.
3.1% use a computerized assessment/intake system.
11.6% have one or more specialized triage counselors
64.3% include all counseling staff in the assessment/intake process.
9.3% report “other” strategies. (Item 10)

11. 45% of centers generate a DSM-IV type of diagnosis on 50% or more of their Clientele, 55% rarely, or never, do this kind of diagnosis. (Item 11)

12. 74% of centers use an institution-wide format for evaluating professional staff,
16% use a format designed specifically for the counseling center and 10% do not carry out any type of systematic evaluation. (Item 12)

13. In establishing criteria for staff evaluation, 43% of directors base them on job descriptions, 15% utilize client outcome data, 28% establish annual goals for each counselor, 62% use both job description and annual goal setting, and in 9% of the centers each counselor contracts annually for services that are to be provided that year. These methods tend to differ in unionized centers or for counselors who are faculty. (Item 13)

14. How directors would respond to different emails arriving at their centers. (Item 14)
   a. 80% would respond and provide feedback to a client who emails a request for a schedule change. 18% would respond in another way and 2% would not respond.
   b. Only 33% would respond by email to a student reporting a personal crisis. 67% would respond in another way.
   c. 14% would respond by email to a student wanting to continue a counseling discussion by email. 76% would respond in another way and 10% would not respond.
   d. 46% would respond by email to a non-client reporting a crisis. All but one remaining director would respond in another way.

15. 70% of centers expect clinical staff to take after-hours and weekend calls for mental health emergencies. Only 4% of centers provide additional compensation for this responsibility and only 22% give compensatory time off. 74% of centers believe that these duties are part of the clinical staffs expected responsibilities. However, 30% of these will allow a counselor who is working late in the evening or early morning to arrive later the next day if their clients can be rescheduled, and 5% will give additional time off when students are on break. (Items 15 & 16)

16. When professional staff are not expected to take after-hours emergency calls, 57% of centers have calls referred to community services, 6.4% contract with a local emergency service that will do assessments without a fee, 5.5% contract, for a fee, with a national telephone service that will, when necessary, make referrals to local clinicians, and one center contracts with local emergency services and pays a fee per contact. 30% of centers that do not take after hours calls make other arrangements. In a number of centers the director handles all such calls. (Item 17)
17. 61% of the surveyed directors have access to on-campus psychiatric consultation. (Item 18)

18. 16% of center clients are referred for psychiatric evaluation and 25% are on psychiatric medication. The latter is up from 20% in 2003, 17% in 2000, and 9% in 1994. In addition, 91% of directors believe that there is an increase in the number of students coming to campus who are already on psychiatric medication (up from 87.5% in 2007). (Items 20-22)

19. 93.4% of directors report that the recent trend toward greater number of students with severe psychological problems continues to be true on their campuses. In addition, over the past five years, the following percentage of directors have noted increases in the following problems: (Items 23-24)

- 75.9% Psychiatric medication issues.
- 70.6% Crisis issues requiring immediate response.
- 57.7% Learning disabilities.
- 55.7% Self-injury issues (e.g. Cutting to relieve anxiety) (75% at large schools).
- 46.5% Illicit drug use (Other than alcohol).
- 45.0% Alcohol abuse.
- 26.5% Eating disorders.
- 24.7% Sexual assault concerns (On campus).
- 23.0% Problems related to earlier sexual abuse.

20. Directors report that 48.4% of their clients have severe psychological problems. 7.4% of these have impairment, so serious, that they cannot remain in school or can only do so with extensive psychological/psychiatric help, while 40.9% experience severe problems but can be treated successfully with available treatment modalities (Item 29).

21. Item 30 provides information on what centers are doing to address the increase of students with serious psychological problems.

- 60.6% increased the amount of time training faculty and others to respond in a helpful way to students in trouble and to make appropriate referrals.
- 59.3% served on a campus-wide Student Assistance Committees.
- 53% expanded external referral networks.
- 48.7% provide psycho-educational assistance on center websites.
- 47.4% increased training for staff in working with difficult cases.
- 30.5% increased psychiatric consultation hours.
- 28.5% increased counseling center staff.
- 19.9% increased part-time counselors during busy time of year.
• 16.9% increased training for staff in time-limited therapy. Other actions taken include providing more mandated suicide assessments, providing gatekeeper training to students, faculty and staff, extended evening hours and making more use of peer education groups.

22. Directors experiencing the following administrative concerns (Item 25):

75.5% Admin. issues due to increase of students with severe psych. problems.
71.5% Balancing the varying demands for counselor's services.
69.2% Keeping administrators informed while protecting client confidentiality.
66.2% Growing demand for services without appropriate increases in resources
60.6% Providing adequate accountability data.
46.4% Obtaining or maintaining adequate funding for staff development.
45.0% Obtaining adequate psychiatric back-up.
43.4% Increased paperwork.
43.4% Maintaining staff motivation.
35.8% Distributing the center's work load fairly among staff.
33.1% Obtaining the needed technical support for the center.
31.1% Developing strategies for keeping the wait list down.
11.9% Had other issues including budget, staff size, demands on director, etc.

23. The Bazelon Center for Mental Health Law recommends that student assistance committees “may inquire into a student’s ... recent mental health records, but must confine its inquiry to information and records necessary to make a determination.” 85.3% of directors responded that this degree of access to client records by non-clinicians is in opposition to the ethical and legal standards of the profession. (Item 28)

24. 260 centers hospitalized an average of 8.5 students per school (2,200 students in all) for psychological reasons. The average number of hospitalizations per 1,000 students was 1.5 (Items 31-32).

25. Directors reported 103 student suicides in the past year. 19% of these were current or former center clients, 73% were males, 72% were undergraduates, and only 19% of the suicides occurred on-campus. 77% were Caucasian, 13% were Asian or Pacific Islanders and 5% were African American. To the extent that it was known, 80% of the students were depressed, 44% had relationship problems, 15% had academic problems, 27% were on psychiatric medication, and 18% were known to have had previous psychiatric hospitalizations. Directors, however, did not know the previous psychiatric history of 59% of these students. In addition, 17% committed suicide by use of a firearm, 34% by hanging, 9% by ingesting toxic substances, 10% by jumping, and 30% by other methods (Items 33-44).

26. 34% of centers accept mandated referrals from judicial boards or administrators for both assessment and counseling. 57% will do mandated assessments but not mandated counseling and 9% accept no mandated referrals. In terms of how directors feel about mandated counseling, 17% are very much in favor of it, 19%
are opposed, and 64% are ambivalent about it but believe that some students can be helped in this way. (Items 45-46)

27. 95.5% of centers maintain the right to refuse treatment to a student whose problems appear to be beyond the capability of the center to handle. However, 46% of responding directors report that they would not deny service in such cases if the student refused an outside referral and demands to be seen at the center. Only 52% of these centers have a written policy that covers such cases and only 39% of the centers that do have such a policy have had the policy approved by the school’s legal counsel. Items 47-50).

28. Apart from counseling students

- 90% percent of centers contribute to their school’s retention efforts by doing consultation and outreach at the request of student affairs staff, faculty etc,
- 84% also collaborate with student affairs staff on student programming.
- 87% contribute to freshman orientation programs,
- 69% serve on college or university wide committees related to retention,
- 66% provide specialized interventions for at risk students,
- 54% provide workshops on various topics geared toward retention.
- Other contributions are also listed. (Item 51).

29. 73% of directors describe their centers as primarily a mental health/psychological services center, 2% are personal development centers, no centers were described as primarily a career development center and 18% reported that they provide a balance of mental health, personal growth and career development services. (Item 52)

30. When asked about the primary theoretical orientation of their centers 51% of directors said eclectic/integrative, 18% cognitive-behavioral, 12% psychodynamic, and 5% developmental. 8% reported no particular orientation and 7% said “other.” (Item 53).
### 2009 Director's Survey Data

#### Director's Gender:
- Male: 42.90% (129)
- Female: 57.10% (172)

#### Director's Racial/Ethnic Background:
- African American: 6.60% (20)
- Hispanic American: 2% (6)
- Native American: 0.30% (1)
- White/Caucasian: 85.80% (259)
- Asian American: 2.60% (8)
- Other: 2.60% (8)

#### Staff Member's Gender:
- Female: 68.95% (1346)
- Male: 31.05% (606)

#### Staff Member's Orientation:
- Gay/Lesbian/Bisexual: 10.40% (186)
- Heterosexual: 89.60% (1602)

#### Director's Professional Identity:
- Clinical Psychologist: 28.20% (85)
- Counseling Psychologist: 36.90% (111)
- Psychiatrist: 1% (3)
- Mental Health Professional: 4.70% (14)
- Social Worker: 7% (21)
- Student Personnel Administrator: 1.70% (5)
- Professional Counselor: 15.60% (47)
- Other: 5% (15)

#### Staff Member's Ethnicity:
- African American: 8.09% (175)
- Asian American: 5.18% (112)
- Hispanic American: 4.25% (92)
- Native American: 0.42% (9)
- Other (please specify): 11.60% (251)
- White/Caucasian: 70.47% (1525)

*Total number of students eligible for counseling in the 302 schools represented in the survey: 2,620,750*
### School Size

<table>
<thead>
<tr>
<th>School Size</th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total n=302</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>mean</td>
<td>range or %</td>
<td>#</td>
<td>mean</td>
<td>range or %</td>
</tr>
<tr>
<td>1.) Do you charge a fee for personal counseling?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>2.40%</td>
<td>2</td>
<td>0%</td>
<td>0</td>
<td>8.70%</td>
</tr>
<tr>
<td>No</td>
<td>97.60%</td>
<td>81</td>
<td>100%</td>
<td>84</td>
<td>91.30%</td>
</tr>
<tr>
<td>1a.) If Yes, how much do you charge per session?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>17</td>
<td>0 – 80</td>
<td>6.7</td>
<td>0 – 20</td>
<td>8</td>
</tr>
<tr>
<td>1b.) Annual income earned (rounded to the nearest $500):</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>55K</td>
<td>0 – 490K</td>
<td>77.4K</td>
<td>0 – 425K</td>
<td>30.8K</td>
</tr>
<tr>
<td>2.) Do you collect third-party payments?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>1.20%</td>
<td>1</td>
<td>1.20%</td>
<td>1</td>
<td>1.40%</td>
</tr>
<tr>
<td>No</td>
<td>98.80%</td>
<td>82</td>
<td>98.80%</td>
<td>82</td>
<td>98.60%</td>
</tr>
<tr>
<td>3.) Is your center supported by a mandatory fee?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>60.20%</td>
<td>50</td>
<td>61.90%</td>
<td>52</td>
<td>62.30%</td>
</tr>
<tr>
<td>Yes, one that is specifically identified as being for the counseling center</td>
<td>3.60%</td>
<td>3</td>
<td>3.60%</td>
<td>3</td>
<td>2.90%</td>
</tr>
<tr>
<td>Yes, through a Student Health fee</td>
<td>13.30%</td>
<td>11</td>
<td>13.30%</td>
<td>11</td>
<td>22.60%</td>
</tr>
<tr>
<td>Yes, through a general student life fee for all student affairs services</td>
<td>22.90%</td>
<td>19</td>
<td>14.30%</td>
<td>12</td>
<td>4.30%</td>
</tr>
<tr>
<td>4a.) Total number of students eligible for counseling on your campus:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.5K</td>
<td>250 – 2.5K</td>
<td>127.8K</td>
<td>4.6K</td>
<td>2.5K – 7.5K</td>
</tr>
<tr>
<td>4b.) Total number of students who sought counseling during the past year for individual or group counseling:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>212</td>
<td>50 – 600</td>
<td>16.8K</td>
<td>4211.5</td>
<td>100 – 2.1K</td>
</tr>
<tr>
<td>4c.) Percentage of student body that sought counseling last year:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14.80%</td>
<td>3-40%</td>
<td>79</td>
<td>9.50%</td>
<td>2-38%</td>
</tr>
<tr>
<td>5.) Ratio of mental health professionals to students:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6a.) Percentage of student body seen in other contexts during the year:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>35.20%</td>
<td>2-100%</td>
<td>78</td>
<td>29%</td>
<td>2-91%</td>
</tr>
<tr>
<td>7.) How many staff positions have you gained in the past year? (a new position, not a replacement)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.1</td>
<td>0 – 2</td>
<td>12</td>
<td>0.2</td>
<td>0 – 3</td>
</tr>
<tr>
<td>8.) How many staff positions have you lost in the past year? (positions not replaced)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.1</td>
<td>0 – 1</td>
<td>4.5</td>
<td>0.1</td>
<td>0 – 1</td>
</tr>
<tr>
<td>9a.) Select the statement below that is most in line with your session limit policy:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>We tend to limit (with some exceptions) the number of client counseling sessions allowed</td>
<td>20.50%</td>
<td>17</td>
<td>30.10%</td>
<td>25</td>
<td>32.40%</td>
</tr>
<tr>
<td>We do not have a session limit policy, but promote our center as a short-term counseling service and rely on clinicians (with some oversight) to make responsible judgements about how long a student can be seen</td>
<td>34.90%</td>
<td>29</td>
<td>38.60%</td>
<td>32</td>
<td>50%</td>
</tr>
<tr>
<td>We tend to see students as long as it takes to resolve the issues that brought them to the counseling center but will make external referrals when deemed clinically advisable.</td>
<td>44.60%</td>
<td>37</td>
<td>31.30%</td>
<td>26</td>
<td>17.60%</td>
</tr>
<tr>
<td>9b.) What was your client session average last year?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>2 – 18</td>
<td>6.9</td>
<td>2 – 72</td>
<td>6.2</td>
</tr>
</tbody>
</table>
10a.) Does your center do any pre-assessment before assigning a client to a counselor?

<table>
<thead>
<tr>
<th></th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=84</td>
<td>n=85</td>
<td>n=70</td>
<td>n=63</td>
<td>n=302</td>
</tr>
<tr>
<td>Yes</td>
<td>19.50%</td>
<td>37.30%</td>
<td>46.40%</td>
<td>68.90%</td>
<td>4%</td>
</tr>
<tr>
<td>No</td>
<td>80.50%</td>
<td>62.70%</td>
<td>53.60%</td>
<td>31.10%</td>
<td>96%</td>
</tr>
</tbody>
</table>

10b.) If 'Yes', what type of assessment is used?

<table>
<thead>
<tr>
<th></th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=85</td>
<td>n=70</td>
<td>n=63</td>
</tr>
<tr>
<td>Use a telephone assessment/intake system</td>
<td>10.50%</td>
<td>9.10%</td>
<td>14.30%</td>
</tr>
<tr>
<td>Use a computerized assessment/intake system</td>
<td>5.30%</td>
<td>0%</td>
<td>7.10%</td>
</tr>
<tr>
<td>Have one or more specialized triage counselors</td>
<td>15.80%</td>
<td>15.20%</td>
<td>11.60%</td>
</tr>
<tr>
<td>All counselors have some intake assessment</td>
<td>57.90%</td>
<td>66.70%</td>
<td>57.10%</td>
</tr>
</tbody>
</table>

11.) Does your center generate a DSM-IV type of diagnosis on each client?

<table>
<thead>
<tr>
<th></th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=84</td>
<td>n=85</td>
<td>n=70</td>
<td>n=63</td>
<td>n=302</td>
</tr>
<tr>
<td>Yes, on most clients</td>
<td>28.90%</td>
<td>49.30%</td>
<td>45.90%</td>
<td>38.90%</td>
<td>28</td>
</tr>
<tr>
<td>Yes, on about half of clients</td>
<td>3.60%</td>
<td>2.90%</td>
<td>11.50%</td>
<td>6.10%</td>
<td>7</td>
</tr>
<tr>
<td>Yes, but only on a small percentage of clients</td>
<td>27.70%</td>
<td>21.70%</td>
<td>21.60%</td>
<td>21.60%</td>
<td>64</td>
</tr>
<tr>
<td>Never, or very rarely</td>
<td>39.80%</td>
<td>26.10%</td>
<td>19.70%</td>
<td>33.40%</td>
<td>99</td>
</tr>
</tbody>
</table>

12.) Does your center have a systematized format for evaluation of professional staff?

<table>
<thead>
<tr>
<th></th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=84</td>
<td>n=85</td>
<td>n=70</td>
<td>n=63</td>
<td>n=302</td>
</tr>
<tr>
<td>Yes, an institution-wide format</td>
<td>82.90%</td>
<td>71%</td>
<td>67.20%</td>
<td>74.10%</td>
<td>218</td>
</tr>
<tr>
<td>Yes, a format designed specifically for the counseling center</td>
<td>6.10%</td>
<td>24.60%</td>
<td>24.60%</td>
<td>16%</td>
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</tr>
<tr>
<td>No</td>
<td>11%</td>
<td>4.30%</td>
<td>8.20%</td>
<td>9.90%</td>
<td>29</td>
</tr>
</tbody>
</table>

13.) If you evaluate staff, how do you establish evaluation criteria? (check all that apply)

<table>
<thead>
<tr>
<th></th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
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</thead>
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<tr>
<td>Criteria based on job descriptions</td>
<td>35.70%</td>
<td>45.70%</td>
<td>52.40%</td>
<td>43.40%</td>
</tr>
<tr>
<td>Counselors evaluated according to client outcome data</td>
<td>10.70%</td>
<td>18.60%</td>
<td>19%</td>
<td>14.60%</td>
</tr>
<tr>
<td>Goals are established annually for each staff member</td>
<td>25%</td>
<td>22.90%</td>
<td>38.10%</td>
<td>28.10%</td>
</tr>
<tr>
<td>Both job description and annual goal settings are used</td>
<td>50%</td>
<td>62.90%</td>
<td>74.60%</td>
<td>61.90%</td>
</tr>
<tr>
<td>Each counselor contracts annually for services that are to be provided that year</td>
<td>2.40%</td>
<td>8.60%</td>
<td>23.80%</td>
<td>8.60%</td>
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<tr>
<td>Other (please specify)</td>
<td>2.40%</td>
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<td>6.30%</td>
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</table>

14a.) Client who submits a schedule change

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<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
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<tr>
<td></td>
<td>n=84</td>
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<tr>
<td>Respond/Provide Feedback</td>
<td>93.80%</td>
<td>73.90%</td>
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<td>80.10%</td>
</tr>
<tr>
<td>Respond in Another Way</td>
<td>6.20%</td>
<td>26.10%</td>
<td>24.60%</td>
<td>18.20%</td>
</tr>
<tr>
<td>Would Not Respond</td>
<td>0%</td>
<td>0%</td>
<td>8.20%</td>
<td>1.70%</td>
</tr>
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</table>

14b.) Client who reports a personal crisis

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<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=84</td>
<td>n=85</td>
<td>n=70</td>
<td>n=63</td>
</tr>
<tr>
<td>Respond/Provide Feedback</td>
<td>33.30%</td>
<td>30.40%</td>
<td>23.30%</td>
<td>32.60%</td>
</tr>
<tr>
<td>Respond in Another Way</td>
<td>66.70%</td>
<td>69.60%</td>
<td>76.70%</td>
<td>67.40%</td>
</tr>
<tr>
<td>Would Not Respond</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
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</tbody>
</table>

14c.) Client who wants to continue a counseling discussion by email

<table>
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<th>Over 15,000</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>n=84</td>
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<td>n=70</td>
<td>n=63</td>
</tr>
<tr>
<td>Respond/Provide Feedback</td>
<td>12.50%</td>
<td>11.60%</td>
<td>8.20%</td>
<td>14%</td>
</tr>
<tr>
<td>Respond in Another Way</td>
<td>7.50%</td>
<td>7.80%</td>
<td>82%</td>
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<tr>
<td>Would Not Respond</td>
<td>17.50%</td>
<td>10.10%</td>
<td>9.80%</td>
<td>10.30%</td>
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14d.) Non-client reporting a crisis

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<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
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</thead>
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<td>n=63</td>
</tr>
<tr>
<td>Respond/Provide Feedback</td>
<td>39.50%</td>
<td>43.50%</td>
<td>44.30%</td>
<td>46.10%</td>
</tr>
<tr>
<td>Respond in Another Way</td>
<td>60.50%</td>
<td>56.50%</td>
<td>54.10%</td>
<td>53.60%</td>
</tr>
<tr>
<td>Would Not Respond</td>
<td>0%</td>
<td>0%</td>
<td>1.60%</td>
<td>0.30%</td>
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</tbody>
</table>
### 15. Do your clinical staff take after-hours and weekend calls for mental health emergencies?

<table>
<thead>
<tr>
<th>School Size</th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
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<td>mean</td>
<td>range or %</td>
<td>#</td>
<td>mean</td>
<td>range or %</td>
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<tr>
<td>Yes</td>
<td>79.30</td>
<td>65</td>
<td>69.90</td>
<td>58</td>
<td>69.60</td>
</tr>
<tr>
<td>No</td>
<td>20.70</td>
<td>17</td>
<td>30.10</td>
<td>25</td>
<td>30.40</td>
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</tbody>
</table>

### 16. If ‘Yes’, which of the following best represents how the compensation issue is handled at your center?

- Staff receive additional compensation: mean range or % #
  - n=302
  - 4.50% 3
  - 6.20% 3
  - 3.80% 8

- Staff receive compensatory time off: mean range or % #
  - n=302
  - 13.60% 9
  - 25.0% 9
  - 22.30% 47

- Same as c, but if the counselor has spent early morning hours responding to an emergency and feels unable to counsel effectively the following day, he/she can arrange for appointments to be rescheduled or re-assigned and come to work later that day: mean range or % #
  - n=302
  - 34.80% 23
  - 39.30% 24
  - 18.80% 9
  - 19.40% 7
  - 29.90% 63

- Same as c, but additional time off given when students are on break: mean range or % #
  - n=302
  - 6.10% 4
  - 4.90% 3
  - 6.20% 3
  - 2.80% 1
  - 5.20% 11

### 17. Do staff not take these after-hours calls how are such emergencies handled?

- We contract with a national service that handles calls and has a list of local clinicians: 0% 0
- Callers are referred to community emergency services: 65.20% 15
- We contract with a local emergency service that handles all such emergencies without a fee to the college or university: 4.30% 1
- We contract with local emergency services and pay a fee per contact: 0% 0
- Other (please specify): 30.40% 7

### 18. Are there on-campus psychiatric services available at your school?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Yes</th>
<th>No</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=302</td>
<td>32.90% 27</td>
<td>67.10% 55</td>
<td>55.40% 46</td>
<td>44.60% 37</td>
<td>72.50% 50</td>
<td>27.50% 19</td>
</tr>
</tbody>
</table>

### 20. Do you believe that there has been an increase in the number of students arriving on your campus that are already on psychiatric medication?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=302</td>
<td>89% 73</td>
<td>11% 9</td>
</tr>
</tbody>
</table>

### 21. Estimate what percentage of your center’s clients are taking psychiatric medication:

- 25.6% 5 – 75
- 19% 24.5 – 30
- 19% 24.5 – 30
- 19% 24.5 – 30

### 22. Approximately what percentage of your clients are referred for psychiatric evaluation?

- 13.8% 1 – 40
- 14.9% 14 – 50
- 11% 15 – 50
- 11% 15 – 50

### 23. There has been a widely reported trend in recent years of an increase in students arriving at counseling centers with serious psychological problems. Has this been true at your center?

- Yes: 90.10% 73
- No: 9.90% 8

### 24a. Severe psychological problems

- Increase: 86.10% 68
- No Change: 12.70% 10
- Decrease: 1.30% 1

Compared to five years ago, what changes have you noticed in the number of clients with:

- Severe psychological problems
### School Size

<table>
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<tr>
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<th>Between 2,500 - 7,500</th>
<th>n=85</th>
<th>Between 7,500 - 15,000</th>
<th>n=70</th>
<th>Over 15,000</th>
<th>n=63</th>
<th>Total n=302</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>mean</td>
<td>range or %</td>
<td>#</td>
<td>mean</td>
<td>range or %</td>
<td>#</td>
<td>mean</td>
<td>range or %</td>
</tr>
<tr>
<td>14b. Sexual assault concerns (on campus)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase</td>
<td>19%</td>
<td>15</td>
<td>26.60%</td>
<td>21</td>
<td>31.80%</td>
<td>21</td>
<td>22%</td>
<td>15</td>
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<tr>
<td>No Change</td>
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<td>70.90%</td>
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<td>65.20%</td>
<td>43</td>
<td>76.30%</td>
<td>45</td>
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<td>2.50%</td>
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<td>3%</td>
<td>2</td>
<td>1.70%</td>
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<tr>
<td>14c. Problems related to earlier sexual abuse</td>
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<td></td>
<td></td>
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<td></td>
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<tr>
<td>Increase</td>
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<td>17</td>
<td>22.80%</td>
<td>18</td>
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<td>15</td>
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<td>0</td>
<td>6.80%</td>
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<tr>
<td>14d. Alcohol problems</td>
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<tr>
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<td>29</td>
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<tr>
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<tr>
<td>14e. Other illicit drug use</td>
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<td>14g. Self-injury (e.g., cutting)</td>
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<td></td>
<td>69.0*%</td>
<td>33 – 85.0%</td>
<td>131</td>
</tr>
<tr>
<td>Maintaining staff motivation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>48.0%</td>
<td>33 – 65.0%</td>
<td>28</td>
</tr>
<tr>
<td>Keeping administration informed while protecting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>69.0*%</td>
<td>52 – 71.0%</td>
<td>28</td>
</tr>
<tr>
<td>student’s confidentiality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>48.0%</td>
<td>33 – 65.0%</td>
<td>28</td>
</tr>
<tr>
<td>Administrative issues relating to students with severe</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>73.0%</td>
<td>52 – 75.0%</td>
<td>28</td>
</tr>
<tr>
<td>psychological problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>48.0%</td>
<td>33 – 65.0%</td>
<td>28</td>
</tr>
<tr>
<td>The growing demand for services without an appropriate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>56.0%</td>
<td>31 – 70.0%</td>
<td>28</td>
</tr>
<tr>
<td>increase in resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>48.0%</td>
<td>33 – 65.0%</td>
<td>28</td>
</tr>
<tr>
<td>Developing strategies for keeping the wait list down</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>37.0%</td>
<td>23 – 49.0%</td>
<td>28</td>
</tr>
<tr>
<td>Obtaining the needed technical support for the center</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>36.0%</td>
<td>23 – 50.0%</td>
<td>28</td>
</tr>
<tr>
<td>Balancing the varying demands for counselor’s services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>56.0%</td>
<td>31 – 70.0%</td>
<td>28</td>
</tr>
<tr>
<td>Distributing the center’s work load fairly among staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>48.0%</td>
<td>33 – 65.0%</td>
<td>28</td>
</tr>
<tr>
<td>Obtaining or maintaining adequate funding for staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>39.0%</td>
<td>23 – 50.0%</td>
<td>28</td>
</tr>
<tr>
<td>development</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>36.0%</td>
<td>23 – 50.0%</td>
<td>28</td>
</tr>
<tr>
<td>Obtaining adequate psychiatric back-up</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>39.0%</td>
<td>23 – 50.0%</td>
<td>28</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>12.0%</td>
<td>7 – 21.0%</td>
<td>28</td>
</tr>
</tbody>
</table>

The Bazelon Center for Mental Health Law recommends that student assistance committees 'may inquire into a student’s ... recent mental health records, but must confine its inquiry to information and records necessary to make a determination.' While this recommendation allows for limitations to access, the access to 'information and records necessary to make a determination,' is open-ended. Someone, probably the counseling center director, must make the determination of 'how much' is enough.

28.) Which of the following statements about the recommendation do you endorse?

<table>
<thead>
<tr>
<th>Statement</th>
<th>n=302</th>
<th>n=84</th>
<th>n=85</th>
<th>n=70</th>
<th>n=63</th>
<th>Mean</th>
<th>Range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>It looks okay, would not cause any ethical concerns, and is in the best</td>
<td>13.50%</td>
<td>10</td>
<td>15</td>
<td>8</td>
<td>7</td>
<td>12.0%</td>
<td>7 – 14.0%</td>
<td>28</td>
</tr>
<tr>
<td>interest of the student and institution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>14.0%</td>
<td>7 – 14.0%</td>
<td>28</td>
</tr>
<tr>
<td>It is inherent in the ethical standard of the mental health profession</td>
<td>86.50%</td>
<td>64</td>
<td>80.0%</td>
<td>62</td>
<td>56</td>
<td>87.0%</td>
<td>51 – 87.0%</td>
<td>28</td>
</tr>
<tr>
<td>It is inherent in the ethical standard of the profession</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>85.0%</td>
<td>51 – 85.0%</td>
<td>28</td>
</tr>
</tbody>
</table>

29a.) What percentage of your clients would you say have impairment so severe that are unable to remain in school or can only do so with on-going psychological/psychiatric assistance?

<table>
<thead>
<tr>
<th>Percentage</th>
<th>n=302</th>
<th>n=84</th>
<th>n=85</th>
<th>n=70</th>
<th>n=63</th>
<th>Mean</th>
<th>Range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 60</td>
<td>7.4</td>
<td>55</td>
<td>6.4</td>
<td>50</td>
<td>7.6</td>
<td>8.7</td>
<td>1 – 30</td>
<td>28</td>
</tr>
<tr>
<td>61 – 110</td>
<td>55</td>
<td>42</td>
<td>48.9</td>
<td>33</td>
<td>45.4</td>
<td>45.2</td>
<td>1 – 97</td>
<td>28</td>
</tr>
<tr>
<td>111 – 150</td>
<td>47</td>
<td>32</td>
<td>24</td>
<td>17</td>
<td>45.1</td>
<td>45.2</td>
<td>1 – 97</td>
<td>28</td>
</tr>
<tr>
<td>Over 150</td>
<td>92</td>
<td>63</td>
<td>55</td>
<td>42</td>
<td>56</td>
<td>48.4</td>
<td>1 – 150</td>
<td>28</td>
</tr>
</tbody>
</table>

29b.) What percentage of your clients have periods of severe distress (depression, anxiety, panic attacks, suicidal ideation, etc.) but can be treated successfully within the time-limits and available treatment modalities existing at your center?

<table>
<thead>
<tr>
<th>Percentage</th>
<th>n=302</th>
<th>n=84</th>
<th>n=85</th>
<th>n=70</th>
<th>n=63</th>
<th>Mean</th>
<th>Range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 98</td>
<td>32</td>
<td>2.4</td>
<td>42.9</td>
<td>3.3</td>
<td>45.4</td>
<td>45.2</td>
<td>1 – 97</td>
<td>28</td>
</tr>
<tr>
<td>99 – 150</td>
<td>47</td>
<td>32</td>
<td>24</td>
<td>17</td>
<td>45.1</td>
<td>45.2</td>
<td>1 – 97</td>
<td>28</td>
</tr>
<tr>
<td>Over 150</td>
<td>92</td>
<td>63</td>
<td>55</td>
<td>42</td>
<td>56</td>
<td>48.4</td>
<td>1 – 150</td>
<td>28</td>
</tr>
</tbody>
</table>

29c.) Total percent of your clients that have severe problems

<table>
<thead>
<tr>
<th>Percentage</th>
<th>n=302</th>
<th>n=84</th>
<th>n=85</th>
<th>n=70</th>
<th>n=63</th>
<th>Mean</th>
<th>Range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 150</td>
<td>39.4</td>
<td>15</td>
<td>75</td>
<td>49</td>
<td>78</td>
<td>53.4</td>
<td>1 – 110</td>
<td>28</td>
</tr>
<tr>
<td>151 – 200</td>
<td>47</td>
<td>32</td>
<td>24</td>
<td>17</td>
<td>45.1</td>
<td>45.2</td>
<td>1 – 97</td>
<td>28</td>
</tr>
<tr>
<td>Over 200</td>
<td>92</td>
<td>63</td>
<td>55</td>
<td>42</td>
<td>56</td>
<td>48.4</td>
<td>1 – 150</td>
<td>28</td>
</tr>
</tbody>
</table>
### School Size

<table>
<thead>
<tr>
<th></th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>mean</td>
<td>range or %</td>
<td>#</td>
<td>mean</td>
<td>range or %</td>
</tr>
<tr>
<td>Increased training for staff in working with difficult cases</td>
<td>44%</td>
<td>37</td>
<td>48.20%</td>
<td>41</td>
<td>47.10%</td>
</tr>
<tr>
<td>Increased training for staff in time-limited therapy</td>
<td>11.90%</td>
<td>10</td>
<td>16.50%</td>
<td>14</td>
<td>15.70%</td>
</tr>
<tr>
<td>Increased counseling staff</td>
<td>26.20%</td>
<td>22</td>
<td>23.50%</td>
<td>20</td>
<td>27.10%</td>
</tr>
<tr>
<td>Increased psychiatric consulting hours</td>
<td>20.20%</td>
<td>19</td>
<td>25.90%</td>
<td>23</td>
<td>34.30%</td>
</tr>
<tr>
<td>Increased part-time counselors during busy time of year</td>
<td>8.30%</td>
<td>7</td>
<td>16.50%</td>
<td>14</td>
<td>27.10%</td>
</tr>
<tr>
<td>Increased time spent training faculty and others on campus to help them respond well to students in trouble and to make more appropriate referrals</td>
<td>57.10%</td>
<td>48</td>
<td>61.20%</td>
<td>52</td>
<td>61.40%</td>
</tr>
<tr>
<td>Served on a student assistance committee</td>
<td>51.20%</td>
<td>43</td>
<td>61.20%</td>
<td>52</td>
<td>55.70%</td>
</tr>
<tr>
<td>Offered psycho-educational assistance on a center webpage</td>
<td>40.50%</td>
<td>34</td>
<td>51.80%</td>
<td>44</td>
<td>50%</td>
</tr>
<tr>
<td>Expanded external referral network</td>
<td>53.60%</td>
<td>45</td>
<td>52.90%</td>
<td>43</td>
<td>50%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>10.70%</td>
<td>9</td>
<td>8.20%</td>
<td>7</td>
<td>8.60%</td>
</tr>
</tbody>
</table>

#### 30. What actions has your center taken to help handle the increase in the number of students with more serious psychological problems? (check all that apply)

- Increased training for staff in working with difficult cases
- Increased training for staff in time-limited therapy
- Increased counseling staff
- Increased psychiatric consulting hours
- Increased part-time counselors during busy time of year
- Increased time spent training faculty and others on campus to help them respond well to students in trouble and to make more appropriate referrals
- Served on a student assistance committee
- Offered psycho-educational assistance on a center webpage
- Expanded external referral network
- Other (please specify)

#### 31. Has your center hospitalized a student for psychological reasons in the past year?

- Yes: 80% (64), 86.60% (71), 97% (65), 100% (60), 90% (260)
- No: 20% (16), 13.40% (11), 3% (2), 0% (0), 10% (29)

#### 32. If 'Yes', how many were hospitalized?

- 3.8 hospitalizations (247 students), 5.8 hospitalizations (408 students), 10.4 hospitalizations (656 students), 15.1 hospitalizations (849 students), 18 hospitalizations (100 students)

#### 33. Have any students on your campus committed suicide in the past year?

- Yes: 6.30% (5), 9.80% (8), 32.80% (22), 62.50% (35), 24.60% (70)
- No: 93.70% (74), 90.20% (74), 67.20% (45), 37.50% (21), 75.40% (214)

#### 34. If 'Yes', how many?

- 1 hospitalization (3 students), 0 hospitalizations (2 students)

If you have had one or more student suicides in the past year, please fill this out to the extent that you are able to do so.

#### 35.1 Center Client

- No: 71.43% (5), 90.91% (10), 85.71% (18), 78.69% (48), 81% (21)
- Yes: 28.57% (2), 9.09% (1), 14.29% (3), 21.31% (13), 19% (21)

#### 36.1 Gender

- Female: 66.67% (4), 18.18% (2), 23.81% (5), 25.42% (15), 26.80% (26)
- Male: 33.33% (2), 81.82% (9), 76.19% (16), 74.58% (41), 73.20% (71)

#### 37.1 Status and Years of Study

- Undergrad 1: 28.57% (2), 36.36% (4), 7.69% (1), 24.39% (10), 23.61% (17)
- Undergrad 2: 0% (0), 9.09% (1), 15.38% (2), 9.76% (4), 7.92% (7)
- Undergrad 3: 14.29% (1), 18.18% (2), 15.38% (2), 24.39% (15), 20.83% (15)
- Undergrad 4: 0% (0), 18.18% (2), 30.77% (4), 25.83% (11), 23.61% (17)
- Undergrad 5+: 0% (0), 0% (0), 0% (0), 7.32% (3), 4.17% (3)
- Graduate: 57.14% (4), 18.18% (2), 30.77% (4), 7.32% (3), 18.06% (13)

#### 38.1 Method

- Firearm: 0% (0), 20% (2), 27.78% (5), 15.09% (3), 17.05% (15)
- Hanging: 28.57% (2), 50% (5), 27.78% (5), 33.96% (13), 34.09% (30)
- Jumping: 14.29% (1), 0% (0), 16.67% (3), 9.43% (5), 10.23% (9)
- Poison: 28.57% (2), 10% (1), 11.11% (2), 5.66% (3), 9.09% (8)
- Other: 28.57% (2), 20% (2), 16.67% (3), 35.85% (19), 29.55% (26)

#### 39.1 Location

- On Campus: 0% (0), 27.27% (3), 20% (4), 19.64% (11), 19.15% (18)
- Near Campus: 0% (0), 9.09% (1), 20% (4), 16.07% (9), 14.89% (14)
- Off Campus: 100% (7), 63.64% (7), 60% (12), 64.29% (36), 65.96% (62)
### Ethnicity

<table>
<thead>
<tr>
<th></th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
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<tr>
<td></td>
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<td>n=85</td>
<td>n=70</td>
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<tr>
<td>Asian/Pacific Islander</td>
<td>0%</td>
<td>0.18%</td>
<td>10.53%</td>
<td>11.46%</td>
<td>11.79%</td>
</tr>
<tr>
<td>Black</td>
<td>0%</td>
<td>0%</td>
<td>5.26%</td>
<td>5.77%</td>
<td>4.65%</td>
</tr>
<tr>
<td>Native American/Alaskan</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1.16%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>100%</td>
<td>81.82%</td>
<td>78.95%</td>
<td>73.08%</td>
<td>76.74%</td>
</tr>
<tr>
<td>Latino/Latina</td>
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<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>3.49%</td>
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<tr>
<td>Multi-Ethnic</td>
<td>0%</td>
<td>0%</td>
<td>5.26%</td>
<td>0%</td>
<td>1.16%</td>
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### School Size

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### Risk Factors

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<th>range or %</th>
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<tbody>
<tr>
<td>Depression</td>
<td>50%</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>Grades/Academic</td>
<td>25%</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Money/Finances</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Legal Concerns</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Health Issues</td>
<td>25%</td>
<td>1</td>
<td>14.29%</td>
</tr>
<tr>
<td>Relationship Issues</td>
<td>75%</td>
<td>3</td>
<td>42.86%</td>
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### Previous Attempts

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<td>25%</td>
<td>1</td>
<td>27.27%</td>
</tr>
<tr>
<td>No</td>
<td>50%</td>
<td>2</td>
<td>27.27%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>25%</td>
<td>1</td>
<td>45.45%</td>
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</tbody>
</table>

### On Psychiatric Medication

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<th>range or %</th>
<th>#</th>
</tr>
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<tbody>
<tr>
<td>Yes</td>
<td>75%</td>
<td>3</td>
<td>36.36%</td>
</tr>
<tr>
<td>No</td>
<td>0%</td>
<td>0</td>
<td>9.09%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>25%</td>
<td>1</td>
<td>54.55%</td>
</tr>
</tbody>
</table>

### Prior Psychiatric Hospitalization

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<th>#</th>
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<tbody>
<tr>
<td>Yes</td>
<td>50%</td>
<td>2</td>
<td>18.18%</td>
</tr>
<tr>
<td>No</td>
<td>25%</td>
<td>1</td>
<td>36.36%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>25%</td>
<td>1</td>
<td>45.45%</td>
</tr>
</tbody>
</table>

### Do you accept mandated referrals from a campus administrator or Judicial Board?

<table>
<thead>
<tr>
<th></th>
<th>mean</th>
<th>range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, for assessment and counseling</td>
<td>38.80%</td>
<td>31</td>
<td>42.20%</td>
</tr>
<tr>
<td>Yes, for assessment only (no mandatory counseling)</td>
<td>48.80%</td>
<td>39</td>
<td>50.60%</td>
</tr>
<tr>
<td>No, we accept no mandated referrals</td>
<td>12.50%</td>
<td>10</td>
<td>7.20%</td>
</tr>
</tbody>
</table>

### Apart from how mandated referrals are handled, how to you feel about it?

<table>
<thead>
<tr>
<th></th>
<th>mean</th>
<th>range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am very much in favor of providing this service</td>
<td>8.90%</td>
<td>7</td>
<td>13.40%</td>
</tr>
<tr>
<td>I'm ambivalent about it, but believe that some students can be helped this way</td>
<td>65.80%</td>
<td>52</td>
<td>62.20%</td>
</tr>
<tr>
<td>I am opposed to mandatory counseling</td>
<td>25.30%</td>
<td>20</td>
<td>24.40%</td>
</tr>
</tbody>
</table>

### Does your center maintain the right to refuse treatment to a student whose problems appear to be beyond the capabilities of the center to handle?

<table>
<thead>
<tr>
<th></th>
<th>mean</th>
<th>range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>95%</td>
<td>76</td>
<td>93.90%</td>
</tr>
<tr>
<td>No</td>
<td>5%</td>
<td>4</td>
<td>6.10%</td>
</tr>
</tbody>
</table>

### If 'Yes' to the above, but the student refuses an outside referral because of inconvenience or expense, and believes it is his or her right to be seen at the center for however many sessions the center typically allows. Would you deny treatment to this student?

<table>
<thead>
<tr>
<th></th>
<th>mean</th>
<th>range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>46.70%</td>
<td>35</td>
<td>54.80%</td>
</tr>
<tr>
<td>No</td>
<td>53.30%</td>
<td>40</td>
<td>45.20%</td>
</tr>
</tbody>
</table>

### If 'Yes' to the above, do you have a written policy that covers such cases?

<table>
<thead>
<tr>
<th></th>
<th>mean</th>
<th>range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>29.30%</td>
<td>12</td>
<td>57.80%</td>
</tr>
<tr>
<td>No</td>
<td>70.70%</td>
<td>29</td>
<td>42.20%</td>
</tr>
</tbody>
</table>

### If you have such a policy, has it been approved by the school's legal counsel?

<table>
<thead>
<tr>
<th></th>
<th>mean</th>
<th>range or %</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>21.70%</td>
<td>5</td>
<td>44.80%</td>
</tr>
<tr>
<td>No</td>
<td>78.30%</td>
<td>18</td>
<td>55.20%</td>
</tr>
</tbody>
</table>
### 51. Apart from direct counseling services, how is your center involved in your school’s retention efforts? (check all that apply)

<table>
<thead>
<tr>
<th>School Size</th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>mean</td>
<td>range or %</td>
<td>#</td>
<td>mean</td>
<td>range or %</td>
</tr>
<tr>
<td>Committee work</td>
<td>71.40%</td>
<td>60</td>
<td>61.20%</td>
<td>71.40%</td>
<td>50</td>
</tr>
<tr>
<td>Teach a freshman seminar/adjustment to college course</td>
<td>16.70%</td>
<td>14</td>
<td>22.40%</td>
<td>24.30%</td>
<td>17</td>
</tr>
<tr>
<td>Workshops on various topics geared toward retention</td>
<td>48.80%</td>
<td>41</td>
<td>52.90%</td>
<td>57.10%</td>
<td>40</td>
</tr>
<tr>
<td>Contribute to Freshman Orientation</td>
<td>88.10%</td>
<td>74</td>
<td>90.60%</td>
<td>81.40%</td>
<td>57</td>
</tr>
<tr>
<td>Consultation and Outreach (for student affairs staff, faculty, etc.)</td>
<td>92.90%</td>
<td>78</td>
<td>91.80%</td>
<td>88.60%</td>
<td>62</td>
</tr>
<tr>
<td>Coordinate an academic support unit/academic services program</td>
<td>13.10%</td>
<td>11</td>
<td>10.60%</td>
<td>15.70%</td>
<td>11</td>
</tr>
<tr>
<td>Coordinate a learning skills unit</td>
<td>3.60%</td>
<td>3</td>
<td>5.90%</td>
<td>11.40%</td>
<td>8</td>
</tr>
<tr>
<td>Collaborate with student affairs staff</td>
<td>82.10%</td>
<td>69</td>
<td>87.10%</td>
<td>81.40%</td>
<td>57</td>
</tr>
<tr>
<td>Research/data collection for the university</td>
<td>25%</td>
<td>21</td>
<td>22.40%</td>
<td>28.60%</td>
<td>20</td>
</tr>
<tr>
<td>Provide career education</td>
<td>9.50%</td>
<td>8</td>
<td>12.90%</td>
<td>20%</td>
<td>14</td>
</tr>
<tr>
<td>Organize peer mentoring programs/train peer mentors</td>
<td>20.20%</td>
<td>17</td>
<td>24.70%</td>
<td>20%</td>
<td>14</td>
</tr>
<tr>
<td>Provide interventions for at-risk students</td>
<td>63.10%</td>
<td>53</td>
<td>65.90%</td>
<td>64.30%</td>
<td>45</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>2.40%</td>
<td>2</td>
<td>3.50%</td>
<td>2.90%</td>
<td>2</td>
</tr>
</tbody>
</table>

### 52. How would you describe your center?

<table>
<thead>
<tr>
<th>Description</th>
<th>n=84</th>
<th>n=85</th>
<th>n=70</th>
<th>n=63</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primarily a mental health/psychological services center</td>
<td>73.40%</td>
<td>58</td>
<td>69.90%</td>
<td>58</td>
<td>79.10%</td>
</tr>
<tr>
<td>Primarily a personal development center</td>
<td>2.50%</td>
<td>2</td>
<td>4.80%</td>
<td>4</td>
<td>0%</td>
</tr>
<tr>
<td>Primarily a career development center</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>A balanced combination of the above</td>
<td>15.90%</td>
<td>13</td>
<td>15.70%</td>
<td>13</td>
<td>17.90%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8.90%</td>
<td>7</td>
<td>9.60%</td>
<td>8</td>
<td>3%</td>
</tr>
</tbody>
</table>

### 53. What is the primary theoretical orientation of your center?

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>2.50%</td>
<td>2</td>
<td>4.90%</td>
<td>4</td>
<td>13.40%</td>
</tr>
<tr>
<td>Psychodynamic</td>
<td>19%</td>
<td>15</td>
<td>7.40%</td>
<td>6</td>
<td>9%</td>
</tr>
<tr>
<td>Cognitive-behavior</td>
<td>17.70%</td>
<td>14</td>
<td>22.20%</td>
<td>18</td>
<td>16.40%</td>
</tr>
<tr>
<td>Developmental</td>
<td>3.80%</td>
<td>3</td>
<td>6.20%</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>Eclectic/Integrative</td>
<td>49.40%</td>
<td>39</td>
<td>54.30%</td>
<td>44</td>
<td>52.20%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>7.60%</td>
<td>6</td>
<td>4.90%</td>
<td>4</td>
<td>3%</td>
</tr>
</tbody>
</table>

On average, what percentage of your center’s time is devoted to the following (If you have responsibility for a separately staffed career development, placement, or learning skills center, do not include these)

54a.) Personal counseling or therapy

<table>
<thead>
<tr>
<th>Activity</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.7</td>
<td>20 – 100</td>
</tr>
<tr>
<td>82.2</td>
<td>18 – 100</td>
</tr>
<tr>
<td>83</td>
<td>25 – 100</td>
</tr>
<tr>
<td>64</td>
<td>35 – 100</td>
</tr>
<tr>
<td>82.3</td>
<td>57</td>
</tr>
<tr>
<td>81.5</td>
<td>18 – 100</td>
</tr>
<tr>
<td>64.6</td>
<td>57</td>
</tr>
<tr>
<td>62.8</td>
<td>36 – 35</td>
</tr>
<tr>
<td>282</td>
<td></td>
</tr>
</tbody>
</table>

54b.) Career counseling

<table>
<thead>
<tr>
<th>Activity</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.8</td>
<td>0 – 20</td>
</tr>
<tr>
<td>73</td>
<td>0 – 25</td>
</tr>
<tr>
<td>83.1</td>
<td>0 – 35</td>
</tr>
<tr>
<td>64</td>
<td>0 – 29</td>
</tr>
<tr>
<td>57.6</td>
<td>0 – 35</td>
</tr>
<tr>
<td>282</td>
<td></td>
</tr>
</tbody>
</table>

54c.) Academic counseling

<table>
<thead>
<tr>
<th>Activity</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.7</td>
<td>0 – 30</td>
</tr>
<tr>
<td>78</td>
<td>0 – 35</td>
</tr>
<tr>
<td>83.4</td>
<td>0 – 40</td>
</tr>
<tr>
<td>64</td>
<td>0 – 32</td>
</tr>
<tr>
<td>57.4</td>
<td>0 – 40</td>
</tr>
<tr>
<td>282</td>
<td></td>
</tr>
</tbody>
</table>

54d.) Other

<table>
<thead>
<tr>
<th>Activity</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.9</td>
<td>0 – 61</td>
</tr>
<tr>
<td>78</td>
<td>0 – 82</td>
</tr>
<tr>
<td>83.8</td>
<td>0 – 45</td>
</tr>
<tr>
<td>64</td>
<td>0 – 50</td>
</tr>
<tr>
<td>57.6</td>
<td>0 – 82</td>
</tr>
<tr>
<td>282</td>
<td></td>
</tr>
</tbody>
</table>

55.) Do you have a counseling center home page?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>97.50%</td>
</tr>
<tr>
<td>77</td>
<td>100%</td>
</tr>
<tr>
<td>83</td>
<td>100%</td>
</tr>
<tr>
<td>66</td>
<td>98.30%</td>
</tr>
<tr>
<td>57</td>
<td>99%</td>
</tr>
<tr>
<td>283</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>2.50%</td>
</tr>
<tr>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>0</td>
<td>1.70%</td>
</tr>
<tr>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>3</td>
<td>1%</td>
</tr>
</tbody>
</table>

17
### 56. If 'Yes' to the above, how is it used?

<table>
<thead>
<tr>
<th>Service</th>
<th>Under 2,500</th>
<th>Between 2,500 - 7,500</th>
<th>Between 7,500 - 15,000</th>
<th>Over 15,000</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide information about center services</td>
<td>2.40%</td>
<td>51.20%</td>
<td>85.70%</td>
<td>22.90%</td>
<td>8.50%</td>
</tr>
<tr>
<td>Career counseling information</td>
<td>2.40%</td>
<td>51.20%</td>
<td>85.70%</td>
<td>22.90%</td>
<td>8.50%</td>
</tr>
<tr>
<td>Educational messages on psychological issues</td>
<td>8.30%</td>
<td>2.40%</td>
<td>51.20%</td>
<td>12.70%</td>
<td>14.20%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8.30%</td>
<td>2.40%</td>
<td>51.20%</td>
<td>12.70%</td>
<td>14.20%</td>
</tr>
</tbody>
</table>

### 57. If home page 'hits' are tracked, how many hits did you have last year?

<table>
<thead>
<tr>
<th>Year</th>
<th>Hits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>616.7K</td>
</tr>
<tr>
<td>2019</td>
<td>615.7K</td>
</tr>
<tr>
<td>2020</td>
<td>5K</td>
</tr>
<tr>
<td>2021</td>
<td>1835K</td>
</tr>
<tr>
<td>2022</td>
<td>1850K</td>
</tr>
<tr>
<td>2023</td>
<td>21.2K</td>
</tr>
<tr>
<td>2024</td>
<td>0</td>
</tr>
<tr>
<td>2025</td>
<td>35K</td>
</tr>
<tr>
<td>2026</td>
<td>85K</td>
</tr>
<tr>
<td>2027</td>
<td>85K</td>
</tr>
<tr>
<td>2028</td>
<td>5K</td>
</tr>
</tbody>
</table>

### 58a.) Is your center open at non-traditional hours?

<table>
<thead>
<tr>
<th>Hours</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>
| Open one evening a week    | 25% | 75%
| Open several evenings a week | 62.50% | 37.5%

### 58b.) If 'Yes', which of the following best describes your situation?

<table>
<thead>
<tr>
<th>Type</th>
<th>%</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Open one evening a week</td>
<td>25%</td>
<td>6</td>
</tr>
<tr>
<td>b) Open several evenings a week</td>
<td>62.50%</td>
<td>15</td>
</tr>
<tr>
<td>c) Open Saturday (morning or afternoon)</td>
<td>0%</td>
<td>0</td>
</tr>
</tbody>
</table>

### 59.) Have you taken any of the following actions to more effectively manage caseloads? (check all that apply)

<table>
<thead>
<tr>
<th>Action</th>
<th>%</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>No longer having holding appointments for students (instead of having a regular time each week, students make next appointment as counselor's schedule allows)</td>
<td>34.50%</td>
<td>29</td>
</tr>
<tr>
<td>Using a waiting list 'support' group (students attend group until an individual appointment is available)</td>
<td>1.20%</td>
<td>1</td>
</tr>
<tr>
<td>Assigning more students to groups directly from intake/assessment</td>
<td>4.80%</td>
<td>4</td>
</tr>
<tr>
<td>Using telephone assessment/intake system</td>
<td>4.80%</td>
<td>4</td>
</tr>
<tr>
<td>Using computerized assessment/intake system</td>
<td>4.80%</td>
<td>4</td>
</tr>
<tr>
<td>clients each week regardless of how full their case load is, and giving them responsibility for managing their case load</td>
<td>9.50%</td>
<td>8</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>9.50%</td>
<td>8</td>
</tr>
</tbody>
</table>

### 60.) What percentage of your clients are referred to external practitioners for more specialized or intensive treatment?

<table>
<thead>
<tr>
<th>Referral Type</th>
<th>%</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5 0–50</td>
<td>67.9</td>
<td>587</td>
</tr>
<tr>
<td>7.4 0–43</td>
<td>67.9</td>
<td>587</td>
</tr>
<tr>
<td>10.6 0–60</td>
<td>67.9</td>
<td>587</td>
</tr>
<tr>
<td>11.8 1–50</td>
<td>67.9</td>
<td>587</td>
</tr>
<tr>
<td>9.3 0–60</td>
<td>67.9</td>
<td>587</td>
</tr>
</tbody>
</table>
# Alphabetical Listing of Participants

<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>278 - Achter, John</td>
<td>74 - Bucell, Michael</td>
</tr>
<tr>
<td>158 - Alvarez, Jacqueline</td>
<td>248 - Buck, Sylvia</td>
</tr>
<tr>
<td>41 - Arce, Elsa</td>
<td>191 - Buckingham, Jane</td>
</tr>
<tr>
<td>138 - Armstrong, Rosemary</td>
<td>155 - Burks, Suzanne</td>
</tr>
<tr>
<td>21 - Assing, Wayne</td>
<td>145 - Burns, Bill</td>
</tr>
<tr>
<td>227 - Aulick, Candace</td>
<td>208 - Busse, Wilma</td>
</tr>
<tr>
<td>174 - Azar, Jim</td>
<td>207 - Byrnes, Anne</td>
</tr>
<tr>
<td>130 - Backels, Kelsey</td>
<td>271 - Cannici, James</td>
</tr>
<tr>
<td>284 - Balderrama, Sylvia</td>
<td>276 - Carter, F. Jeri</td>
</tr>
<tr>
<td>20 - Barlow, Marty</td>
<td>232 - Carter, Leonard</td>
</tr>
<tr>
<td>141 - Barnette, Vivian</td>
<td>143 - Caruso, Michele</td>
</tr>
<tr>
<td>269 - Barr, Victor</td>
<td>221 - Celentana, Marc</td>
</tr>
<tr>
<td>101 - Barresi, Jr., Joseph</td>
<td>195 - Chang, Victor</td>
</tr>
<tr>
<td>189 - Bassi, Terri</td>
<td>94 - Chew, Jr, Lloyd K.</td>
</tr>
<tr>
<td>219 - Bee, Heather</td>
<td>226 - Christofi, Victoria</td>
</tr>
<tr>
<td>176 - Benash, Marianne</td>
<td>3 - Collins, Wanda</td>
</tr>
<tr>
<td>216 - Berkich, Carla</td>
<td>10 - Commerford, Mary</td>
</tr>
<tr>
<td>32 - Berkow, Daniel</td>
<td>30 - Compliment, Brad</td>
</tr>
<tr>
<td>107 - Birky, Ian</td>
<td>93 - Conboy, Ruth</td>
</tr>
<tr>
<td>285 - Bishop, Lisa</td>
<td>43 - Contreras, Raquel</td>
</tr>
<tr>
<td>279 - Blankenship, Lise</td>
<td>154 - Cook, Colleen</td>
</tr>
<tr>
<td>149 - Boone, Rebecca</td>
<td>292 - Cook-Nobles, Robin</td>
</tr>
<tr>
<td>50 - Booth, Ann</td>
<td>283 - Cooper, Stewart</td>
</tr>
<tr>
<td>170 - Bottone, Fran</td>
<td>300 - Corbin, Nancy</td>
</tr>
<tr>
<td>88 - Bowman, Glen</td>
<td>123 - Cornish, Peter</td>
</tr>
<tr>
<td>253 - Boyd, Vivian</td>
<td>1 - Cornish, Peter</td>
</tr>
<tr>
<td>136 - Brasil, Stephen</td>
<td>229 - Cosimano, Anne</td>
</tr>
<tr>
<td>272 - Brian, Tom J</td>
<td>275 - Coumar, Anil</td>
</tr>
<tr>
<td>291 - Brounk, Tom</td>
<td>263 - Cox, James</td>
</tr>
<tr>
<td>68 - Brown, Steve</td>
<td>69 - Cox, Sandra</td>
</tr>
<tr>
<td>281 - Brownson, Chris</td>
<td>160 - Culotta, Cheryl</td>
</tr>
<tr>
<td>125 - Bruce-Sanford, Gail</td>
<td>15 - Danchise, Roger</td>
</tr>
<tr>
<td>99 - Davar, David</td>
<td>28 - Davenport, Robin</td>
</tr>
<tr>
<td>95 - Day, Michael</td>
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237 - Osburn, Monica
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212 - Payne, Anna Beth
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250 - Pendleton, Kathy
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293 - Perone, Julie
49 - Peterson, Michael
124 - Piassick, Emily
265 - Platt, Karen
163 - Pollack, Glenn
79 - Pollard, Jeff
5 - Pollock, Fran
247 - Polychronis, Paul
4 - Pool, Cleave
235 - Pressler, Edna
206 - Price, Neal
244 - Prince, Jeffrey
47 - Provan, Amy
249 - Pulakos, Joan
294 - Putney, Mirenda
72 - Quackenbush, Robert
213 - Ramirez, David
38 - Rapaport, Ross
220 - Rayburn, Monroe
282 - Reilly-Myklebust, Alice
29 - Reinhardt, Brian
205 - Reymann, Linda
239 - Rhinehart, Leslie
180 - Richards, Sheri
296 - Ritchie, John
223 - Robin, Tracy
100 - Ropar, John
152 - Ross, Charlie
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187 - Roy, Nance
200 - Ruthrauff, Terry
144 - Salter, Lee
209 - Saunders-Fields, Christine
153 - Schafer, Michael
46 - Schwaiger Willig, Patricia
11 - Scott, James
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42 - Smith, Christine
267 - Smith, Thomas
217 - Snodgrass, Greg
258 - Spano, David
83 - Speed, Coleen
55 - Spolore, Janet
193 - St. John, Judy
246 - Stanford, Jeanne
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175 - Stock, Sue
23 - Stoddard, Reed
73 - Strader, Scott
139 - Strauchler, Orin
51 - Stultz, Fred
75 - Swarr, Amy
274 - Taylor, Ellen
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266 - Thomas, Barbara
302 - Thompson, Eileen
156 - Thompson, Lenora
45 - Thompson, Mark
304 - Thomson, Don
112 - Torresdal, Pam
260 - Towle, David
228 - Trueman, Amy
211 - Turner, Sally
299 - Van Brunt, Brian
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252 - Wagar, Barbara
173 - Wagner, Joyce
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70 - Walker, Jen
254 - Wallace, David
214 - Wallack, Cory
67 - Waller, Beatrice
243 - Waters, Myra
194 - Way, Mary
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273 - Weitzman, Lauren
81 - Wells, Marolyn
225 - Welt, Kenneth
103 - Wiggum, Candice
137 - Wilburn, Brenda
52 - Winesett, Mitzi
169 - Winters, Michael
186 - Wolfe, Larry
33 - Wolthuis, Randall
66 - Woodruff, Holly
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<th>Address</th>
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<th>Contact Person</th>
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<tr>
<th>Page</th>
<th>Institution</th>
<th>Address</th>
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<td>502 East Boone Avenue</td>
<td>Spokane, WA 99258-0094</td>
<td>509-313-4054</td>
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<td><a href="mailto:sheridan@gu.gonzaga.edu">sheridan@gu.gonzaga.edu</a></td>
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<td>Grambling State University</td>
<td>GSU Box 4306</td>
<td>Grambling, LA 71245</td>
<td>318-274-3277</td>
<td>318-274-3114</td>
<td><a href="mailto:speed@gram.edu">speed@gram.edu</a></td>
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<td>Grand Valley State University</td>
<td>Counseling &amp; Career Development Cen</td>
<td>Allendale, MI 49401</td>
<td>616-331-3266</td>
<td>616-331-3215</td>
<td><a href="mailto:palombib@gvsu.edu">palombib@gvsu.edu</a></td>
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<td>Wellness Center</td>
<td>Poultney, VT 05764</td>
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<td>802-287-4268</td>
<td><a href="mailto:leyjess@greenmtn.edu">leyjess@greenmtn.edu</a></td>
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<tr>
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<td>Guilford College</td>
<td>5800 W. Friendly Ave</td>
<td>Greensboro, NC 27410</td>
<td>336-316-2143</td>
<td>336-316-2184</td>
<td><a href="mailto:gterrell@guilford.edu">gterrell@guilford.edu</a></td>
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<tr>
<td>87</td>
<td>Hamilton College</td>
<td>198 College Hill Road</td>
<td>Clinton, NY 13323</td>
<td>315-859-4340</td>
<td>315-959-4046</td>
<td><a href="mailto:rkazin@hamilton.edu">rkazin@hamilton.edu</a></td>
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<td>P. O. Box 656</td>
<td>Hampden-Sydney, VA 23943</td>
<td>434-223-6107</td>
<td>434-223-7095</td>
<td><a href="mailto:gbowman@hsc.edu">gbowman@hsc.edu</a></td>
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<tr>
<td>89</td>
<td>Hawaii Pacific University</td>
<td>1164 Bishop St. Suite 123</td>
<td>Honolulu, HI 96813</td>
<td>808-687-7032</td>
<td><a href="mailto:kkeaulike@hpu.edu">kkeaulike@hpu.edu</a></td>
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<td>90</td>
<td>Hiram College</td>
<td>P.O. Box 67</td>
<td>Hiram, OH 44234</td>
<td>330-569-5952</td>
<td>330-569-5398</td>
<td><a href="mailto:taylorlb@hiram.edu">taylorlb@hiram.edu</a></td>
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<td>Houghton College</td>
<td>One Willard Avenue</td>
<td>Houghton, NY 13444</td>
<td>585-567-9622</td>
<td>585-567-9625</td>
<td><a href="mailto:michael.lastoria@houghton.edu">michael.lastoria@houghton.edu</a></td>
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<td>Student Counseling Services</td>
<td>Chicago, IL 60616</td>
<td>312-567-5900</td>
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<td>Immaculata University</td>
<td>1144 King Road</td>
<td>Immaculata, PA 19345</td>
<td>610-789-3833</td>
<td>610-640-1468</td>
<td><a href="mailto:rujohn@verizon.net">rujohn@verizon.net</a></td>
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<td>567 N 5th Street, Student Services Building, 3rd Floor, Lloyd K. Chew, Jr.</td>
<td>Terre Haute, IN 47809</td>
<td>PHONE: 812-237-3939</td>
<td><a href="mailto:lchew@isugw.indstate.edu">lchew@isugw.indstate.edu</a></td>
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<td>4201 Grant Line Road, Michael Day</td>
<td>New Albany, IN 47150</td>
<td>PHONE: 812-941-2244</td>
<td><a href="mailto:micaday@ius.edu">micaday@ius.edu</a></td>
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<td>101 Hammond Health Center, Deborah Harper</td>
<td>Ithaca, NY 14850</td>
<td>PHONE: 607-274-3136</td>
<td>FAX: 607-274-3667</td>
<td><a href="mailto:dharper@ithaca.edu">dharper@ithaca.edu</a></td>
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<td>Jackson, Ms 39286</td>
<td>PHONE: 601-979-0374</td>
<td>FAX: 601-979-0508</td>
<td><a href="mailto:frankie.f.pellerin@jsums.edu">frankie.f.pellerin@jsums.edu</a></td>
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<td>98</td>
<td>James Madison University</td>
<td>800 South Main Street, MSC 0801, David Onestak</td>
<td>Harrisonburg, VA 22812</td>
<td>PHONE: 540-568-6552</td>
<td>FAX: 540-568-8096</td>
<td><a href="mailto:onestadm@jmu.edu">onestadm@jmu.edu</a></td>
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<td>3080 Broadway, David Davar</td>
<td>New York, NY 10028</td>
<td>PHONE: 212-280-6161</td>
<td><a href="mailto:dadavar@jtsa.edu">dadavar@jtsa.edu</a></td>
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<td>John Carroll University</td>
<td>2700 North Park Blvd, John Ropar</td>
<td>University Heights, Oh 44118</td>
<td>PHONE: 216-397-4283</td>
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<td><a href="mailto:jropar@jcu.edu">jropar@jcu.edu</a></td>
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<td>8 Abbott Park Place, Joseph Barresi, Jr.</td>
<td>Providence, RI 02903</td>
<td>PHONE: 401-598-1016</td>
<td>FAX: 401-598-2220</td>
<td><a href="mailto:jbarresi@jwu.edu">jbarresi@jwu.edu</a></td>
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<td>Keene, NH 03435</td>
<td>PHONE: 603-358-2437</td>
<td>FAX: 603-358-2985</td>
<td><a href="mailto:cwiggum@keene.edu">cwiggum@keene.edu</a></td>
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<td>Lakeland College</td>
<td>PO Box 359, Cary Knier</td>
<td>Sheboygan, WI 53082</td>
<td>PHONE: 920-565-1527</td>
<td>FAX: 920-565-1311</td>
<td><a href="mailto:knierca@lakeland.edu">knierca@lakeland.edu</a></td>
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<td>Laurier Brantford</td>
<td>73 George St, Anna Gold</td>
<td>Brantford, Ontario N3T 2Y3</td>
<td>PHONE: 519-756-8228</td>
<td><a href="mailto:agold@wlu.ca">agold@wlu.ca</a></td>
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<td>Appleton, WI 54911</td>
<td>920-832-6574</td>
<td>920-832-7488</td>
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<td>Bethlehem, PA 18015</td>
<td>610-758-3880</td>
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<td>27 Everett St</td>
<td>Cambridge, MA 02138</td>
<td>617-349-8546</td>
<td>617-349-8558</td>
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<td>Baton Rouge, LA 70808</td>
<td>225-578-8774</td>
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<td>Loyola Marymount University</td>
<td>1 LMU Drive</td>
<td>Los Angeles, CA 90045</td>
<td>310-338-2868</td>
<td>310-338-3705</td>
<td><a href="mailto:klinden1@lmu.edu">klinden1@lmu.edu</a></td>
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<td>1052 Loyola Ave.</td>
<td>Chicago, IL 60626</td>
<td>773-508-2546</td>
<td>773-508-2740</td>
<td><a href="mailto:ddeboer@luc.edu">ddeboer@luc.edu</a></td>
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<td>700 College Drive</td>
<td>Decorah, IA 52101</td>
<td>563-387-1375</td>
<td>563-387-1384</td>
<td><a href="mailto:torrespa@luther.edu">torrespa@luther.edu</a></td>
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<td>Batesville, AR 72503</td>
<td>870-307-7284</td>
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<td><a href="mailto:dellis@lyon.edu">dellis@lyon.edu</a></td>
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<td>Jenkintown, PA 19422</td>
<td>215-885-6299</td>
<td>215-576-8183</td>
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<td>3200 Cold Spring Rd</td>
<td>Indianapolis, IN 46222</td>
<td>317-955-6150</td>
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<td><a href="mailto:lmalloy@marian.edu">lmalloy@marian.edu</a></td>
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<td>PO Box A</td>
<td>Marlboro, VT 05344</td>
<td>803-258-9258</td>
<td>802-251-7604</td>
<td><a href="mailto:max@marlboro.edu">max@marlboro.edu</a></td>
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<td>Milwaukee, WI 53201-1881</td>
<td>414-288-7598</td>
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<td><a href="mailto:mike.zebrowski@mu.edu">mike.zebrowski@mu.edu</a></td>
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Marymount University Counseling Center, Box 842
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Vivian Barnette
Greensboro, NC 27411
PHONE: 336-334-7727
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vdbarnet@ncat.edu
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<td>Alexandra Dulluti</td>
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<td>Jersey City, NJ 07042</td>
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<td>Bridgeview, IL 60455</td>
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<td>PHONE: 201-200-3165</td>
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<td><a href="mailto:michele.caruso@nicholls.edu">michele.caruso@nicholls.edu</a></td>
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<td>Lee Salter</td>
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<td>Fargo, ND 58108</td>
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<td><a href="mailto:slipiec@ndc.edu">slipiec@ndc.edu</a></td>
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<td>Box 6045</td>
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<tr>
<td></td>
<td>Chris Gunn</td>
<td></td>
<td>Charlie Ross</td>
</tr>
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<td></td>
<td>Flagstaff, AZ 86011</td>
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<td>Oberlin, OH 44090</td>
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<tr>
<td></td>
<td>PHONE: 928-523-2261</td>
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<td></td>
<td><a href="mailto:christopher.gunn@nau.edu">christopher.gunn@nau.edu</a></td>
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<td><a href="mailto:cross@oberlin.edu">cross@oberlin.edu</a></td>
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<td>3059 Coffeen Ave.</td>
<td></td>
<td>Michael Schafer</td>
</tr>
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<td>GMB #135</td>
<td></td>
<td>Ada, OH 45810</td>
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<tr>
<td></td>
<td>Deanne Wyssmann</td>
<td></td>
<td>PHONE: 419-772-2190</td>
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<tr>
<td></td>
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<tr>
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<td></td>
<td><a href="mailto:m-schafer@onu.edu">m-schafer@onu.edu</a></td>
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<tr>
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<td>FAX: 307-674-7205</td>
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<td><a href="mailto:dwyssmann@sheridan.edu">dwyssmann@sheridan.edu</a></td>
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<td>Randolph College</td>
<td>2500 Rivermont Ave.</td>
<td>Anne Hershbell</td>
<td>434-947-8158</td>
<td>434-947-8106</td>
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<td>167</td>
<td>Rensselaer Polytechnic Inst.</td>
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<td>Rhode Island College</td>
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<td>401-456-8094</td>
<td>401-456-8781</td>
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<td>Rice University</td>
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<td>713-348-4867</td>
<td>713-348-5953</td>
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<td>Richard Stockton College</td>
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<td>609-626-5550</td>
<td><a href="mailto:frances.bottone@stockton.edu">frances.bottone@stockton.edu</a></td>
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<td>171</td>
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<td>610-527-0341</td>
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<td>Shirley Matthews</td>
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<td>Terri Bassi</td>
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<td>Barbara Hardin</td>
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200  St. George's University
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<td>514 University Ave, Counseling Center, Anna Beth Payne, Selinsgrove, PA 17870</td>
<td>PHONE: 570-372-4238</td>
<td><a href="mailto:paynea@susqu.edu">paynea@susqu.edu</a></td>
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<td>Swarthmore College</td>
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<td>PHONE: 610-328-8011</td>
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<td>Syracuse University</td>
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<td><a href="mailto:cwallack@syr.edu">cwallack@syr.edu</a></td>
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<td>215</td>
<td>Temple University</td>
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<td>PHONE: 215-204-7276</td>
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<td>Texas A&amp;M University-Corpus Christi</td>
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<td>Texas State University</td>
<td>Counseling Center, 5-4.1 LBJ Student Center, 601 University Dr., Greg Snodgrass, San Marcos, TX 78666</td>
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<td>218</td>
<td>The Art Institute Of Colorado</td>
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<td>The Art Institute Of Portland</td>
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<td>The Catholic University Of America</td>
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<td>The College Of New Jersey</td>
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