

Online Student Mental Health: Key Findings

Respondents:

- 338 total respondents representing all 50 states, Washington, D.C., and 36 countries
- 63.28% of respondents work for a public institution, 24.18% work for a private non-profit, 12.84% work for a private for-profit institution.

Key Findings:

- **Increase in Demand for Online Mental Health Services:**
 - The overwhelming majority (82.58%) of respondents noted an increase in demand for mental health services among online students over the past academic year.
 - Only 1.52% said that it had decreased.
- **Faculty and Staff as Online Mental Health First Responders:**
 - More than 70% of respondents (70.39%) said that online students occasionally, frequently, or very frequently reach out regarding mental health concerns.
 - Despite a significant number who report contact with students about mental health issues, a troubling percentage of faculty and staff do not feel adequately prepared to serve as mental health first responders. More than a third (37.44%) felt inadequately or very inadequately trained to recognize and respond to mental health issues with online students.
 - Reflecting their increased role in responding to student mental health issues, an overwhelming majority (83.25%) expressed a high level of interest in receiving additional training on how to support the mental well-being of online students.
- **Students Not Satisfied with Mental Health and Wellness Support:**
 - More than one-third (34.83%) of respondents believe students are not satisfied with the mental health services offered by their institution.
- **Awareness, Availability and Access as Barriers.**
 - Nearly two-thirds (62.1%) 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 awareness of available services (58.64%), a lack of services tailored to online student needs (54.79%), financial constraint/insurance coverage (46.29%), lack of services in general (45.66%), and limited appointment availability (44.75%).
- **Disparity Between On-Site and Online Support Services.**
 - Respondents were more than twice as likely to report access to onsite counseling (66.67%).
 - Only 39.19% mentioned teletherapy from a third-party