

Demographics and employment

What is your age?

What was the sex assigned to you on your birth certificate?

Male Female Intersex

What is your current Gender Identity?

Gender refers to cultural values (roles, behaviors, activities and attributes) that a society associates with being male or female. Your gender is how you feel inside and can be the same or different than the sex assigned to you on your birth certificate.

Male Female Transgender Gender Non-Conforming
 Nonbinary Gender Queer Not Listed (please specify)

If there are other words or labels that better describe your gender identity, please list them here:

Do you identify as Hispanic or Latino?

- Yes
- No
- Prefer not to respond

How would you describe your race?

- **American Indian or Alaska Native.** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- **Asian.** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **Black or African American.** A person having origins in any of the black racial groups of Africa.
- **Native Hawaiian or Other Pacific Islander.** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **White.** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- **Prefer not to respond**

With which counseling center are you currently affiliated? [free response]

How many years have you worked at your counseling center (considering all of the positions you may have held)? _____

How many years have you been in practice? _____

What is your job title?

- Psychologist
- Psychiatrist
- Social Worker
- Post-doctoral Fellow
- Pre-doctoral Intern
- Pre-doctoral Practicum Student
- Other:
 - If other, please specify _____

How would you describe your main theoretical orientation?

- Cognitive-behavioral
- Family Systems
- Humanistic/Experiential
- Psychodynamic
- Eclectic
- Other:
 - If other, please specify _____

Impact of COVID-19 on Work

Prior to COVID-19, how many hours per week did you typically spend in direct patient contact?

Following the university shift to remote learning, how many hours per week do you typically spend in direct patient contact? _____

Prior to COVID-19, please estimate the percent of care you provided remotely (phone or video):

Following the university shift to remote learning, please estimate the percent of care you provided remotely (phone or video): _____

Since the shift to remote learning, please indicate if you believe that the demand for each type of service has gone up, down, or stayed the same (or are not applicable, or you do not know).

[will format question to be multiple choice]

1. Intake appointments:
2. Crisis appointments:
3. Individual therapy appointments:
4. Group therapy appointments:
5. One time workshops:
6. Workshop series:

7. Other (please indicate type)

We recognize that many people had different reactions to the switch to remote service delivery. How did you feel about switching to remote delivery services?

- Very positive/very optimistic
- Positive/optimistic
- Neutral
- Negative/pessimistic
- Very negative/very pessimistic
- N/A - I was delivering services remotely prior to COVID-19
- N/A - I have not done any remote service delivery

If you had initial fears about switching to remote delivered services, what were those fears?

What has worked better than you initially anticipated?

What has been worse than initially anticipated?

What challenges have you encountered since making the switch to remote service delivery?

What benefits have you encountered since making the switch to remote service delivery?

How do you think that student access to services has changed as a result of the switch to remote service delivery?

- Access has increased
- Access has been unchanged
- Access has decreased

Are there presenting problems or other student-specific factors that have been easier to manage in the switch to remote service delivery? If so, please explain.

Are there presenting problems or other student-specific factors that have been more difficult to manage in the switch to remote service delivery? If so, please explain.

How do you feel that your therapeutic relationship with students has changed as a result of the switch to remote-delivered services?

- Therapeutic alliance has increased
- Therapeutic alliance has been unchanged
- Therapeutic alliance has decreased

Please comment on any change observed:

Have you noticed any changes in student adherence to counseling as a result of the switch to remote-delivered services?

- Adherence has increased
- Adherence has been unchanged
- Adherence has decreased

Please comment on any change observed:

Are students more or less likely to show up for sessions when sessions are delivered remotely?

- Attendance has increased
- Attendance has been unchanged
- Attendance has decreased

Please comment on any change observed:

How would you like to deliver services for the remainder of COVID-19 pandemic?

- Exclusively remote services
- Primarily remote services with in-person services optional (< 25%)
- A roughly even split of remote and in-person services
- Primarily in-person services with remote services optional (< 25%)
- Exclusively in-person services

Comments: (free response)

When the COVID-19 pandemic is over, and other campus functions are returning to normal, how would you like to deliver services?

- Exclusively remote services
- Primarily remote services with in-person services optional (< 25%)
- A roughly even split of remote and in-person services
- Primarily in-person services with remote services optional (< 25%)
- Exclusively in-person services

Comments: (free response)

How would you envision a service post-pandemic that incorporates remote-delivered mental healthcare?

Technologies at work

How much do you agree with this statement?

The technologies available to me at work help improve my productivity and performance.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

Which of these technologies have you used to communicate with your clients?

- Telephone
- E-mail
- Text messages
- Video conferencing
- Internet sites
- Messaging (text, audio or video) through mobile apps

Which of the following methods would you be interested in using to communicate with your patients?

- Telephone
- E-mail
- Text messages
- Video conferencing
- Internet sites
- Messaging (text, audio or video) through mobile apps

Recommendations:

Have you recommended any of the following to patients to aid their mental health treatment?

	Yes (1)	No (2)
Internet sites (1)	•	•
Mobile Apps (2)	•	•

Which of the following reasons would prompt you to recommend the Internet or mobile apps to patients to aid their mental health treatment?

- Fast (1)
- Cheap (2)
- Convenient (3)
- Other (4) _____

Which of the following reasons would prompt you NOT to recommend the Internet or mobile apps to patients to aid their mental health treatment?

- No need
- The information is unreliable
- No interest
- Would prefer to limit information provision to face-to-face visits
- Concerns about privacy and data security
- Concerns about functionality (e.g. interruptions caused by unstable internet connections)
- Other _____

Have you observed patients using personal technologies such as websites, online health communities, or mobile apps (e.g. MyFitnessPal, Headspace), for treatment or management of health or mental health? If so, please write down the names of the personal technologies you have observed patients using. If not, please enter N/A.

a. Text Box

Staff wellness

How has delivering services remotely impacted your work-related stress and level of job satisfaction?

- Notable increase in work-related stress
- No significant change in work-related stress
- Notable decrease in work-related stress

How has delivering services remotely impacted your level of job satisfaction?

- Notable increase in job satisfaction
- No significant change in level of job satisfaction
- Notable decrease in level of job satisfaction

What benefits have you observed in working from home compared to working in the office?

What challenges have you experienced in working from home compared to working in the office?

Have you noticed changes in your own productivity and efficiency since the switch to remote-delivered services?

- My personal productivity and efficiency has increased
- My personal productivity and efficiency has not changed
- My personal productivity and efficiency has decreased

Free response: Please comment on any changes in your productivity and efficiency. To what do you attribute those changes?

Check all that apply:

- We have not made any changes to the number of staff working at our clinic
- We have had some layoffs at our clinic
- We have reduced some staff hours but no layoffs
- All staff work onsite as usual
- Staff work partly onsite and partly at home
- Most staff work entirely at home
- My anxiety level about COVID-19 has impacted my functioning at home and/or work
- I am having a more difficult time than usual balancing work and home life
- We have had staff members get sick with COVID-19
- We meet as a group to check-in on staff wellness on a regular basis (e.g. weekly, bi-weekly or monthly)
- We meet as a group to check-in on staff wellness ad hoc but not regularly
- I feel supported by my clinic during the COVID-19 pandemic

Free response:

What else would you like to see done to support staff wellness?

Have you noticed changes in your relationships with your coworkers since you began delivering services remotely? If so, please describe those changes.

In response to social distancing guidelines, the physical layout of offices on campus are changing. What can be done to help your counseling feel more comfortable to you when returning to work in light of social distancing requirements?

Any final thoughts?

Thank you for completing this survey! If you have any questions, please feel welcome to contact

