

Questions asked in Director's Surveys
1983-92

Setup: Questions asked are on left,
columns indicate question number
for each year of inclusion in survey.

Administration	Page 1
Referrals	Page 1
Third party	Page 2
Career	Page 2
Case files	Page 3
Center structure	Page 4
Client populations	Page 4
AIDS	Page 5
Alcohol	Page 5
AMAC	Page 5
Anorexia/bulimia	Page 6
Faculty/Staff	Page 7
Gay and lesbian	Page 7
International students	Page 7
LD	Page 8
Minority students	Page 8
Miscellaneous	Page 8
MPD	Page 8
Consulting	Page 9
Crisis intervention	Page 9
Policy	Page 10
Director	Page 10
Financial	Page 12
Budget	Page 12
Fees and services	Page 13
Support	Page 14
Legal/Ethics	Page 15
AIDS	Page 16
Confidentiality	Page 17
Harassment	Page 17
Referrals	Page 17
Miscellaneous	Page 18
Computers	Page 18
Concerns	Page 19
Groups	Page 19
Learning skills	Page 20
Programs	Page 20
Referrals	Page 21
Sessions	Page 22
Waiting list/intake	Page 23

Staff	Page 24
Evaluation	Page 25
Hiring	Page 26
Insurance	Page 27
Interns	Page 27
Psychiatrist	Page 28
Students	Page 29
Supervision	Page 29
Training	Page 30
Student Health	Page 31
Mergers	Page 31
Suicide	Page 32
Policy	Page 32
Third party	Page 32
Violence - Third party	Page 33

Administration

Centers that have a policy that specifies that rights and responsibilities of administrators.

71

Knowledge of higher level administration about center:

Very knowledgeable and supportive

32

Reasonably well acquainted with our services

Not very knowledgeable

They hardly know we exist

Do you think it reasonable for Counseling Center staff to respond to the Vice President's request for information in the following situations: (Yes; Yes, but only if student signs a release form; No)

50

The Vice President is concerned about a student's behavior and wants to know whether the student has ever received counseling.

The Vice President refers a student to the center and wants to know if he/she has kept the appointment.

The Vice President refers a student to the center and wants a progress report on how the student is doing.

Administration - Referrals

A trusted campus official - very worried about a student she referred - wants to know if the student has arrived. Director would inform her if:

19

No appointment has been scheduled, so student is not yet a client

An appointment has been scheduled, but is several days away

An appointment has been kept, but the student will not be back for a week or two

On other surveys Directors have been split on whether it is appropriate to notify a referral source that a client has kept an appointment without getting a signed release. What would you see as an appropriate solution to the dilemma? (Check all that apply)

52

Give students the option on an intake form about whether or not they will allow you to notify the referring person.

Have this issue reviewed by your professional association for the purpose of establishing a clearer ethical guideline.

No need to do either of the above. This information should not be given under any circumstance.

Feedback policy to administrators who refer students to center

Told only that student kept first appointment

31

Told that student is continuing counseling

Told student is continuing in counseling and whether any progress is being made

No feedback provided

Administration - Third party

In your opinion, would the Counseling Center Director inform the Vice President or other senior person if a client is: (Yes; Yes, but only if client signs a release form; No) 51

- A resident student who is a high suicidal risk and also will require hospitalization.
- A resident student who has some potential for suicide but hospitalization is not required.
- A student whose psychological state is such that he/she might pose a danger to other students.
- A student who tells a counselor that he/she has been raped by a resident assistant but doesn't want to make it public.
- A student who responds to a counselor that he/she has some kleptomania tendencies and has been stealing from the other students in the residence halls.
- A resident student who reports to a counselor that he/she is making obscene phone calls to other students in residence.
- A student reports to a counselor that his roommate is planning to set off a smoke bomb in a large auditorium and fears it might create panic and hurt some people.
- A resident student reports that he/she is HIV positive and is sexually active.

Career

Centers which have an identifiable career development coordinator 25

If yes to above, this person reports to: 26

- Counseling Center Director
- Placement Director
- Chief Student Personnel Officer

Area where career counseling gets done on your campus

- Primarily in CC 20 15 12 22
- Primarily in separate career development or placement office
- Shared equally between a and b

Belief about where career counseling should be offered (Primarily Placement, Primarily Counseling, Shared equally) 12

In past two years, career counseling has:

- been moved out of CC or move is being considered 14
- Been moved into CC or move is being considered
- No change

- Been moved out of CC
- Move out of CC is being considered 11
- Been moved into CC
- Move into CC is being considered
- None of the above

In centers that offer career counseling, it is:

- Integrated with personal counseling 16 13
- Provided by career specialist
- A combination of a and b

If both personal and career counseling done in center:											
All counselors do both										24	
Some counselors do both, others specialize in career or personal											
All counselors specialize											
Centers that have a Career Library											40
Ratio of career counselors to students on campus									10		
Case files											
Centers where clients have access to counselor's reports on request											37
Reasons for giving student access to records: (The Buckley amendment; State law, Center courtesy)											38
Centers which support these statements regarding case notes										24	
Case notes should be kept only at discretion of counselor											
Case notes should be kept on each client but remain under care of client's counselor											
Case notes must be maintained in either central file or in counselors' offices, depending on what works best for the center											
Case notes should be maintained only in a central office file											
Information kept in central files:											
We keep no case record										40	
Counselors keep own records, no central files											36
Notes on all sessions											
Case summaries											
Both c and d											
Centers' policy on typing case notes											
All case notes are typed										43	
Summary only typed											
No typing required - only if summary sent out of center											
Centers that feel directors should have access to client files maintained by counselor											25
Centers that feel directors should occasionally review counselors' case notes											26
Have you developed a policy on what should or should not be included in case notes to protect yourself against a court ordered opening of your records?									18	27	41
If an FBI agent has a signed release form from a client giving permission to access the client's records, how would you handle it?											19
Copy of file is provided											
Agent is allowed to read file in Center											
A verbal report is given to agent											
Records are made available only if the request is made directly to us by the client											
No access is provided even at the client's request without a court order											

Antisocial disorder
 Borderline disorder
 Histrionic disorder
 Narcissistic disorder
 Avoidant/dependent/passive aggressive disorders

Number of students seeking help who are in severe psychological distress: 53
 Each year we seem to spend more time working with these more severe cases
 We see many such cases each year - no significant change
 These cases seem to be declining in our center
 Our Center is not staffed to handle such problems - they tend to go elsewhere on or off campus.

Client populations - AIDS

Institutions where at least one student has developed AIDS in past year 32
 Have you participated in any kind of workshop on AIDS in the past two years? 90

Client populations - Alcohol

Increased concern by administration in the past year about alcohol abuse 25
 In Director's opinion, the increased concern is related to 26
 An actual increase in the incidence of alcohol abuse
 An increase in media attention to the problem
 Both a & b

Client populations - AMAC

Directors that would report the past child abuse of a client 18 years or older, against the client's wishes (Yes, No, Other) 27
 Any change, in recent years, in number of clients reporting sexual abuse as a child (A definite increase, About the same, A definite decrease) 49
 Have you noticed an increase in the number of students who report having been sexually abused as children? 57 56
 In your opinion, do these students who report earlier sexual abuse have more serious psychological problems, on the average, than other personal counseling clients? 58
 Likelihood of staff probing for earlier sexual abuse if female client presents with long standing emotional problems of undetermined origin 37
 Likelihood of staff probing for earlier sexual abuse if male client presents with the above symptoms. 38
 Centers in which child abuse was reported because 28
 a client had been abused in the past
 a client was being abused concurrent with counseling
 a client had previously abused a child
 a client was abusing a child concurrent with counseling

	93	92	91	90	89	88	87	86	85	84	83
Has your staff had any inservice training in the past year on how to work with students who have been sexually abused as children? (Yes; No; No, but we could use some training in this area)		59									
Have you run any groups for students who have been sexually abused as children? (Yes; No; No, but we will in the future)		60									
Has your Center or school taken any particular initiative to respond to the clients who have been traumatized by abuse? (Describe)		61									
Client populations - Anorexia/bulimia											
What is the status of eating disorders on your campus?		39									
The problem seems to be declining											
The problem is still a significant one but leveling off											
The problem seems to be increasing											
Relative to other years, number of cases of anorexia (More, About the same, A slight decline, A decided decline)									35		
Relative to other years, number of cases of bulimia (More, About the same, A slight decline, A decided decline)									36		
Any change, relative to recent years, in number of clients with anorexia (More, about the same, less)						47	54	27	28	25	
Any change, relative to recent years, in number of clients with bulimia (More, about the same, less)						48	55	28	29	26	
In terms of anorexia, directors are feeling;											
More optimistic about the outcome of treatment									29	29	
More pessimistic about the outcome of treatment											
Uncertain as to likely outcome											
In terms of bulimia, directors are feeling;											
More optimistic about the outcome of treatment									30	30	
More pessimistic about the outcome of treatment											
Uncertain as to likely outcome											
How do you handle a bulimic or anorexic client in your Center?		40									
Brief psychotherapy only											
Extensive psychotherapy											
Brief therapy combined with group											
Extensive therapy combined with group											
Group therapy only											
We refer out											
Anorexic students are											27
Treated at the counseling center with medical backup as necessary											
Treated at counseling center but in complete collaboration with medical person											
Referred to more medically oriented setting											

Bulimic students are
 Treated at the counseling center with medical backup as necessary
 Treated at counseling center but in complete collaboration with medical person
 Referred to more medically oriented setting

28

Client populations - Faculty/Staff

Campuses with Employee Assistance Program 36

If EAP, who administrates?
 The counseling center 37
 Personnel or human resources
 School of social work

If EAP is not administrated by CC, do you have any role?
 (Yes, on advisory board; Yes, as consultant; Yes, other; No) 38

Centers that provide counseling services for faculty and staff 56 27

Nature of services provided for faculty and staff:
 Services provided informally as schedule permits 57 28
 Formally identified programs with full academic sanction
 Programs established along lines of Employee Assistance Program
 Separate funding established program
 3rd party payments collected for services
 Primarily referral program
 Services detract from ability to provide necessary services to students
 Services strengthen political position on campus
 Services help create healthier environment and benefits students
 Faculty & staff who utilize these services also tend to make more referrals

Data is available to demonstrate cost effectiveness 28

Client populations - Gay and lesbian

Centers with special programs for gay and lesbian students. 56

Existence of committee or task force on campus that is charged with addressing the issue of discrimination against sexual minorities. 57

Client populations - International students

Campuses with a substantial number of international students 31

If yes to above, how these students make use of counseling services 32
 more than other students
 about the same as other students
 less than other students
 rarely, mostly for extreme emergencies

Campuses where there is an increase in domestic violence among international students 33

Client populations - LD

Diagnostic testing for learning disabilities is:

- Conducted by the Counseling Center staff
- Conducted by the Learning Skills Center staff
- Conducted by the Disabled Student Services staff
- Conducted on campus by a program other than those listed above
- Provided by referral to services off campus

96

Campuses that have staff trained to work with LD students

28

Location of staff member(s) trained to work with LD students

29

- Counseling center
- A learning skills program
- Disabled student service

Centers which have written criteria describing what is necessary for institution to consider a student learning disabled

51

Centers that are encountering more students with learning disabilities

31 31

Client populations - Minority students

Schools with special programming for minority students

59

If yes to above, the place that this gets done:

60

- Through CC
- Through student affairs
- Through office outside of student affairs

Any change, in recent years, in numbers of students dealing with "love addiction" type problems (A definite increase, About the same, A definite decrease)

52

Client populations - Miscellaneous

Directors with expertise working with "love addiction" problems

53

Centers that worked with "Fatal Attraction" type cases in the past year

57

In these "Fatal Attraction" cases, who sought counseling? (The pursuer, The pursued, Both)

58

Centers that have encountered clients in past year who inflict pain of themselves as a way of reducing anxiety

19

Problem of self-inflicted pain increasing in recent years

20

Client populations - MPD

In the past year, have any clients at your Center been diagnosed as having multiple personality disorder?

54

Has there been an increase in multiple personality disorders at your Center in recent years?

55

How do, or how would you handle a multiple personality disorder at your Center?
 Would treat at Center 56
 Would refer out

Consulting

Did you seek advice or information from another Counseling Center during the year? 72
 If yes, what were the general areas of concern?

Schools that have money budgeted to bring in outside consultants 10 7 9

Did you invite a consultant to your Center during the year (apart from an accreditation visit)? 73

What was the primary reason for the visit? 74

Accredited Centers that brought in a consultant to help prepare for the APA site visit 34

If pre-site consultant was used, was center accredited as a result of first APA site visit? 35
 (Yes, fully; Yes, provisionally; No)

Crisis intervention

Centers where staff serves on crisis intervention team with other departments 12

If yes to the above, centers that have confidentiality problems because of this. 13

Relative prevalence of crisis on campus, and an estimate of staff's ability to handle each type of crisis. 22

[Prevalence: Increasing concern on campus in past year; About same concern as last year - still seen as a major problem; About the same as last year - relatively low prevalence; Decreasing prevalence; No incidents reported]

[Staff's ability to handle crisis: All excellently prepared to handle crisis; Most well trained to handle crisis; Moderately well-trained - could use some upgrading of skills; Definite weakness in this area. Need additional training; Very weak and need extensive crisis interventional training]

- Suicidal behavior
- Psychotic behavior (violent)
- Psychotic behavior (non-violent)
- Victim of rape or other violent crime
- Alcohol or other drug related crisis
- Severe depression
- Sever anxiety reaction
- Bulimic student
- Anorectic student
- Major crisis that traumatizes a number of people

Centers with major crisis on campus that required center involvement. 65 52 26

Time spent on crisis counseling in recent years 45

Number of after-hour emergencies responded to in a year by average counselor: (1-5, 6-10, 11-15, 16 and over) 12

Centers that typically provide compensatory time for after hours emergency work								13												
Centers that have provided inservice crisis intervention training in the past year																				23
Centers that report funding is a problem in providing crisis intervention training																				24
Centers that have a written policy for handling psychological crises													25							
Centers that have a written policy for involuntary removal of student from residence halls for psychological reasons.							39													19
Do you have a written policy on when and how to notify parents (spouse, etc.) of a student's seriously deteriorating psychological condition? (Yes; No, not needed; No, but would be helpful)																			42	
Centers that have written policies on the following:																				19
Having an emotionally disturbed student removed from the residence halls or school																				
Getting a psychotic student hospitalized																				
Dealing with a potentially suicidal student																				
Dealing with a potentially violent student																				
Crisis intervention - Policy																				
Centers that <u>would</u> (Against their clients wishes) inform the parents of an under-age client who had been hospitalized for psychological reasons																			43	
Has your staff had to hospitalize a student for psychological reasons during this past year? Approximately how many cases?							14	46	15	20	42	21	36							
Director																				
Check those areas where you have experience or expertise in providing consultation to other Counseling Centers																				75
Resolving staff conflict																				
Establishing a staff contracting system																				
General evaluation of a Center																				
Combining Health Center and Counseling Center																				
Combining Counseling and Career Development																				
Establishing a Learning Skills Center																				
Grant writing																				
Establishing a wellness center																				
Do you have any particular interest areas that you would be willing to share with staff at another Center through presentation or workshop? If yes, what is the interest area?																				76
Directors preference for programs that might be offered at future Directors conference (See 1986 booklet for details)																				48

Highest degree held by center director

58

- Doctorate - clinical psych
- Masters - clinical psych
- Doctorate - counseling psych
- Masters - counseling psych
- Doctorate - counseling/counselor ed/mental health
- Masters - counseling/counselor ed/mental health
- MSW

Directors identify themselves primarily as:

45

- Clinical psychologists
- Counseling psychologists
- Psychiatrists
- Mental health professionals
- Social workers
- Student personnel administrators

Directors report to:

27

- Chief Student Personnel Officer
- Assistant to CSPO
- Academic Affairs Dean
- Student Health Director

Directors who are satisfied with arrangement in above

28

Directors who have difficulty with supervisors in terms of his/her wanting more information than can be ethically shared

29

32

Director's Faculty status: (Adjunct appointment in a department, Full appointment in a department, No faculty appointment)

39

Directors who supplement income with the following:

49

- Teach on overload basis
- Private practice
- Industrial evaluation
- Psychological evaluation

Rates of directors in private practice compared to going rates in area

50

- Something above going rate
- About the same
- Below going rate

What kinds of things cause you stress on the job? (only group data will be reported)

79

- Being responsible for other people's work
- Budget problems
- Lack of understanding by the administration
- Staff conflicts with each other
- Lack of understanding by staff of your problems in running a Center
- Impaired staff
- Uncooperative staff

What is your degree of happiness with your job as Counseling Center Director? 78
 Extremely happy with this work. Can't think of anything I'd rather do.
 Quite happy with this work, but can think of equally attractive jobs.
 Moderately happy with this job.
 Quite unhappy with this work. I often wish I was in another line of work.
 Extremely unhappy with this work. Very definitely should have gone in another direction.

Would you like a job other than Counseling Center Director before you retire? 80
 If yes, what would you like to do?
 Higher level administration
 Teaching
 Training Director
 Return to staff counselor position
 Full time private practice

Financial - Budget

Do you anticipate a budget cut in 1991-1992? 7

Ways that budget cuts may affect centers 8
 Reduced staff
 Little/no salary increases
 Reduction in salaries
 Reduction in other budget costs

Did your center take a budget cut in 19__ - 19__? 6

If yes to #6, how did cut affect the Center? 7
 Reduced staff
 Little or no salary increases
 Reduction in salaries
 Reduced other costs budget

Budget allocations for the following services over past two years (Increase Expenditures, 4
 Decrease Expenditures, No Change, Not Applicable)
 Personal counseling
 Career counseling
 Learning skills program
 Minority skills program
 Women's programs
 Consulting services for athletes
 Disabled students' services

Operating budgets of centers 7 6 5
 Increasing beyond inflation
 Increased about the same as inflation
 Remained the same
 Decreased

Compared with other institution units counseling center budget has done: 5
 (Better than most, Worse than most, About the same)

	93	92	91	90	89	88	87	86	85	84	83
On average how much money is provided to each counselor in your Center for professional development?		8									
How do decisions get made on division of travel money?			64								
Available money divided equally											
Same as a, but training director gets more											
Goes only to staff making presentations at conferences											
Tied to money generated by staff											
Travel budgets of centers					8		7				6
Increasing beyond inflation											
Increased about the same as inflation											
Remained the same											
Decreased											
Novel ways of supplementing travel budgets								50			53
Financial - Fees and services											
Median fee for sessions											2
Centers that charge a fee for services									1		1
Centers that charge a fee for the following on-campus services:				2	2		3				
Structured groups											
Interest tests											
Personality tests											
Campus wide testing											
Workshops											
Departmental consulting											
Psychological assessment											
Use of SIGI or other computerized counseling system							3				2
Written materials											
Learning skills											
Do you charge a fee for any of the following services?		1	1	1	1	1	1	1			1
Personal counseling to students											
Personal counseling to faculty/staff											
Personal counseling to alumni											
Personal counseling to community											
Career counseling to students											
Career counseling to faculty/staff											
Career counseling to alumni											
Career counseling to community											
Career testing											
Personality testing											
Do you charge a fee for any of the following services?		5	4								
Structured groups											
Psychological assessment for external groups											
Workshops											
Teaching where salary comes back to Center											

SIGI/DISCOVER/etc.
 Consulting to on-campus units
 Consulting off campus
 List other income generating activities

Centers that charge for the following community services

- Personal counseling
- Career counseling
- Psychological assessment
- Consulting
- Workshops
- Structured groups
- EAP programs

3 3 3

- Use of SIGI or other computerized counseling system
- Written materials
- Learning skills

3

Does your Center run a major testing program on campus?

9 3 4 3

If yes to above, what happens to the income?

10 4 4

- It is used to support testing services
- Supports testing program plus other Center programs
- Goes back into general funds

Fees charged for testing done as part of normal counseling process to: (students, faculty/staff, others)

5

Centers that charge a fee for tests normally used as a part of counseling process to (Students, Faculty/Staff, Other)

2

- Strong-Campbell
- MMPI
- Myers-Briggs
- Kuder

Financial - Support

Are you supported by a mandatory fee?

3 3 4 5 5 3 3 4 6

If yes to above, what percentage of your budget does this fee cover?
 (75-100%, 50-74%, 25-49%, less than 25%)

4 6 7

Do you collect third party payments?

2 2 2 2 2 3 5

Schools which have received a FIPSE grant

8

- Yes, through CC
- Yes, through health center
- Yes, through other office
- No

Schools supported by external grants other than FIPSE

9

Centers that have programs supported by external grants

11

	93	92	91	90	89	88	87	86	85	84	83
Centers that are under pressure to become more self-supporting.				5					4		8
Legal/Ethics											
Noticeable change in the interest level of staff in legal issues (Increasing interest, No change, Decreased interest)											18
Has there been a suit against your Center in the past year?	26	53	23	28	47	29	40	32	42		15
Centers which have <u>ever</u> been sued.				29		30					
Legal costs of suit assumed by school.				30		31					
Outcome of suit (Against the center, For the center, Settled out of court, Not yet settled)				31	48	32					
Instances when staff members have had to hire own attorney because of claims arising out of their work at the center											17
Have your records or counselors been subpoenaed in the past year?	20	49	18	24	45	27	39	33	43		14
If records or counselors have been subpoenaed, was it necessary to comply? (Yes; Yes, but had client's permission; Yes, but only after court order received; No, did not need to comply)	21	50		25	46	28					
If records or counselors have been subpoenaed, were records used	22	51	20	26							
In support of the client											
Against a client											
If records or counselors have been subpoenaed, was it necessary for a counselor to appear in court?	23	52	21	27							
Would you comment briefly on the nature of the subpoena?	24										
In the past five years have you had to appear in court for reasons related to your professional responsibilities?	25										
Has your state passed a law making it mandatory for a counselor to inform a state agency if a client reports having had sex with a previous therapist?	27	54									
Yes - your state											
No											
Not sure											
How do you feel about this kind of law?	28			29							
I'm opposed. The potential damage to the counseling relationship is too great and I think our professional association should address this issue.											
I'm in favor of it. Even though it poses risks to the counseling relationships, it will help to clean up the profession.											
I'm ambivalent.											
Directors who would comply if the above law was passed in their state.				30							

Director's responses to this scenario: One student assaults another. Both are seen for counseling by 2 different counselors. Both students are asked by a judicial officer to sign release of information forms and the Dean insists that both counselors give testimony at the judicial board hearing.

55

- Comply, since students signed release forms.
- Comply, only if forms were signed without duress.
- Comply, but tell Dean to try and not have this kind of situation recur.
- Refuse to comply even if students want counselors to testify.

Centers which provide personal counseling without fee to individuals not directly related to institution.

61

10

If yes to above, would institution assume legal responsibility in event of suit by these clients? (Yes, No, Don't know) ('86 - add Don't know, and wish you hadn't asked)

62

11

Since questions like the above were asked in 1986, has center tried to reduce number of non-affiliated clients? (Yes; No; Didn't see question 4 years ago, now I'm concerned; Never a problem)

63

Have you had to confront a counselor in past year about unethical practices?

33

41

Have you had to confront a staff member in past year about unethical practices?

34

44

In past three years

44

Directors who have had to confront an intern about unethical practices in past year

42

In the past year, have you had to discipline or terminate a counselor or intern due to unethical practices?

29

56

34

33

49

Had you had to fire a counselor or intern because of unethical practices in the past year?

35

Directors who fired a counselor because of unethical practices in the past year

43

35

45

In past three years

45

Directors who have fired an intern because of unethical practices in the past year

44

Directors who see it as problematic when a counseling center:

45

- Takes a pro-choice or pro-abortion stand
- Reports a client to police who is an active child abuser
- Stores client information in a main computer given current protection capabilities
- Shares client information with a governmental agent who has a signed release form
- Discusses a client's case in staff without client's permission
- Provides religious counseling in center

Did you experience any other legal/ethical dilemma in the past year?

30

56

63

55

Legal/Ethics - AIDS

If you were seeing an HIV positive patient in therapy, under what circumstances would you feel the need to break confidentiality and who would you inform? (Would inform: Yes, No, Unsure; Who would be informed)

85

- Client is in residence and eating in the cafeteria.
- Client is employed in the cafeteria and is involved in the preparation of food.
- Client is in a sexual relationship with an unknowing partner (partner is not known to you) Same as c. but partner is known to you.
- Client is promiscuous and reports practicing unsafe sex.
- Client is working in a health-related profession where the risk of infecting patients is high.
- Client is applying to medical school
- Client is sharing an IV needle with an unknowing roommate.

If a client is participating in behavior that puts him/her at high risk for HIV infection do you feel that it is a therapist's ethical responsibility to strongly encourage medical examination? (Yes, No, Uncertain)

86

For an HIV positive client, do you think that it is the responsibility of the therapist to actively press for evidence of high-risk behavior if this is suspected? (Yes, No, Uncertain)

87

Are you aware of any legislation in your state that would permit psychotherapists to warn identifiable partners of HIV positive clients in certain limited circumstances? (Yes [State], No, Don't know)

88

Would you be in favor of such legislation?

89

Legal/Ethics - Confidentiality

Centers have written policy describing circumstances under which a counselor might need to break a student's confidence

49

Centers which provide handouts to students on the following:

- The nature of counseling
- Confidentiality policy
- Their rights as a client

50

20

Centers which provide a handout describing circumstances under which a counselor might need to break a student's confidence

51

Legal/Ethics - Harassment

Do you know of students who have come to your Center in the past year because of sexual exploitation or harassment by:

31

68

50

37

46

50

- Another therapist
- Faculty member or supervisor
- Another student

Centers where counselors gave testimony in past year when a charge of sexual harassment was brought against (Another therapist, A faculty member, Another student)

51

38

47

51

Legal/Ethics - Referrals

A counseling center establishes a crisis management team consisting of one psychologist and a residence life staff member to facilitate referrals in times of crisis. The two team members meet regularly to discuss the referral process. Is it appropriate for the psychologist to share information with this person about whether the student has continued with therapy, made progress, continued to be depressed, etc. (Yes, No)

23

Miscellaneous

Is your Center facing any major threat in the foreseeable future? 45

Do you make use of self-help books or audiotapes for clients in your Center? 46

- Yes, books only
- Yes, tapes only
- Yes, both books and tapes
- No

Center fund raising activities 52 52 29

Centers that provide emotional-educational courses for credit 19

Miscellaneous - Computers

Centers that have an (on-line computer, microcomputer). 12 6 20 8 9 13

Do you make use of computers in your Center for any of the following functions? 53 11

- Scheduling
- Billing
- Maintaining client case notes
- Program to output clinicians caseloads and turnover
- Database on services/activities

- Analysis of intake data 10
- Maintenance of appointment schedules
- Testing
- Research
- Career counseling assistance

Centers which use their computer for: 8

- Word processing
- Center statistics
- Maintaining client files
- Career counseling (SIGI, etc.)
- Center budget
- Stress reduction training
- Self help personal counseling
- Aid to diagnosis
- Skills training
- Health education

Centers where staff have personal computers in their offices 13 13 7

- Yes, all staff
- Yes, some staff
- No staff

Centers that report having the following equipment:

- On-line computer
- Microcomputer
- Word processor
- Memory typewriter
- Dial-access counseling
- Videotape camera
- Videotape playback
- Biofeedback
- Cable TV hookup

13

Miscellaneous - Concerns

What concerns does your Center have at the present time?

32 30 58

- Waiting list problems
- An increase in numbers of students with severe psychological problems
- Difficulty in filling groups
- An increase in sexual assault cases
- An increase in crisis counseling
- More clients reporting experiences of childhood abuse
- Pressure on the Center to do more about drug and alcohol abuse on campus
- The need to find better referral sources for students who need long-term help
- Referrals by outside agencies of clients needing long-term therapy to your Center
- Responding to the needs of learning disabled students
- A growing demand for services with no increase in resources
- Coping with an impaired staff member

- Increase in domestic violence cases 30
- Growing pressure to go to a time-limited model
- Increasing awareness among staff about legal issues

- Increased bureaucratization 58
- Increased paperwork
- Decreasing numbers of minority students coming to center
- Emphasis on accountability data from higher level administration
- Training demands of interns reduce clinical hours
- Incompetent or poorly motivated staff
- Concern about supervisory skills of staff with interns
- Difficulty finding minority candidates to fill open positions
- Knowing what should and should not be included in case notes

Miscellaneous - Groups

Centers with personal counseling groups 31

Of centers with personal counseling groups, process by which confidentiality is maintained: 32

- Members sign agreement
- Members are verbally encouraged to maintain confidentiality
- Nothing is said since it cannot be guaranteed

Centers that believe confidentiality among group members is enforceable

Miscellaneous - Learning skills

- Is there a Learning Skills Center on your campus? 91
- Is the Learning Skills Program a component of the Counseling Center? 92
- Is the Learning Skills Program administratively located in: 93
 - A Student Affairs unit
 - An academic unit
 - An administrative unit
- What are the basic functions of the Learning Skills Center? (Check all that apply) 94
 - Study skills instruction
 - Reading instruction
 - Math instruction
 - Writing instruction
 - Vocabulary skills
 - Time management
 - Test anxiety reduction
 - Math anxiety reduction
 - Tutoring for academic courses
 - Supplemental instruction/collaborative learning
 - Graduate school exam preparation
 - Academic advising
 - Diagnostic testing
 - Placement testing
 - Learning disabilities diagnosis
 - Learning disabled student services
 - Disabled student services
 - English as a second language
 - Tutor training

Does the Learning Skills Center utilize computer-assisted instruction? 95

Miscellaneous - Programs

If you have developed an innovative program or project at your Center that you are particularly proud of, would you list it below? 33

Interest on campus about student retention: 30

- Very high interest
- Interest had risen in recent years but seems to be declining
- Not much of an issue here

Apart from your usual counseling services, do you have any particular projects aimed at student retention? 34 14

For those of you who survey student opinions of your work, do you ask whether counseling has helped with the students' decision to remain at your institution? 35 19

If yes, what is approximate # of students responding positively to this question

View of campus of center contributing to retention efforts:

Yes, accurately perceived 31 18
 Yes, but contributions underestimated
 Yes, but contributions over-estimated
 No, efforts not recognized

Referrals

Centers that have problems referring students out because of inadequate finances or insurance coverage. 5

Centers that have written policies on when to provide services to a student or when to refer out 43

Policy on referrals for mandatory counseling 23
 No such referrals accepted
 Referring person told only that student has kept initial visit
 Referring person told if student does not continue with recommended counseling
 Recommendation is made to referral source upon completion of counseling

Procedure for mandatory referrals for D & A cases 21
 No such referrals accepted
 See student for no more than 1 mandatory visit
 See student for a series of mandatory sessions

Level of success with mandatory D & A cases 22
 Very successful, Moderately successful, Not very successful

Centers which see more advantages or disadvantages with mandatory referrals 23 23
 More advantages seen, More disadvantages seen

Counseling centers typically do not let a referral source know if a student has arrived without consent. Directors believe that this stance is: 18
 Very appropriate - protects client confidentiality
 Overly rigid - creates animosity in referral source

Satisfaction with number of referrals from faculty 33
 Yes, very much so
 Reasonably well satisfied
 No, most faculty seem to have little interest in counseling needs of students

Centers' views on appropriateness of the following options for students who have either used up their allotted counseling hours at the center or need longer term therapy than the center can provide 44
 See student in own private practice (Yes, No, Unsure)
 Refer to another counselor at center with private practice
 Refer to a friend in private practice

Center responses to the following arguments for a staff member continuing with a center client in their private practice (Considerable Merit, Some Merit, No Merit)

45

- Freedom of choice. Client should choose whomever they wish to work with.
- It is a disservice to client to have them establish a new therapist relationship.
- It is appropriate to give a client a list of private practitioners, including the center therapist's name, and let them decide.

Sessions - Time limits

Centers that limit number of counseling sessions allowed

39

How would you describe your Center's policy on limiting the number of sessions per client?

36 41

- Limit of 5 sessions or less
- Limit of 6 to 10 sessions
- Limit of 11 to 15 sessions
- Limit of 16 to 20 sessions
- No limit
- No set limit, but counselors are encouraged to limit number of long-term cases

If you do have a limit on the number of sessions per client, do you make exceptions?

37

- Yes, frequently
- Yes, rarely
- No

Average number of sessions per client 5 years ago

59

Average number of sessions per client in the past year.

69

60

40

If you do not have a time limited counseling model, are you considering establishing one?

38

How long does a typical counseling session last at your Center?

66

- 50-60 minutes
- 45 minutes
- 30 minutes

Do you believe that students could be well served in half-hour counseling sessions?

69

- Yes, most could
- Yes, some could
- No, except on rare occasions

How often does your Center see students more than once a week? (Frequently, Occasionally, Rarely)

67

How often does your Center see students less than once a week? (Frequently, Occasionally, Rarely)

68

Do you believe that students could be well served if seen less than once a week?

70

- Yes, most could
- Yes, some could
- No, except on rare occasions

Centers that assume the right to deny further treatment if client is not cooperative

24

Actual procedure in center on how decision to deny treatment is made

25

Sessions - Waiting list/intake

Centers with waiting list problems at busy terms

39

22

35

Steps taken to cope with waiting list

40

Increase number of referrals to outside agencies or practitioners

Established limit on number of counseling sessions

Increased counselors case loads

No session limits but expect each counselor to open up hours each week

Charge fee after limited number of hours

Hire part time help

Establish intake system

Eliminate intake system

Telephone interviews with people on waiting list

Centers with waiting list problems that also have a formal intake system

23

Centers with a formal intake system

34

Time allotted to intake system (1/2 hour; 1 hour; 2 hours or more)

24

Intake interviews are conducted by: (Interns only; Interns & staff; Staff only)

Process of how decision is made about seeing students at center beyond intake

39

25

Decision made after case staffing

Intake counselor makes decision

Assigned counselor makes decision

Students at center seen for one or more intake interviews before being assigned to a counselor
(Yes, in all cases; Yes, but only when a waiting list develops; No)

41

Directors' feelings about intake system

42

26

Efficient - cuts down on waiting list

Inefficient - gets in the way of counseling and adds to waiting list

Helps identify people who need immediate treatment

Helps assign client to appropriate staff person

Bureaucratic - students needs to jump another hurdle before getting help

Policy for students who appear, at intake, to need therapy of 6 months or longer:

40

Commit to as many of these students as possible while staff time is available

Immediately refer most out, using a few for training purposes

Immediately refer all such students out

Allow students to be seen for limited number of sessions, then refer out

Rarely make decision at intake. Students seen until informed decision made.

Even if you have no waiting list problem, apart from hiring new staff, what would you recommend as a way of dealing with the problem?

42

Increase the number to referrals to outside agencies or practitioners

Establish a limit on the number of counseling sessions

Increase counselors' case loads during busy seasons

See some students every other week

Reduce the length of counseling sessions

Staff

Ratio of FTE personal counselors to students on campus		9	12								
Do you use part-time temporary counselors (other than GSA's) during your busy season?	62										
If yes, what do these part-time counselors do? (Check all that apply)	63										
Individual counseling											
Group counseling											
Workshops											
Outreach programming											
Committee work											
Attend staff business meetings											
Attend case staffings											
For the temporary part-time counselors what percentage of their time is scheduled for direct clinical service? (90-100%, 80-89%, 70-79%, 60-69%, 50-59%)	64										
Which of these dollar figures comes closest to the hourly rate you pay part-time temporary counselors? (\$10, \$15, \$20, \$25, Other)	65										
Counseling Centers have traditionally divided their clinical time between personal, career, and academic counseling. At the present time what percentage of your staff's <u>clinical</u> time is devoted to these three areas? Total, including other, should add up to 100%	77					23					
Personal counseling											
Career counseling											
Academic (Study skills)											
Other											
Any change, relative to recent year, in average number of hours for personal counseling (Yes, significant increase; Yes, a significant decrease; No, stayed about the same)							46				
Responses to approximate staff hours per week allotted for the following activities:								50			
Serving as training director											
Serving as an assistant director											
Serving as consultation/outreach coordinator											
Leading a group											
Administrative activities (case notes, preparation, etc.)											
Is it usually possible for you to give a salary increase to a staff member who	41										
Obtains a doctorate											
Becomes licensed											
Mean salary increase received by counseling center staff this year									51		
How many clinical hours per week are provided by each of the following (None, 1-5, 6-10, 11-15, Over 15)	43										
Director											
Training director											
Assistant director											
Consultant/outreach director											
Clinical director											

If a counselor on your staff were to do nothing but individual counseling and attend staff meetings, what would you consider a full case load?

44 49

Centers that contract with staff on how they will spend their time.

48

Centers that give a half day a week or more to counselors for private consulting work.

64 16

Centers where counselors are permitted to use their offices after-hours for private practice.

65 44 17

Centers that help staff to supplement their income.

57

Vacation time accrued by professional staff in first year of employment (1 month, 2 weeks, 1 week)

14

Additional compensated days off apart from vacation and holidays: (none, 1-5, 6-10, 11-15, 16 or more)

15

Centers that take specific initiatives to alleviate staff burnout

41

Centers that provide for occasional sabbaticals

11

12

Centers that provide for sabbaticals because staff are considered faculty

12

Counselors are unionized

20

Impact of bargaining unit on service delivery (Positive, Negative, No significant impact)

21

Centers that have an administrative assistant

8

Centers with research assistants

9

Centers with designated coordinator of clinical services

53

If yes to above, directors that believe these coordinators would like to have an informal organization similar to AUCCD.

54

Staff - Evaluation

Do you collect written evaluations from clients at your center?

81

If yes, how often?

Ongoing, Once a term, Once a year

If clients fill out evaluation forms at your Center which of the following methods of distribution and reviewing evaluation forms are utilized? Check A or B in only one of three following options or indicate other.

82

Evaluations are mailed to clients and

a. are returned to Director or the Director's representative.

b. are returned directly to evaluated counselors who then pass them on to Director

Evaluations are given to clients by secretary as they complete counseling or after a certain number of sessions and

a. are returned to Director or the Director's representative.

b. are returned directly to evaluated counselors who then pass them on to Director

Evaluations are given to client by counselors and

- a. are returned to Director or the Director's representative.
- b. are returned directly to evaluated counselors who then pass them on to Director

Centers that have a systematized format for evaluating professional staff

33

Evaluation of professional staff

Formally evaluated on established criteria, and shared with directors supervisor

35

15

Formally evaluated on established criteria but shared only with staff member

Informal evaluation - but progress reviewed on regular basis

Team goals reviewed by entire staff - no individual evaluation except if problems arise

In your experience have you ever noticed a significant increase in a counselor's rating (say 20% or more) from one year to the next?

83

If yes, what do you think accounted for the change?

Counselor received additional training

Counselor received therapy

A reduction in personal stress

In your experience, have you ever noticed a significant decrease in a counselor's rating (say 20% or more) from one year to the next?

84

If yes, what do you think accounted for the change?

A decline in skills

A health problem

An increase in personal stress

Staff - Hiring

Directors' assessment of strengths and weaknesses of newly hired PhDs (Strengths, Weaknesses, Not applicable to setting)

47

Assessment skills

Solid theoretical base

Skill in leading therapy group

Skill in leading theme centered group

Ability to carry a long-term case to completion

Skill in brief therapeutic approaches

Consultation skills

Crisis intervention skills

Supervisory skills

Research skills

Skill in conducting an intake interview

Skill in bringing a case to termination

Skill in assess effectiveness of therapy

Career counseling skills

Program development skills

Case presentation skills

Report writing skills

Competence in dealing with gender issues

Skills in counseling minority students

	93	92	91	90	89	88	87	86	85	84	83
In hiring counselors, centers that use the following guidelines:											
APA approved internship required			69						49		
APA internship preferred											
Any internship experience with responsible supervision											
Internship experience not required											
Have you gained a staff position in the past year?											
Professional	11	5	6	9	10	4	8	6	8	11	
Clerical											
Graduate student assistant or 1/2 time intern											
Intern (full time)											
Have you lost a staff position in the past year?											
Professional	12	6	7	10	11	5	9	7	7	10	
Clerical											
Graduate student assistant or 1/2 time intern											
Intern (full time)											
If your Center hired a professional staff member in the past year, list their salary under the appropriate category.											
Director	13	73	66	55	62	45-7			46-7		
Training Director											
Assistant or Associate Director											
PhD and experience											
New doctorate											
ABD											
MA and experience											
MSW and experience											
New MSW											
Associate											
Other characteristics of newly hired: (Minority male; Minority female; Caucasian male; Caucasian female)							48		48		
Staff - Insurance											
Malpractice insurance coverage for counselors						34					
Insured only by a school policy that covers all employees											
Provided by school through separate malpractice coverage for counselors											
Counselors must provide own coverage											
Schools that provide malpractice insurance for psychologists											16
Staff - Interns											
Centers with intern training program				42		35					
If yes to above, is center approved by APA? (Yes; No, but working on it; No)				43		35	52	33			
(Yes; In process; No, but considering it; No, not interested; No training program)											37
Does center belong to Association of Psychology Internship Centers? (Yes, No, What's APIC?)							54				
APIC Centers which are satisfied with APIC guidelines for selecting interns							55				

	93	92	91	90	89	88	87	86	85	84	83
Centers with intern training programs, that hoped to recruit an intern from a minority group.				44							
If yes to above, those centers that were successful.				45							
Centers that have filled all their internship slots						36					
Difficulty in filling available openings in internship program							51				
Yes, still have not filled all openings											
Yes, all slots filled but harder time filling them this year											
No particular difficulty											
Directors that feel interns need training in the following areas:						37					
Short term developmental counseling											
Alcohol abuse counseling											
Counseling around gender issues											
Crisis intervention											
Legal issues											
Psychological evaluation											
Cross cultural counseling											
Eating disorders											
Center has intern training director							43				
Centers where the intern training director receives following benefits:							44				
Increased salary											
Additional travel money											
Released time											
Staff - Psychiatrist											
Centers with psychiatric backup (All that they need; Yes, but not an adequate amount; No)							14				
Do you have a psychiatrist on your staff?		47	18a				15				
If yes, what functions does he/she perform in the Center?		48					16			17	
Psychotherapy											
Psychiatric evaluations											
Prescribing and following students who are on medication											
Consult at center case conferences											
Consult with staff as needed											
Presiding over case conferences											
Serves as Center Director											
Serve as Assistant Director											
Staff supervision											
Kinds of psychiatric consultation available to staff and level of satisfaction with the arrangement				18	40						16
Psychiatrists on staff											
Psychiatrists at Student Health Service											
Students referred outside, Center pays consult fee											
Students referred outside, Pay own fee											
Part time psychiatrists on staff							40				

Hire as needed
No access to psychiatrist

16

Role of psychiatric consultant at staff meetings:
Cases presented to psychiatrist for analysis
Psychiatrist has participatory role equal to other staff

18

Does your psychiatrist follow students who are on medication?
Only if they are receiving psychotherapy at the Center
Only if they are receiving psychotherapy somewhere
Whether or not they are receiving psychotherapy

49

16

Staff - Students

Centers with practicum students.

46

If yes to above, practicum student permitted to remove tapes from center for outside supervision.

47

Level at which centers with practicums accept students: (First year masters, Second year masters, Beyond masters)

38

Who is responsible for insurance coverage for practicum students?
Counseling center
Academic department
Students themselves
No coverage provided

50

Staff - Supervision

Centers that provide case supervision for all counselors

17

Directors that believe all staff should receive some kind of case supervision

16

Centers where psychologists who provide supervision have had formal training in providing supervision

17

Directors who have received formal training in supervision

18

Directors who believe most psychologists could benefit from more training in supervision

19

In the 1987 survey 92% of Directors reported that they believe that most counselors have, on occasion, become sexually attracted to a client. Most of you also stated that such attraction was rarely, if ever, discussed in case conferences or individual supervision.

97

24

Since the subject was discussed here and in several recent articles, has it led to more open discussion among your staff?

Yes, very much so
Yes, to some extent
No

	93	92	91	90	89	88	87	86	85	84	83
Because this subject has been discussed more do you find counselors more willing to discuss their sexual attraction toward a client in Case conference (Yes, very much so; Yes, but just slightly; No) Individual supervision		97		25							
In spite of the increasing openness toward this topic, do you believe the following statements are for the most part true: Sexual attraction toward a client is still pretty much of a taboo topic in the field. When this topic is discussed it is almost always in general terms rather than an expression of personal experience. Most counselors who are sexually attracted to a client rarely, if ever, discuss this at a case conference or in supervision.		98		26							
Directors who believe that on occasion most counselors have become sexually attracted to a client											39
When sexual attraction is present, the directors believe the counselor should: Refer the client to another therapist Say nothing, but continue to work with the client Tell client of the attraction but assure that it will not interfere with therapy Other											40
Have counselors on staff ever openly discussed sexual attraction toward client at case staffing? (Yes, most; Yes, rare; No, never happened)											41
Have counselors under director's supervision ever talked about sexual attraction toward client? (Yes, most; Yes, rare; No, never happened)											42
Staff - Training											
Directors that believe it is good idea for each counselor on staff to develop a specialty											17
In past two years, staff received special training in: (Yes; No, but could use; Not necessary) Career counseling Eating disorders Drug and alcohol problems Women's issues Men's issues Minority issues Crisis intervention Legal issues Development theory Psycho-pharmacology Time-limited therapy Other treatment modalities						17		15		30	
Center has specialists in the following: Eating disorders Alcohol/drug abuse Phobic disorders Women's issues Men's issues Gay/lesbian issues											16