

Dynamic Staffing Models for Counseling Centers

Model	My Institution Should Prioritize This Model	Notes and Next Steps
Outsourced After-Hours Support <i>Wesleyan University</i> Partnership with third-party vendor provides 24/7 support to campus callers and alleviates the burden of providing after-hours support in house	1 2 3 4 5 <i>Disagree</i> <i>Agree</i>	
Seasonally Contracted Staff <i>University of Maryland</i> Data-informed approach to hiring seasonal, part-time staff to extend the capacity of campus services during peak times of year	1 2 3 4 5	
Hybrid Staffing Model <i>Georgia State University</i> Bulk of the campus workforce is contracted staff that are strategically mapped to campus needs each year	1 2 3 4 5	

Discussion Questions

- 1 | How do we currently provide after-hours, or 24/7, support to students, faculty and staff, and others who call the counseling center for support outside of business hours?
- 2 | How do we utilize contracted staff or community practitioners to supplement the services that in-house staff offer on campus? What works well with this approach? What could be better?
- 3 | How is the increased demand for campus mental health services affecting campus counseling center staff? How do these impacts influence the ability of the center to care for students?
- 4 | How could we change our staffing model to be more flexible and adaptable to students' changing demographics and needs on campus?
- 5 | What campus or community data do we need to determine how we might pursue a dynamic staffing model on campus?