

UNIVERSITY OF MASSACHUSETTS AMHERST

A Community of Care

Center for Counseling and Psychological Health
University of Massachusetts Amherst



A Message from Our Director

Each year brings new challenges and opportunities, and 2025-2026 was no different. CCPH saw record demand for services, across all levels of care. We completely revamped our 24/7/365 on-call model, creating a dedicated team of crisis specialists, and we implemented one of the first in the country on-campus Acute Care Programs to help students stay enrolled while accessing the more intensive level of care they need. We hosted the first ever Thrive Fest, a BIPOC Wellbeing Celebration, and joined with numerous campus partners to enhance the mental health and wellbeing of all UMass students with events like Fresh Check Day, Out of the Darkness Walk, UFest, and Ready for the U. Throughout the hard days and the easy days, I am constantly reminded of the passion and dedication our staff bring to this work, and I am filled with appreciation and admiration for the ways in which so many people show up for one another, including CCPH staff, campus partners, and students alike. I am excited for the year to come and eager to see the ways in which we will continue to create a thriving student community centered in connection and wellbeing.



AT A GLANCE

2,931

unique students served

14,626

appointments provided

45

clinicians (of 51 total staff)

~5

appointments per student on average

8

groups and workshops

95

outreach and consultation requests

A stylized, handwritten signature in black ink, appearing to read 'Melissa'.

Melissa L. Rotkiewicz, Psy.D.

Director, Center for Counseling and Psychological Health

The Year in Brief

2,931

unique students served

▲ 19% from 2024-2025

14,626

clinical appointments
provided

▲ 8% from 2024-2025

121

first-year Acute Care
Program appointments to
29 students

new in 2025-2026

The year in brief

The highlights from this year:

- ▶ Demand for mental-health care rebounded strongly, the most students CCPH has served since the pandemic, and we met it with an access model built to see students quickly and match them to the right level of care.
- ▶ Students moved fluidly between individual counseling, drop-in consultation, group programming, and psychiatry as their needs changed.
- ▶ Outcome measures point to measurable improvement across every symptom area.
- ▶ A new campus-based Acute Care Program launched in its first year, giving students in elevated distress an intensive, coordinated option that helps them stay safe and stay enrolled.

WHAT'S AHEAD

- ▲ Continued growth of the access model
- ▲ Expansion of the Acute Care Program
- ▲ Deepening our equity work across communities



INSIDE THIS REPORT

Contents

01	Who We Reach	05
02	How We Serve	06
03	Our Clients	08
04	Making a Difference	12
05	After-Hours & Crisis Support	15
06	Beyond the Office	17
07	Staff Highlights	19
	<i>About This Report</i>	22

SECTION 01

Who We Reach

Our reach across the UMass Amherst community, and its resurgence after the pandemic.

2,931

unique students served

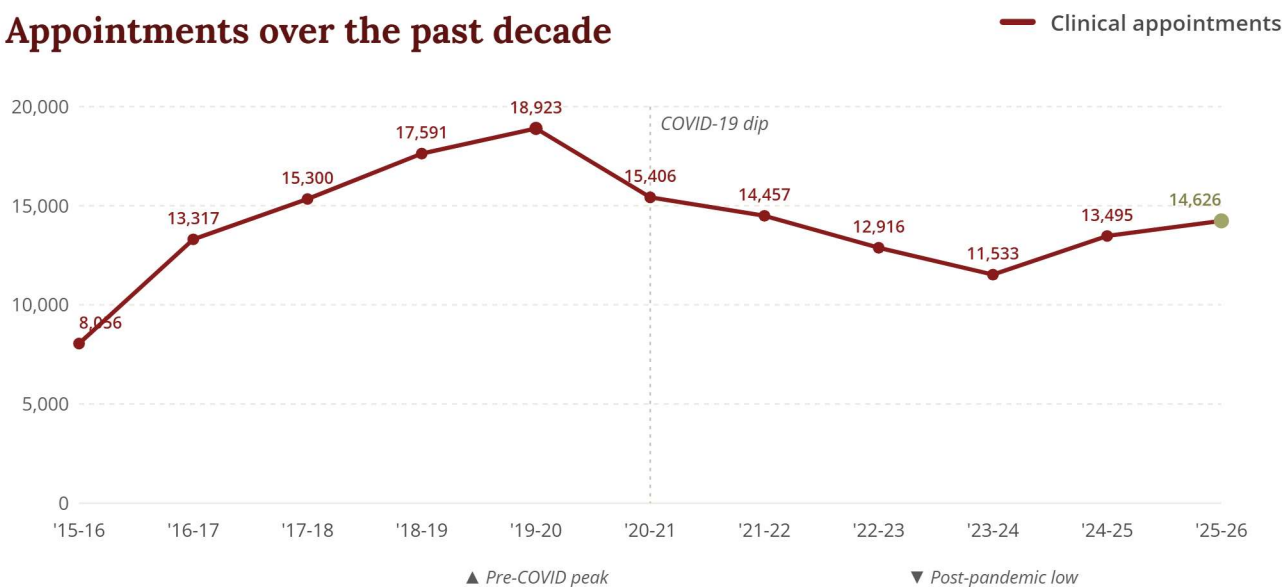
▲ 19% from 2024-2025

14,626

clinical appointments provided

▲ 8% from 2024-2025

Appointments over the past decade



Counts reflect clinical appointments from Medicat BI for 2025-2026 through June 2026; outreach contacts are reported separately.

SECTION 02

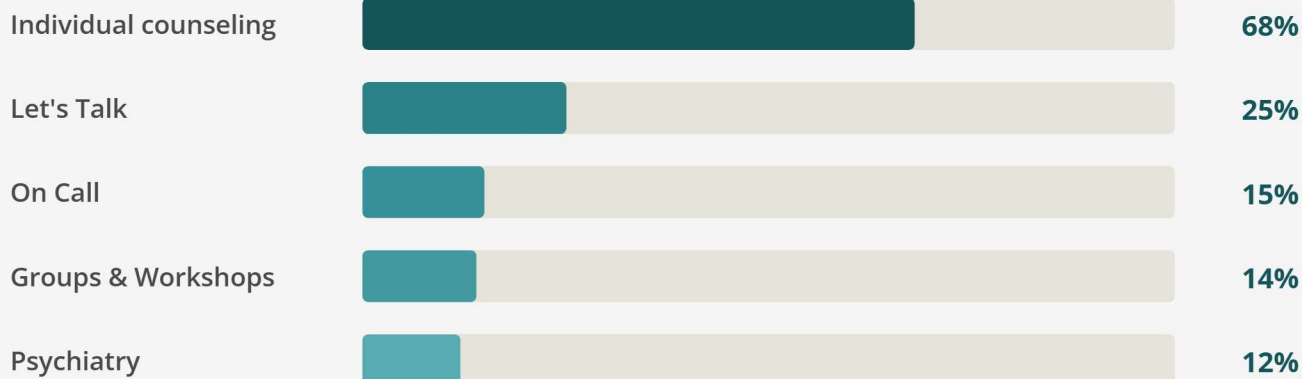
How We Serve

The right level of care, and the freedom to move between services.

Students find the right level of care and move between services as their needs change, from a single drop-in conversation to ongoing therapy, psychiatry, or intensive support.

Service pathways

share of students seen · 2025-2026



Percentages exceed 100% because students may use more than one service.



Individual Counseling 9,247 appointments

Engagement is bimodal: 27% attend a single session, while 26% reach six or more.



Let's Talk 728 students

A drop-in consultation: 94% make a single consultation visit, and 43% go on to therapy at CCPH.



Psychiatry 2,184 appointments

Steady care: a median of 5 visits, 94% with two or more, usually alongside therapy.

Groups, Workshops & Acute Care



Groups & Workshops 1,153 appointments

Building Resilience (DBT skills), Stress GPS, LGBTQ+ Talk Space, the Trans & Gender-Nonconforming Group, Around the World, Grief & Loss, Pet Therapy, and Forest Therapy. Many are co-sponsored with campus partners.



Acute Care Program (ACP) 121 appointments to 29 students • first year

A campus-based intensive outpatient service for students in elevated distress, with 3 to 6 weeks of coordinated weekly support (individual sessions, group treatment, case management, safety planning, psychiatric care). It serves as a step-down from higher-level care, a bridge to off-campus programs, or a primary treatment, helping students stay safe and stay enrolled.

HOW STUDENTS ENGAGE (ACROSS ALL SERVICES)

Looking across all CCPH services, most students are seen briefly. CCPH prioritizes access to ongoing care for students with higher clinical acuity, limited resources, and/or needs not able to be met in the community.

VISITS PER STUDENT, ACROSS ALL SERVICES		
1 visit		1,026
2-3 visits		743
4-12 visits		860
13+ visits		302

Early estimates; counts are approximate and deduplicated across all CCPH services.

TYPICAL COURSE OF CARE

About **five appointments**, over roughly **fifteen weeks**. The average length of a course of care has grown over the past decade, from twelve weeks to roughly **fifteen**.

CARE IN COMMUNITY



SECTION 03

Our Clients

Who comes to CCPH, and how our clients compare to the general UMass student population.

Demographics reflect students who completed an intake form at the start of individual therapy ($n = 984$). All figures are early estimates; small groups are suppressed.

RACE & ETHNICITY

IPEDS category	Share
White	47.4%
Asian / Asian American	26.9%
Black / African American	8.4%
Hispanic / Latinx	7.8%
Two or more races	5.3%
Prefer not to answer	2.9%
Other	0.8%
American Indian / Alaska Native	0.4%

GENDER & PRONOUNS

Most clients identify as women (58%) or men (35%), with non-binary and additional gender identities represented (7%) and fewer than 1% choosing not to answer. Pronoun use mirrors this distribution: she/her (56%), he/him (35%), they/them (6%), and prefer not to answer (1%).

19.8%

international students

20.7%

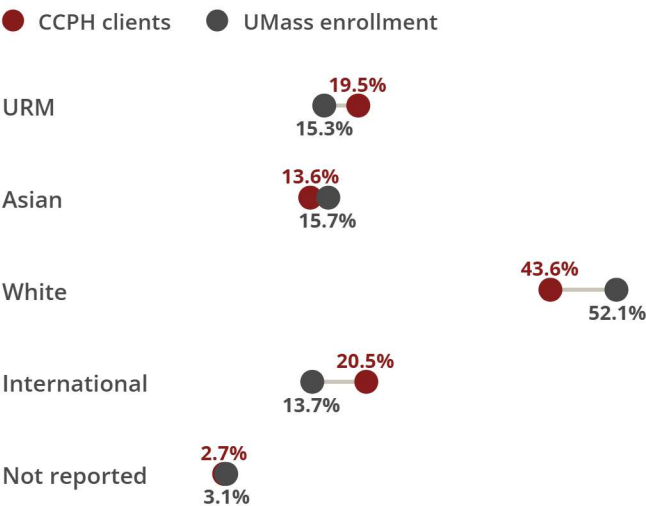
first-generation students



Equity & Presenting Concerns

🌐 CCPH offers services in English, Spanish, Mandarin, Japanese, and Taiwanese.

CCPH CLIENTS VS UMASS ENROLLMENT



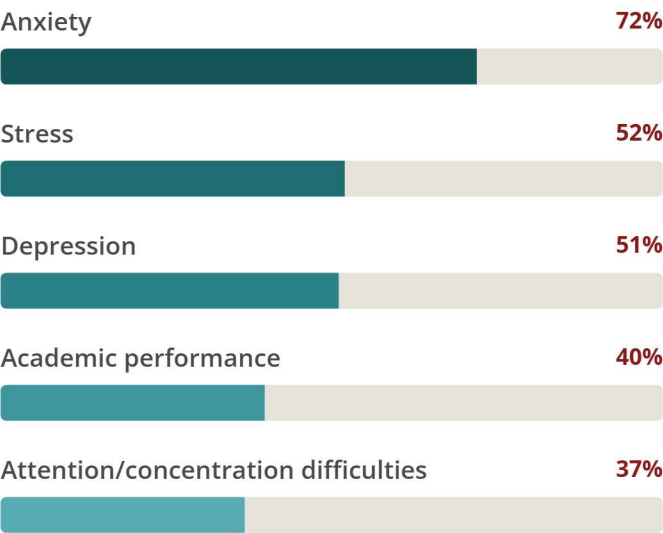
All clients n = 998 · enrollment 31,318 · university reporting groups. The 998 clients have a recorded race/ethnicity and enrollment-group match; the Page 8 demographic breakdown uses the 984 who completed the full intake form.

URM = underrepresented minority, the university's grouping for students from racial and ethnic backgrounds historically underrepresented in higher education.

AN EQUITY NOTE

International students reach CCPH at a higher rate than their campus share, and about half of graduate clients are international. The university counts international students separately from race, which affects how some groups appear.

TOP PRESENTING CONCERNS



Share of intake clients naming each concern; students may report more than one.

HOW STUDENTS PREFER TO MEET

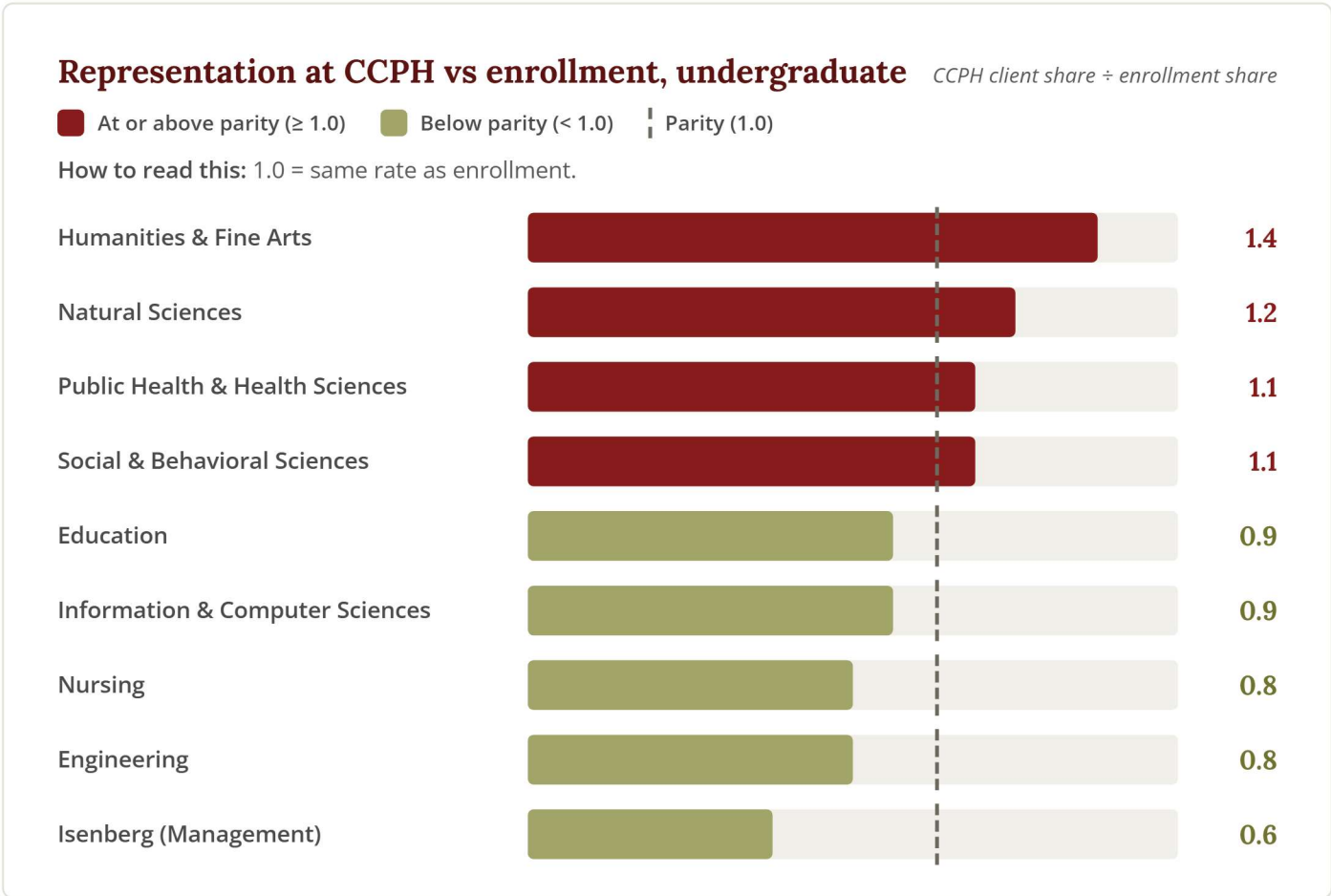
CCPH prioritizes student choice in modality, offering both in person and telehealth options when clinically appropriate. When asked before their sessions, students overwhelmingly prefer meeting in person.

77% prefer in-person care **23%** prefer telehealth

Based on 6,774 pre-session survey responses in 2025-2026; responses are counted per session, not per unique student.

Reach Across Schools & Colleges

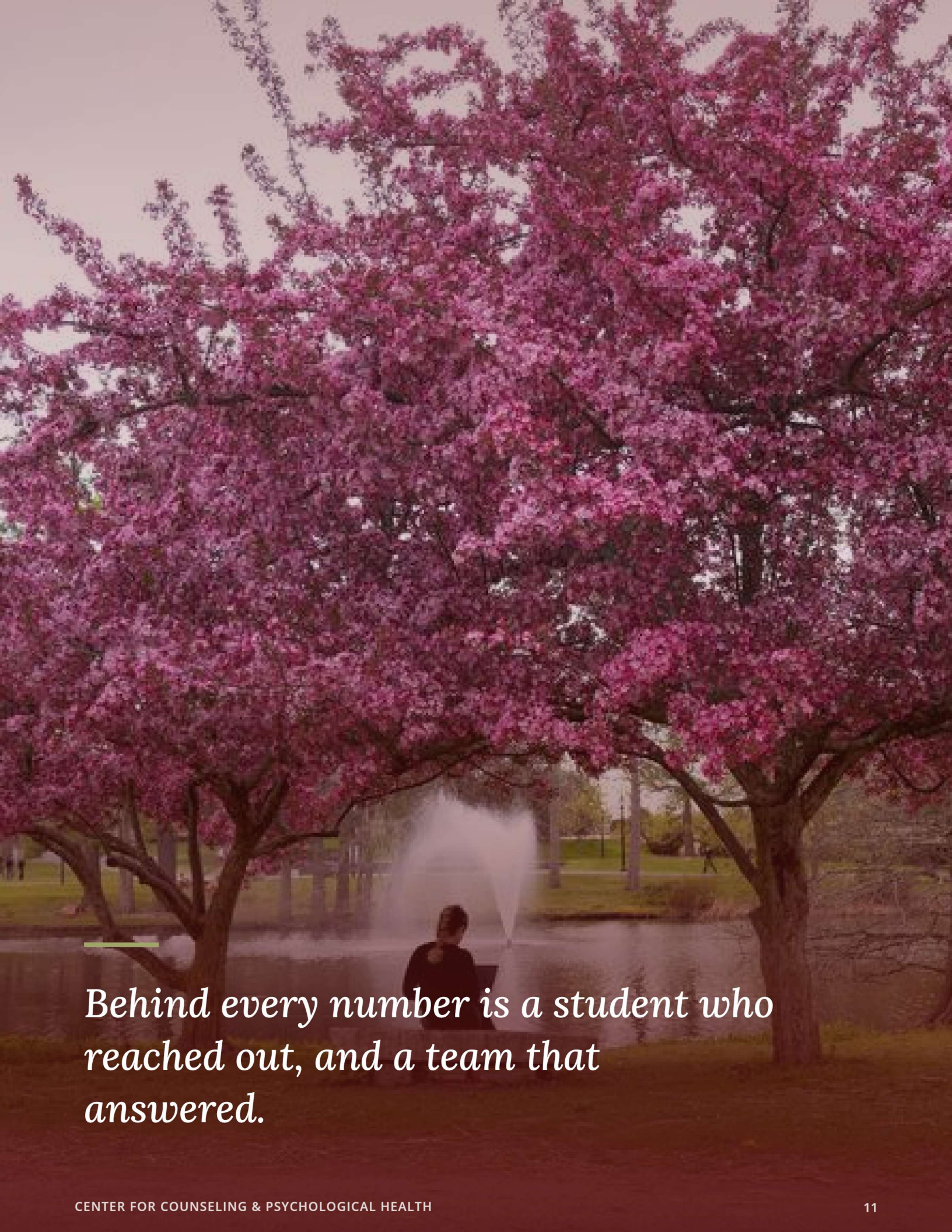
Students come to CCPH from every UMass school and college. This chart compares each college's share of CCPH clients with its share of campus enrollment. An even match is called parity, a value of 1.0, meaning a college's students use CCPH at the same rate as the college's size on campus. Above 1.0 means students from that college reach CCPH more than their enrollment share. Below 1.0 (below parity) means fewer reach CCPH than their size would suggest, which can point to where outreach could help.



GRADUATE STUDENTS

Among graduate students the same pattern is stronger: Humanities and Fine Arts (2.1) and Natural Sciences (1.8) are most over-represented, while Isenberg (0.3) and Nursing (0.2) are lowest, partly because their large online and University Without Walls programs are counted in enrollment but rarely use campus counseling.

Early estimates. Undergraduate served n = 2,070; graduate served n = 564. Enrollment from UMass UAIR Fall 2025. Students grouped to their primary major's school or college.

A person is sitting on a bench in a park, looking at a laptop. They are surrounded by large, blooming pink cherry blossom trees. In the background, there is a pond with a fountain spraying water. The scene is peaceful and scenic.

Behind every number is a student who reached out, and a team that answered.

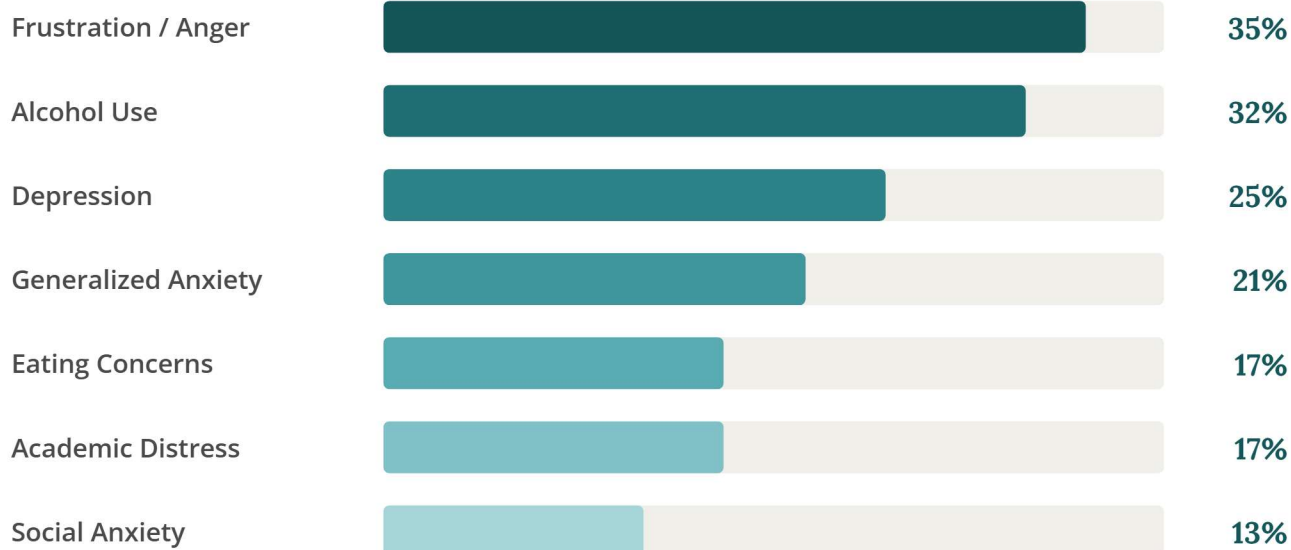
SECTION 04

Making a Difference

What changes for students who come to CCPH.

Outcomes are measured and tracked with the CCAPS-34 ($n = 1,534$). Figures show the average percent reduction in symptoms from a student's first to most recent check-in. Higher is better.

Average reduction in symptoms



Alcohol use and eating concerns start at low average levels, so small absolute changes appear as larger percentages.

**Improvement does not depend on a long course of care.
Students who come for only a couple of sessions improve
about as much as those who stay longer.**

Client Satisfaction

4.8 / 5

average visit rating

97%

rated their visit 4 or 5 (517 responses)

CCPH invites brief, anonymous feedback after every session. In 2025-2026, students submitted 517 ratings of their visit, averaging 4.8 out of 5. Ninety-seven percent rated their visit a 4 or 5, and 88 percent gave the top score of 5. Results reflect students who chose to respond and are early estimates.

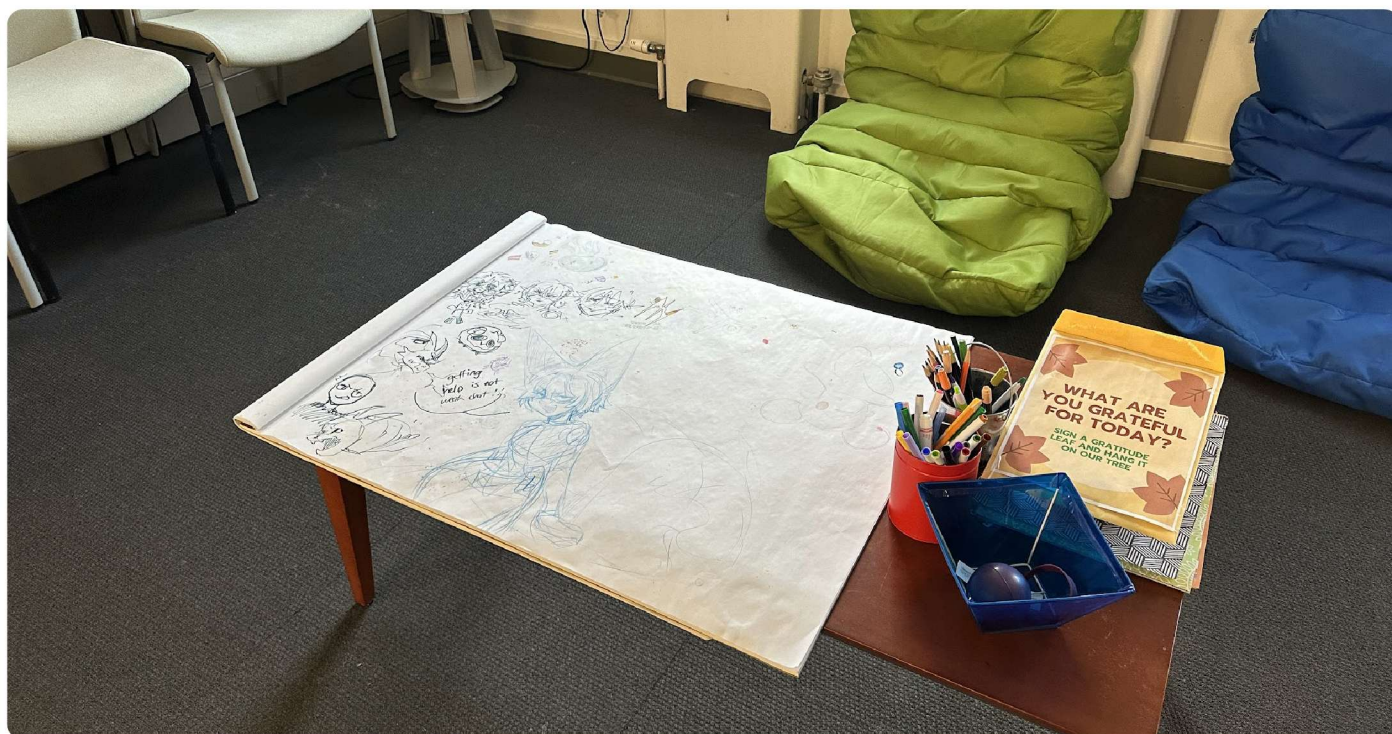
STUDENT VOICE

“Staff were extremely compassionate and helpful, and extended a lot of grace when I was a bit of a mess.”

CCPH student, 2025-2026 patient experience survey

“I felt like I was really being listened to. Thank you so much.”

“My therapist was very helpful in navigating a very difficult time in my academic and personal life. My visit to CCPH was 100% satisfactory.”

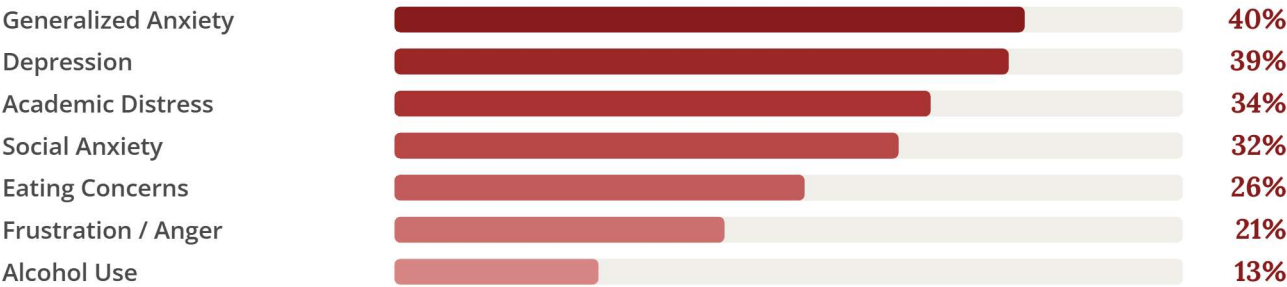


Lasting Change, in Context

The need students bring

Students often reach CCPH already carrying serious distress. More than one in three begin care with anxiety, depression, or academic distress at a level where professional treatment is clearly warranted. We are meeting students with real clinical need, not just everyday stress.

STUDENTS ARRIVING WITH ELEVATED DISTRESS



Early estimates from students with a first CCAPS-34 questionnaire (n = 2,178).

How much students improve, compared with the national sample

points of reduction · first to most recent visit



Bars and dots share a 0 to 0.7 scale; further right means more improvement. Across treatment, CCPH clients improve more than clients nationally on every area measured by the CCAPS. Maroon is CCPH; olive is the Center for Collegiate Mental Health national sample of 356 counseling centers (2022-2024).

Lower risk over the course of care

76% of clients who reported suicidal ideation (SI) at intake saw it decrease by their last visit. 39% (428 of 1,094) reported some SI at intake.

80% of clients who reported thoughts of harming others (THO) saw it decrease by their last visit. 9% (100 of 1,094) reported some THO at intake.

SECTION 05

After-Hours & Crisis Support

Support around the clock, so help is there whenever a student needs it, day or night.

86%

of crisis line calls answered
within 30 seconds (ProtoCall,
24/7/365)

151

crisis evaluations
▲ 80% from 2024-2025

89

students supported during
inpatient care at local
hospitals
▲ 51% from 2024-2025

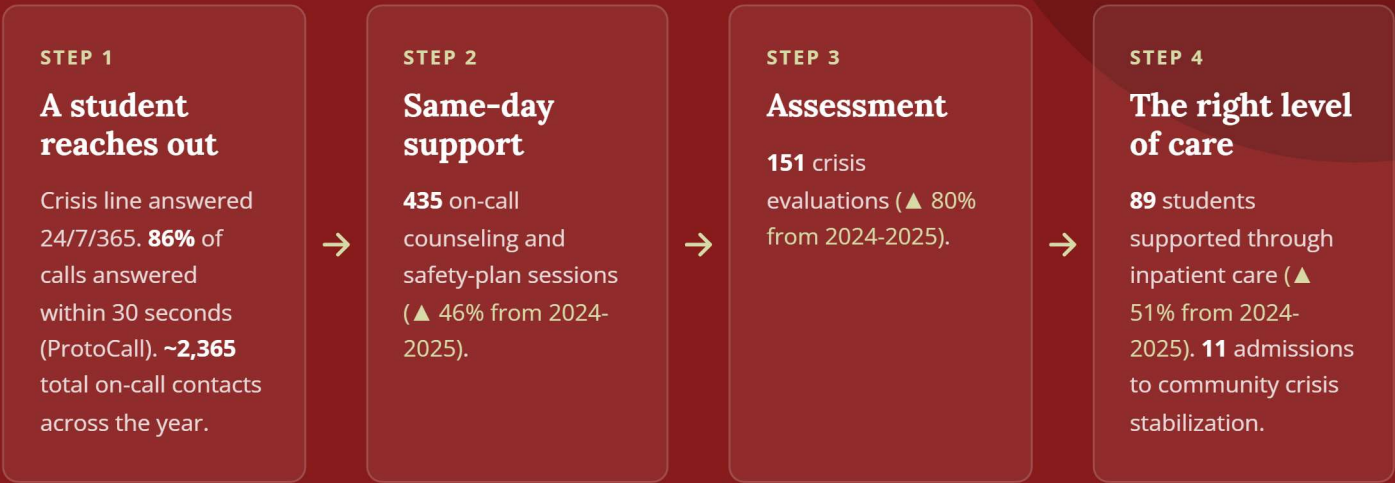
A crisis evaluation is a same-day safety and needs assessment by the on-call team.

OUR CRISIS MODEL

In 2025-2026, CCPH revamped its 24/7/365 on-call model with a dedicated team of crisis specialists. The team completed 151 crisis evaluations and expanded mobile and Zoom-based assessments with community partners, connecting each student to the right level of care: inpatient hospitalization when needed, community crisis stabilization as a respite alternative to inpatient, and safe support in the community for others. The volume of crisis line calls reached a three-year high.

The Year in Crisis Care

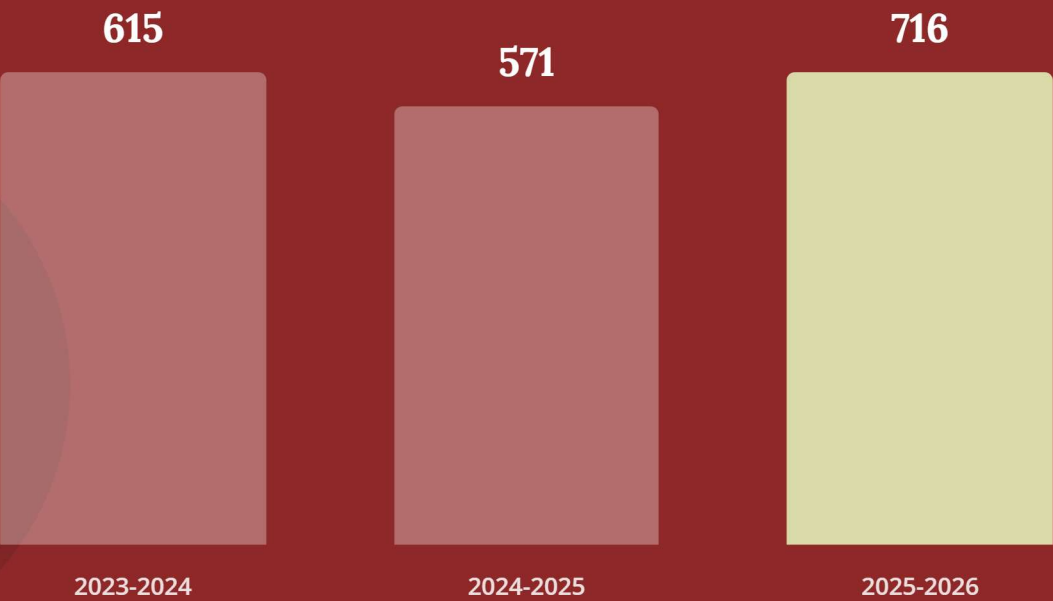
THE PATH THROUGH CRISIS CARE



Steps show the crisis-care pathway; each figure is an early estimate and stages are related services, not strict subsets of one another.

CRISIS LINE VOLUME REACHED A THREE-YEAR HIGH

ProtoCall utilization, crisis line contacts by year (daytime and evening)



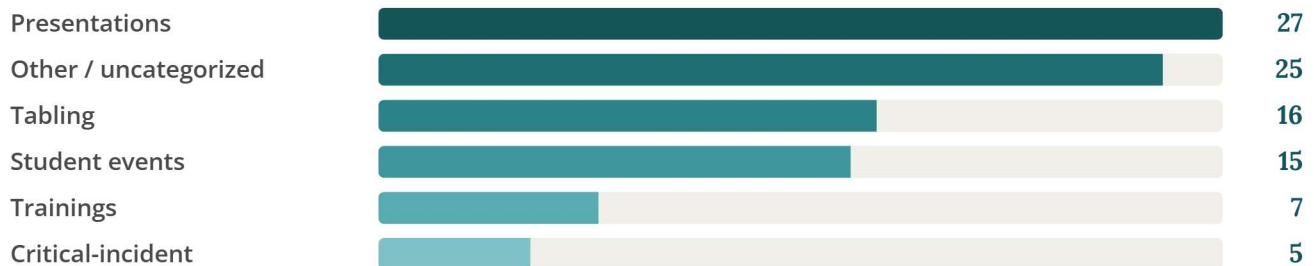
SECTION 06

Beyond the Office

Impact well beyond appointments: outreach, education, and training.

CCPH received **95** outreach and consultation requests through its inquiry form in 2025-2026 and fulfilled the large majority, reaching students through presentations, tabling, trainings, and events across campus.

Outreach requests by type



Counts reflect inquiry-form requests. Outreach was counted differently in prior years, so this is shown on its own. Other includes requests redirected to a better-fit channel (media and interview requests, individual clinical referrals), therapy-dog visit requests, and external or research inquiries.

OUTREACH & CONSULTATION PARTNERS

As part of the Campus Life and Wellbeing (CLAW) collaborative within Student Affairs and Campus Life, CCPH works closely with Recreation and Wellbeing (RecWell), Residential Life, Mental Health Promotion and Strategies, and UMass Recovery to build a flourishing student community centered in wellbeing and connection. In 2025-2026, CCPH provided outreach, education, and consultation across campus, partnering with 7 colleges, 10 academic departments, 10 campus offices, and 18 Student Affairs and Campus Life partners, including:

COLLEGES

College of Natural Sciences · Commonwealth Honors College · Isenberg School of Management · Stockbridge School of Agriculture · Graduate School · College of Social & Behavioral Sciences · College of Information & Computer Sciences

CAMPUS OFFICES & PARTNERS

Office of Global Affairs · Science & Engineering Library · University Health Services · Admissions · Learning Resource Center · Athletics · Public Health Promotion Center · Ombuds · UMass Tour Guides · UMass Dining

STUDENT AFFAIRS & CAMPUS LIFE

Harambee Designated Residential Community · Student Engagement & Learning · Black Student Union · Student Government Association · Josephine White Cultural Center · Latinx American Cultural Center · UMass Pre-Medical Society · Active Minds · Disability Services · UMass Police Department · Center for Multicultural Advancement and Student Success · New Students and Families Program · Iranian Graduate Student Association · Tri Sigma Sorority

ACADEMIC DEPARTMENTS

Communications · Resource Economics · Veterinary & Animal Sciences · Afro-American Studies · Journalism · Speech, Language & Hearing Sciences · Psychological & Brain Sciences · UMass iCons · Service Learning · Political Science

CAMPUS LIFE AND WELLBEING (CLAW)

Residential Life · Recreation and Wellbeing (RecWell) · Mental Health Promotion and Strategies · UMass Recovery

Training & Community Partnerships

CLINICAL TRAINING

- ▶ Three APA-accredited doctoral psychology internships (accredited since 1979; APPIC member)
- ▶ Two advanced-year and two foundational-year social work interns
- ▶ The W.E.B. Du Bois Diversity Fellowship, with a first-year and a second-year fellow
- ▶ A postdoctoral fellowship in psychology
- ▶ A postgraduate fellowship

CONSULTATION & COMMUNITY PARTNERSHIPS

Ongoing consultation to faculty and staff, plus co-sponsored programming with the Stonewall Center, the Office of Disability Services, UMass Recovery, the Center for Women & Community, the Women of Color Leadership Network, and the Student Parent Program.





SECTION 07

Staff Highlights

CCPH is a multidisciplinary team of administrative staff, social workers, mental health counselors, psychologists, nurses, and psychiatrists who provide direct care, train future clinicians, deliver outreach, and contribute to their fields through presentations, publications, service, and scholarship.

Presentations & Publications

- ▶ Christine L.B. Selby, *Mental Health of Athletes* (Bloomsbury Publishing, 2025).
- ▶ Christine L.B. Selby, co-author, "Improving Early Detection of Eating Disorder Risk Among Athletes," *Journal of Clinical Sport Psychology* (2026).
- ▶ Christine L.B. Selby, with R. Nickols and K. Bennett, "Relative Energy Deficiency in Sport (REDs): What Psychologists Need to Know," continuing-education webinar, Society for Health Psychology (December 2025).
- ▶ Christine L.B. Selby, "High Athletic Identity and Believing the Eating Disorder Is Necessary for High Performance," flash talk, American Psychological Association (APA) Convention, Denver (August 2025).

Professional Service

- ▶ Jessi Bond, LICSW: member, Association for the Coordination of Counseling Center Clinical Services (ACCCCS).
- ▶ David Browne, LICSW: member, Center for Collegiate Mental Health (CCMH) Advisory Board.
- ▶ Jen Lefort, Ph.D.: member, Association of Counseling Center Training Agencies (ACCTA).
- ▶ Melissa Rotkiewicz, Psy.D.: Association for University and College Counseling Center Directors (AUCCCD) member, Elements of Enrichment Committee member, and Mentor; editorial board member, *Journal of College Student Mental Health*; International Accreditation of Counseling Services (IACS) Site Visitor; member, Association of Threat Assessment Professionals.
- ▶ Christine L.B. Selby, Ph.D.: contributor and editorial team, APA Sport Psychology Professional Practice Guidelines; Board member, APA Society for Health Psychology, and Chair of its Eating Disorders and Body Image Interest Group; member, APA Society for Sport, Exercise, and Performance Psychology Past-Presidents Advisory Council.

Awards, Degrees & Certifications

Presentations & Publications

(continued)

- ▶ Melissa Rotkiewicz, Psy.D., three sessions at the Association for University and College Counseling Center Directors (AUCCCD) annual conference, October 2025:
 - "Managing Caseloads and Accountability from a Relational Lens"
 - "Purposeful Adaptation: How to Consider Changes, on Purpose, with Intention"
 - New Directors' Institute: Senior Directors Panel

Awards & Recognition

- ▶ The Crisis and Acute Care Services (CACS) team received the Chancellor's Citation Award.

Degrees, Licensure & Certifications

- ▶ David Browne, LICSW, became TEAM-CBT Level 3 Certified.
- ▶ Christine L.B. Selby, Ph.D., earned the Certified Eating Disorder Specialist, Consultant (CEDS-C) credential through the International Association of Eating Disorder Professionals (iaedp).
- ▶ Jude Zahn, LCSW, earned their license as a Licensed Clinical Social Worker.
- ▶ The CACS team completed CAMS (Collaborative Assessment and Management of Suicidality) training and earned team-wide CIT (Crisis Intervention Team) Coordinator Certification.
- ▶ The full CCPH staff completed CPI Nonviolent Crisis Intervention training (Crisis Prevention Institute).

51

STAFF

Our team grew to 51 this year. We welcomed two new crisis clinicians, two psychologists, and two administrative staff members, and said goodbye to a social worker, a psychologist, and two administrative staff members who moved on.

Trainee Highlights

Three of this year's psychology interns reached major milestones in their doctoral training while completing their CCPH internship.

Yu Ying (Jenny) Li, M.S.

PSYCHOLOGY INTERN

"Academic Satisfaction of Graduate Students in Mental Health Professions: Mediating Roles of Burnout and Engagement"

Completed her dissertation and finished all graduation requirements at the University at Albany, SUNY. She will receive her Ph.D. in Counseling Psychology upon completing her CCPH internship.

Joe Kennedy, M.Ed.

PSYCHOLOGY INTERN

"BIPOC Collegiate Athletes' Barriers to Mental Health Service Utilization"

Defended his dissertation and walked at graduation. He will earn his Psy.D. in Counseling Psychology from Springfield College in August, upon completing his CCPH internship.

Raegan Harrington, M.A.

PSYCHOLOGY INTERN

"Show Me You Care: Empathy and Smile Mimicry in Adolescent Friendships"

Submitted her dissertation for review, with her defense scheduled for July 30, 2026. She will graduate from the University of Maine with her Ph.D. in Clinical Psychology in August 2026.

ACCREDITATION & MEMBERSHIP

CCPH is accredited by the International Accreditation of Counseling Services (IACS) and is a member of the Center for Collegiate Mental Health (CCMH). The doctoral internship is accredited by the American Psychological Association (APA).



About This Report

DATA SOURCES & CAVEATS

- ▶ Data counts were run as of June 30, 2026.
- ▶ Demographic data reflects intake forms from therapy-starting clients ($n = 984$).
- ▶ The service-pathway percentages in Section 2 (how students use individual counseling, Let's Talk, on-call and crisis support, groups and workshops, and psychiatry) cover the full academic year, July 2025 through June 2026.
- ▶ CCAPS outcomes reflect the CCAPS-34 across the full academic year, July 2025 through June 2026 (symptom reduction pre-post $n = 1,534$; severity at intake $n = 2,178$). The national comparison uses CCMH's Pre-Post Change report for the same window ($n = 1,094$ clients above the low cut) against the fixed CCMH 2022-2024 national sample of 356 centers. Figures are early estimates.
- ▶ Small groups are suppressed to protect confidentiality.
- ▶ Enrollment comparisons use UMass UAIR figures (Common Data Set and Flagship Analytics).
- ▶ Demographics, appointments, and CCAPS were drawn from a single, jointly de-identified export so records line up to the same student; appointments are clinical only, with outreach reported separately.
- ▶ Severity at intake reflects students with a first CCAPS-34 questionnaire ($n = 2,178$); 'elevated distress' means a score above the level where treatment is typically recommended.
- ▶ National comparison from the Center for Collegiate Mental Health (2022-2024).
- ▶ Suicidal ideation and thoughts-of-harm figures come from the CCAPS National Comparison Pre-Post Change report for clients with at least two administrations across the full academic year, July 2025 through June 2026 ($n = 1,094$). Both are CCAPS critical items.
- ▶ School and college reach compares CCPH client share with University Analytics & Institutional Research (UAIR) Fall 2025 enrollment; students are grouped by their primary major.
- ▶ On-call and crisis figures come from the CCPH Crisis and Acute Care Services (CACS) team on-call summary for 2025-2026; crisis line call performance (daytime and evening) comes from ProtoCall.
- ▶ Patient experience figures come from CCPH's voluntary post-session survey. Results reflect students who chose to respond (517 responses in 2025-2026) and are not a representative sample of all visits or all clients.
- ▶ Therapy modality preference comes from a pre-session survey question (6,774 responses in 2025-2026), counted per session rather than per student.

CONTACT

Center for Counseling and Psychological Health

Middlesex House, 111 County Circle
Amherst, MA 01003

REACH US

PHONE
413-545-2337

24/7 CRISIS LINE
413-545-HELP (4357)

WEBSITE
umass.edu/counseling

INSTAGRAM
@umass_ccph