

2009-2010 Community College Counselors Survey

Thank you to all of those who participated in this survey!

Purpose:

This survey was conducted by the American College Counseling Association's (ACCA) Community College Task Force (CCTF) for the purpose of gathering benchmark data about common practices for Personal Counseling in our setting.

Method:

The survey was constructed using items from a previous year's pilot survey and items generated from current members of the CCTF. The survey was created using SurveyMonkey.com and distributed to the ACCA's listserv. Personal Counselors working in a Community College setting were invited to respond. There were sixty-seven respondents for this survey. Narrative responses were compiled and grouped into general categories for easy reference.

Limitations:

The survey was completed by a self-selected group of listserv participants. Participation was not limited to a single representative from each college, so multiple responses were received from some institutions. Therefore, please use caution when generalizing the results of this survey.

Highlights:

This survey reflects the experience and views of 67 Community College Counselors at 54 Community Colleges from 28 different states.

Some interesting response highlights:

- 82% hold Master's Degrees.
- 55% hold licensure as an LMHC/LPC or equivalent.
- 50% are National Certified Counselors.
- 52% are not required to hold independent state licensure.
- 67% believe that independent state licensure should be required.
- 95% have no on-site Psychiatry resource.
- 60% do not limit the number of Counseling sessions. Range of sessions is 3-8.
- 75% report having a Threat Assessment Team on campus.
- 49% describe the intensity/severity of clinical issues, relative to past years, as "Higher Severity"
- Most common responses regarding utilization of Counseling Services:
 - *Ratio of Counselors to students* = 1:2000-2500
 - *Average number of sessions per academic year* = 3 - 5
 - *Average weekly caseload size* = 6 - 10
 - *Percentage of student body seen for Counseling* = 1 - 5%

2009-2010 Community College Counselors Survey

There were 67 respondents in this survey.

Question 1:

Community Colleges represented in this survey:

1. Alvin Community College	TX	29. Midlands Technical College	SC
2. Blackhawk Technical College	WI	30. Minneapolis Community and Technical College	MN
3. Blinn College	TX	31. Mohawk Valley Community College	NY
4. Borough of Manhattan Community College / CUNY	NY	32. Mt. San Antonio College	CA
5. Bossier Parish Community College	LA	33. North Idaho College	ID
6. Broome Community College	NY	34. Northwest College	WY
7. Broward College	FL	35. Oakland Community College	MI
8. Central Lakes College	MN	36. Ozarks Technical Community College	MO
9. Central Wyoming College	WY	37. Pellissippi State Community College	TN
10. Collin County Community College	TX	38. Pierce College - Fort Steilacoom	WA
11. Des Moines Area Community College	IA	39. Pierce College - Puyallup	WA
12. Estrella Mountain Community College	AZ	40. Pikes Peak Community College	CO
13. Genesee Community College	NY	41. Pima Community College	AZ
14. Glendale Community College	AZ	42. Quinsigamond Community College	MA
15. Heartland Community College	IL	43. Rio Salado Community College	AZ
16. Hostos Community College	NY	44. Sandhills Community College	NC
17. Howard Community College	MD	45. Santa Fe Community College	NM
18. Hudson Valley	NY	46. Sussex County Community College	NJ
19. Iowa Western Community College	IA	47. Tidewater Community College	VA
20. Joliet Junior College	IL	48. Truckee Meadows Community College	NV
21. Kalamazoo Valley Com College	MI	49. Tunxis Community College	CT
22. Kirkwood Community College	IA	50. West Valley College	CA
23. Lehigh Carbon Community College	PA	51. Whatcom Community College	WA
24. Lone Star College - Kingwood	TX	52. No Name Given	OK
25. Lone Star College - North Harris	TX	53. No Name Given	NJ
26. Lone Star College - Cy Fair	TX	54. No Name Given	MO
27. MassBay Community College	MA		
28. Middlesex Community College	MA		

Question 2:

What degree do you hold?		
Answer Options	Response Percent	Response Count
Associate's Degree	1.5%	1
Bachelor's Degree	0.0%	0
Master's Degree	82.1%	55
Doctoral Degree	14.9%	10
Medical Doctor	0.0%	0
Other (please specify)	1.5%	1
<i>answered question</i>		67
<i>skipped question</i>		0

Other (please specify):

- Ed.S

2009-2010 Community College Counselors Survey

Question 3:

What State License(es) do you hold?		
Answer Options	Response Percent	Response Count
Not Applicable	15.4%	10
Working Towards State Licensure	6.2%	4
Licensed Psychologist	3.1%	2
Licensed Independent Clinical Social Worker (or equivalent)	10.8%	7
Licensed Mental Health Counselor / Licensed Professional Counselor (or equivalent)	55.4%	36
Licensed Marriage and Family Counselor	4.6%	3
Licensed Alcohol and Drug Counselor (or equivalent)	3.1%	2
Other (please specify)	12.3%	8
<i>answered question</i>		65
<i>skipped question</i>		2

Other (please specify):

- RN with Advanced Practice Specialty in MH
- Master Educator, Counselor, Grades 7-12 and Post-Secondary
- Limited Licensed Professional Counselor (from my previous state of Michigan)
- Licensed Associate Counselor and K-12 Guidance
- Vocational Rehabilitation Counselor

Question 4:

What National Certification(s) do you hold?		
Answer Options	Response Percent	Response Count
Not Applicable	47.2%	25
National Certified Counselor	50.9%	27
Certified Clinical Mental Health Counselor	1.9%	1
National Certified School Counselor	1.9%	1
Master Addictions Counselor	0.0%	0
Other (please specify)		8
<i>answered question</i>		53
<i>skipped question</i>		14

Other (please specify):

- Global Career Development Facilitator
- Texas State Certified School Counselor
- Certified Rehabilitation Counselor
- DCC - Distance Credentialed Counselor

2009-2010 Community College Counselors Survey

Question 5:

Are Personal Counselors/Therapists at your college required to hold Independent State licensure?		
Answer Options	Response Percent	Response Count
Yes	47.7%	31
No	52.3%	34
<i>answered question</i>		65
<i>skipped question</i>		2

Question 6:

In general, do you believe College Personal Counselors should be required to hold Independent State licensure?		
Answer Options	Response Percent	Response Count
Yes	67.2%	45
No	13.4%	9
Maybe	19.4%	13
<i>answered question</i>		67
<i>skipped question</i>		0

Question 7:

To whom do you report?	
Answer Options	Response Count
	64
<i>answered question</i>	64
<i>skipped question</i>	3

Most Frequent Unduplicated Responses:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Dean of Student Development • Dean of Students • Associate Dean of Counseling and Career Services • Vice President for Student Affairs • Director of Student Support Services • Director of Advising • Vice President for Student Services • Director of Health Center • Director of Disability Support Services | <ul style="list-style-type: none"> • Vice-President for Educational Services • Dean of Enrollment • Director of Nursing • Director of Counseling Services • Dean of Student Success • Dean of Academic Affairs • Associate Dean of Student Success • Dean of Instruction |
|--|--|

2009-2010 Community College Counselors Survey

Question 8:

Does your campus have a residential component?		
Answer Options	Response Percent	Response Count
Yes	11.9%	8
No	88.1%	59
<i>answered question</i>		67
<i>skipped question</i>		0

Question 9:

What is the size of your student body?		
Answer Options	Response Percent	Response Count
Fewer than 2500	3.0%	2
2501 - 5000	12.1%	8
5001 - 7500	21.2%	14
7501 - 10,000	10.6%	7
10,001 - 12,500	10.6%	7
12,501 - 15,000	7.6%	5
15,001 - 20,000	16.7%	11
More than 20,000	18.2%	12
<i>answered question</i>		66
<i>skipped question</i>		1

Question 10:

How many Full-Time (FTE) Personal Counselors/Therapists are on staff?		
Answer Options	Response Percent	Response Count
0	6.2%	4
1	23.1%	15
2	20.0%	13
3	7.7%	5
4	4.6%	3
5	9.2%	6
6	10.8%	7
7	3.1%	2
8	3.1%	2
9	7.7%	5
10+	4.6%	3
<i>answered question</i>		65
<i>skipped question</i>		2

2009-2010 Community College Counselors Survey

Question 11:

How many Part-Time Personal Counselors/Therapists are on staff?		
Answer Options	Response Percent	Response Count
0	45.5%	30
1	25.8%	17
2	13.6%	9
3	4.5%	3
4	6.1%	4
5	4.5%	3
6	0.0%	0
7	0.0%	0
8	0.0%	0
9	0.0%	0
10+	0.0%	0
<i>answered question</i>		66
<i>skipped question</i>		1

Question 12:

How many Counseling Interns (Trainees) are on staff?		
Answer Options	Response Percent	Response Count
0	64.6%	42
1	21.5%	14
2	9.2%	6
3	0.0%	0
4	1.5%	1
5+	3.1%	2
<i>answered question</i>		65
<i>skipped question</i>		2

Question 13:

How many Administrative Support positions are on staff?		
Answer Options	Response Percent	Response Count
0	23.4%	15
1	37.5%	24
2	25.0%	16
3	3.1%	2
4	7.8%	5
5+	3.1%	2
<i>answered question</i>		64
<i>skipped question</i>		3

2009-2010 Community College Counselors Survey

Question 14:

Do you have a Psychiatrist either on staff or contracted to provide services?		
Answer Options	Response Percent	Response Count
Yes	4.6%	3
No	95.4%	62
<i>answered question</i>		65
<i>skipped question</i>		2

If yes, how many hours?

- 4 hours per month

Question 15:

Does your Counseling Service limit the number of Personal Counseling sessions provided?		
Answer Options	Response Percent	Response Count
Yes	39.4%	26
No	60.6%	40
<i>answered question</i>		66
<i>skipped question</i>		1

If yes, how many?

- Range of Responses = 3 to 8 sessions.
- Some provide only 1-2 Crisis Intervention sessions.

Question 16:

Is your Counseling Service accredited by the International Association of Counseling Services (IACS) or a similar entity?		
Answer Options	Response Percent	Response Count
Yes	4.8%	3
No	77.8%	49
No, however we adhere to accreditation standards.	17.5%	11
<i>answered question</i>		63
<i>skipped question</i>		4

If yes, by whom are you accredited?

- SACS

2009-2010 Community College Counselors Survey

Question 17:

Does your campus have a Threat Assessment/Behavioral Intervention/Student Care Team, or equivalent?		
Answer Options	Response Percent	Response Count
Yes	75.4%	49
No	24.6%	16
<i>answered question</i>		65
<i>skipped question</i>		2

Question 18:

What PERCENTAGE of your student body does your office see for Personal Counseling in any given Academic Year (approximately)?		
Answer Options	Response Percent	Response Count
01 - 05%	33.3%	22
06 - 10%	19.7%	13
11 - 15%	6.1%	4
16 - 20%	3.0%	2
21 - 25%	1.5%	1
26 - 30%	4.5%	3
31 - 40%	0.0%	0
41 - 50%	0.0%	0
More than 50%	0.0%	0
Do not know	31.8%	21
<i>answered question</i>		66
<i>skipped question</i>		1

2009-2010 Community College Counselors Survey

Question 19:

What is the RATIO of Personal Counselors to students at your campus (approximately)?		
Answer Options	Response Percent	Response Count
1:500	1.6%	1
1:1000	7.9%	5
1:1500	11.1%	7
1:2000	14.3%	9
1:2500	14.3%	9
1:3000	9.5%	6
1:3500	6.3%	4
1:4000	4.8%	3
1:4500	0.0%	0
1:5000	14.3%	9
Other (please specify)	15.9%	10
<i>answered question</i>		63
<i>skipped question</i>		4

Other (please specify):

- 1.25:5000
- 1:8000
- 1:8300
- 1:11000
- 1.6:17000

Question 20:

What is the AVERAGE NUMBER of Personal Counseling SESSIONS you have with any given student in any given Academic Year (approximately)?		
Answer Options	Response Percent	Response Count
Only 1 or 2 Sessions	27.7%	18
3 - 5	33.8%	22
5 - 10	21.5%	14
11 - 15	6.2%	4
16 - 20	6.2%	4
21 - 25	0.0%	0
26 - 30	1.5%	1
More than 30 Sessions	3.1%	2
<i>answered question</i>		65
<i>skipped question</i>		2

2009-2010 Community College Counselors Survey

Question 21:

What is your AVERAGE WEEKLY CASELOAD SIZE for Personal Counseling (approximately)?		
Answer Options	Response Percent	Response Count
1 - 5	23.1%	15
6 - 10	29.2%	19
11 - 15	20.0%	13
16 - 20	16.9%	11
21 - 25	4.6%	3
25 - 30	4.6%	3
31 - 40	0.0%	0
More than 40	1.5%	1
<i>answered question</i>		65
<i>skipped question</i>		2

Question 22:

When are you available/have office hours/open for students?			
Answer Options	Weekdays	Weekends	Response Count
Early Morning (Before 8am)	14	0	14
Daytime (8am - 5pm)	66	5	66
Evening (5pm - 8pm)	29	0	29
Late Evening (8pm - 10pm, or later)	0	0	0
<i>answered question</i>			66
<i>skipped question</i>			1

Question 23:

Does your Counseling Center provide Personal Counseling only or does it also provide other related student counseling/services (e.g., Career Counseling, Academic Counseling)?		
Answer Options	Response Percent	Response Count
We provide Personal Counseling only.	16.7%	11
We provide Personal Counseling and other related student counseling/services.	83.3%	55
<i>answered question</i>		66
<i>skipped question</i>		1

2009-2010 Community College Counselors Survey

Question 24:

What other duties do you regularly perform (or are provided by your office) IN ADDITION to providing Personal Counseling for students?		
Answer Options	Response Percent	Response Count
Committee Work	80.3%	53
Career Counseling	71.2%	47
Psychoeducational Programming	65.2%	43
Academic Advising	54.5%	36
Administration / Management Duties	47.0%	31
Teaching	42.4%	28
Other (please specify)	34.8%	23
Admissions Advising	28.8%	19
Disabilities Services	21.2%	14
Tutoring	3.0%	2
Not Applicable	0.0%	0
<i>answered question</i>		66
<i>skipped question</i>		1

Other (summary of responses):

- Behavioral Intervention Team duties/leadership
- Programs and Presentations for Residence Halls and classrooms; Facilitating Groups; Counseling Alerts
- Administration and implementation of some small grants
- Consultation w/ staff, workshops, organize speaker/events on related topics, etc
- Academic Probation counseling
- Retention services, consultation to faculty, facilitate peer mentoring programs
- Academic counseling (e.g. Math anxiety, test taking skills, etc)
- Crisis Response Debriefing
- Health Services
- Transfer counseling, Academic intervention programs
- Registration

2009-2010 Community College Counselors Survey

Question 25:

Where is your office housed or located?		
Answer Options	Response Percent	Response Count
Stand Alone Location (e.g., house or separate building)	6.1%	4
Student Affairs/Student Development Office	51.5%	34
Health Services Office/Infirmary	4.5%	3
Other (please specify)	37.9%	25
<i>answered question</i>		66
<i>skipped question</i>		1

Other (summary of responses):

- Classroom building
- With Access & Disabilities Services
- Mixed-use building, next to Financial Aid office and Cafeteria
- Dean of Students Suite
- Counseling and Career Center - which also houses Admissions now
- Advising center
- Life Science Building
- Public Library (joint use college and county)

Question 26:

How does your counseling center handle "walk-in" appointments?		
Answer Options	Response Percent	Response Count
We see walk-ins for Crisis Intervention only.	21.2%	14
We generally welcome walk-ins and/or set time aside for walk-ins.	21.2%	14
We welcome a combination of crisis and general walk-ins.	45.5%	30
We generally do not allow walk-ins; students must make an appointment.	3.0%	2
Other:	9.1%	6
<i>answered question</i>		66
<i>skipped question</i>		1

2009-2010 Community College Counselors Survey

Question 27:

Do you provide after-hours, "on call" crisis services for students?		
Answer Options	Response Percent	Response Count
Yes	4.5%	3
No	95.5%	63
<i>answered question</i>		66
<i>skipped question</i>		1

What Resource do your students use in an emergency situation?

- Residence Hall Staff
- Emergency Room for Psychiatric Evaluation
- Counselor is always on call and contacted by Campus Safety Department or Residence Life Department
- School nurse during office hours
- Mobile crisis unit (local)
- National Suicide Prevention Lifeline or other 24/7 hotline
- Local Psychiatric Emergency Services (community-based agencies that serve the public)
- Police Department or Evening Staff

Question 28:

How would you describe the level of acuity/severity of the clinical issues that you are seeing, relative to past years?						
Answer Options	Not Sure	Lower Severity	Same as Previous Years	Higher Severity	Rating Average	Count
Overall Acuity / Severity	1	0	16	49	3.71	66
<i>answered question</i>						66
<i>skipped question</i>						1

2009-2010 Community College Counselors Survey

Question 29:

What are the most common Presenting Problems?		
Answer Options	Response Percent	Response Count
Stress	89.4%	59
Depression	89.4%	59
Anxiety Disorders	84.8%	56
Academic Problems	83.3%	55
Relational Issues	74.2%	49
Test anxiety/Procrastination	71.2%	47
Crisis Intervention	60.6%	40
Loss/Grief	57.6%	38
Career/Vocational Issues	57.6%	38
Self-esteem	56.1%	37
Bipolar Disorder	43.9%	29
Adjustment Disorders	42.4%	28
Anger	36.4%	24
Physical Abuse/Physical Assault	31.8%	21
Triage and/or Referral	31.8%	21
Substance-Related Disorders	30.3%	20
Sexual Abuse/Sexual Assault	28.8%	19
Attention-Deficit / Disruptive Disorder	27.3%	18
Non-Suicidal Self-Injury	25.8%	17
Learning Disabilities	25.8%	17
Identity Problems	21.2%	14
Other Mood Disorders	21.2%	14
Addictions (other than substances)	15.2%	10
Eating Disorders	15.2%	10
Personality/Axis II Issues	13.6%	9
Sleep Disorders	12.1%	8
Pervasive Developmental Disorders	6.1%	4
Schizophrenia/Schizoaffective Disorders	6.1%	4
Discrimination/Harassment	7.6%	5
Other (please specify)	10.6%	7
<i>answered question</i>		66
<i>skipped question</i>		1

Other (please specify):

- Gender Identity
- Referrals Only
- Transitioning and adjusting to college.
- Financial issues and pressures (unemployment, impending job loss, foreclosures, bankruptcy, etc.)
- Suicidality
- Homicidal Ideation
- Sleep disorders

2009-2010 Community College Counselors Survey

Question 30:

What are your most common Referral Sources?		
Answer Options	Response Percent	Response Count
Faculty/Professor/Instructor	80.3%	53
Disabilities Services Office	50.0%	33
Academic Advisor/Advising Office	47.0%	31
Program or Classroom visit	36.4%	24
Academic Support Center/Tutoring Services	31.8%	21
Administrator or Dean	28.8%	19
Career Services Office	25.8%	17
Friend	25.8%	17
Orientation Session	24.2%	16
Poster/Flyer/Brochure	22.7%	15
Other College Employee	21.2%	14
Website/Online Screening Tool	18.2%	12
Health Services/Nurse/Infirmary	13.6%	9
Parent(s)	9.1%	6
Athletics/Coach/Recreation Center	6.1%	4
Email Outreach	6.1%	4
Relative (other than parents)	3.0%	2
Other (please specify)	22.7%	15
<i>answered question</i>		66
<i>skipped question</i>		1

Other (summary):

- Self referral

Question 31:

Please estimate how much time PER WEEK you spend on Personal Counseling related issues/concerns?		
Answer Options	Response Percent	Response Count
01 - 05 Hours	18.5%	12
06 - 10 Hours	15.4%	10
11 - 15 Hours	16.9%	11
16 - 20 Hours	16.9%	11
21 - 25 Hours	18.5%	12
26 - 30 Hours	9.2%	6
31 - 40 Hours	4.6%	3
More than 40 Hours	0.0%	0
<i>answered question</i>		65
<i>skipped question</i>		2

2009-2010 Community College Counselors Survey

Question 32:

Is Personal Counseling generally supported by your Community College?		
Answer Options	Response Percent	Response Count
Yes	65.6%	42
No	34.4%	22
In what ways are you are supported?		37
<i>answered question</i>		64
<i>skipped question</i>		3

In what ways are you are supported? (summary of themes):

- Students are referred to Counseling Services from all areas of the college.
- Some positions have been added to meet the need for services in spite of economic pressures.
- The service continues to be funded and valued by the college.
- The administration supports Counseling Services during crisis intervention situations.

Question 33:

How do you document and track clinical data, progress, and statistics?		
Answer Options	Response Percent	Response Count
Typed or Handwritten Notes & Tracking	60.6%	40
Internal College Software Package	6.1%	4
Titanium Schedule Software Package	10.6%	7
Therapist Helper Software Package	0.0%	0
TheraScribe Software Package	0.0%	0
Other (please specify)	22.7%	15
<i>answered question</i>		66
<i>skipped question</i>		1

Other (summary of responses):

- Do not keep any notes, per college administration directive.
- 'SARS' software for academic counseling notes.
- 'Who's Next' Software (for statistics only).
- Flash drive (for storage).
- MS Excel files (self-generated).

2009-2010 Community College Counselors Survey

Question 34:

How is the economy and stress affecting your campus?	
Answer Options	Response Count
	63
<i>answered question</i>	63
<i>skipped question</i>	4

Summary of responses, by content theme (in no particular order):

- Increase in enrollment.
- Increased stress among students and employees, including more signs of anxiety and depression.
- Increased need for career counseling.
- Budget cuts, job losses, hiring freezes.
- Increased numbers of adult learners and students training for a career change.
- Increased need for mental health services.
- Students lacking essential resources such as money, homes, and social supports.

Question 35:

What do you think are the four most pressing issues facing Community College Counseling Services today?
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Summary of responses, by content theme (in no particular order):

- Understaffing & lack of understanding of the nature and role of Personal Counseling.
- Counselors feeling overwhelmed and overworked.
- Budget cuts, underfunding, and economic crisis.
- Increase in overall severity and complexity of student issues. Concerns about how this shift relates to the campus community at large, especially in terms of perceived safety and stigma about mental health.