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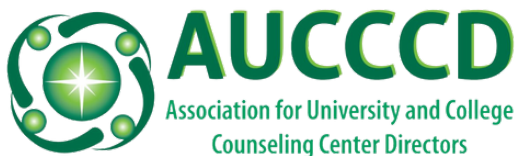
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FOR IMMEDIATE RELEASE: College Counseling Centers Continue to Positively Impact Student Success, Despite Staffing and Demand Challenges

The Association for University and College Counseling Center Directors (AUCCCD) has released the results of its 2023-2024 Annual Survey, offering key insights into the current landscape of college counseling centers. With 381 directors responding, the survey provides the most comprehensive look at the evolving challenges, service models, and impact of counseling centers across higher education institutions.

Since 2006, the AUCCCD survey has served as the largest data collection effort of its kind, helping to illuminate trends and inform best practices in collegiate mental health.

2023-2024 Survey Highlights:

- **Demographic Representation of Directors:** The percentage of counseling center directors identifying as persons of color rose to 30%, a significant increase from 16% in 2012-2013.
- **Counseling Services and Student Success:** Seventy-three percent of students reported that counseling positively impacted their academic performance, and 71% said it helped them stay in school—reinforcing the essential role of mental health services in student retention.
- **Service Utilization and Access:** Eleven percent of students at four-year institutions accessed counseling services, with an average of 5.7 sessions per client. Session limits are common, but only 0.6% of centers imposing a hard cap on therapy sessions.
- **Wait Times and Service Delivery:** Average wait times for a first therapy appointment improved slightly, dropping from 9.2 days to 8 days. In-person sessions remained the dominant mode of service (80%), followed by video-based sessions (14.6%) and phone sessions (2.6%).
- **Crisis and Case Management Services:** The average number of students receiving crisis services was 125 per center. Case management services were widely available, with 63% of institutions offering these services within the counseling center or in other departments.
- **Staffing and Turnover Challenges:** Staff turnover remained a major concern, with low salaries and work conditions cited as the top reasons for departures. On average, 12% of all non-trainee clinical positions and 10% of all non-trainee positions turned over in fiscal year 2023-2024. Low salary continued to be the top ranked reason for staff turnover (48% ranked as one of top three reasons).

The 2023-2024 AUCCCD survey underscores the vital role of counseling centers in supporting student well-being and academic success. Despite ongoing workforce challenges, centers continue to adapt through innovative service models, including stepped care, embedded counseling, and third-party partnerships.

For more information and to access the full report, visit www.aucccd.org.

About AUCCCD

The Association for University and College Counseling Center Directors (AUCCCD) is an international organization representing over 900 counseling center directors from institutions worldwide, including the United States, Canada, the United Kingdom, and beyond. AUCCCD is committed to advancing the field of collegiate mental health through research, advocacy, and best practices.

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