



# Online Student Mental Health Support Study | 2024



83%
OF RESPONDENTS

noted an increase in demand for mental health services among online students over the past academic year



### Faculty and staff as mental health first responders



said that online students occasionally, frequently, or very frequently reach out regarding mental health concerns



feel inadequately or very inadequentrly trained to recognize and respond to mental health issues with online students



expressed a high level of interest in receiving additional training on how to support the mental well-being of online students

### Barriers to online student mental health support

62%

**of respondents** said that time constraints have a significant to very significant effect on hindering access to mental health services for online students

#### Other common barriers include:

Limited knowledge of available services 5

59%

Lack of services that meet online student needs

55%

Insurance coverage/financial problems

46%

Lack of services in general

46% 45%

Limited appointment availability for counseling

34%

Stigma concerns

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Concerns about the quality of support services

29%

Privacy concerns

25%

## Student support and satisfaction



reported students have access to onsite counseling

39%

reported students have access to teletherapy from a third-party

# **MORE THAN ONE-THIRD**

#### **OF RESPONDENTS**

believe online students are not satisfied with the mental health services offered by their institution

