UNC GREENSBORO
Division of Student Affairs

STUDENT HEALTH SERVICES

provide collaborative health care designed to empower students to develop lifelong skills that enhance their physical, psychological and wellness status in an inclusive and affirming environment and promote student success and retention.

shs.uncg.edu

OVERVIEW

Demand for services in the University Counseling Center remained high. New clients seeking crisis services through same-day access increased by 93.44%, and current clients seeking same-day crisis services increased by 164%. Current clinical capacity and staffing rate equate to a Clinical Load Index (clients per standardized counselor/year or standardized caseload) of 152, which is higher than 93% of all schools in the 20–21 CLI (Clinical Load Index) distribution. The result is a clinical system that focuses on crisis services, as opposed to treatment services. While crisis services are vital for students, particularly given the acuity and severity, treatment services impact retention, academic success, and graduation rates.

To effectively transition the clinical system from a crisis-focused to a crisis and treatment focused system, Counseling & Psychological Services would have to increase clinical ability by 145.5 clinical hours/week, or the equivalent of 5.4 FTE (Full Time Equivalent). The medical clinic began to offer in-person visits and reinstituted online appointment scheduling in spring 2023. This created an increase in volume compared to other pandemic-level semesters at UNCG.

Overall, volume was low for the academic year and revenues for SHS were impacted. Positions were absorbed and left unfilled unless critical needs existed. Staffing levels are being examined and hours of operations and services supplied are reviewed as SHS moves into the FY24 budget cycle.

BY THE NUMBERS

Need for same-day access for counseling crisis services increased by...

93.4% for new clients
164% for current clients

Current clinical capacity and staffing rate is **93%** higher than all schools in the 20–21 CLI distribution