



New Survey Reveals Support Needed for Faculty and Staff on the Front Lines of the Student Mental Health Crisis

Summary of Results

Supporting students' mental health and well-being has practically become a job expectation for higher education faculty and staff. Yet, employees on the front lines of the campus mental health crisis do not always feel that they have the support they personally need. According to a national online survey of 520 higher ed faculty and staff by TimelyCare in December 2023, higher education's most trusted virtual health and well-being provider, more than half (53%) have considered leaving their job because of burnout, increased workload and stress.

Are you experiencing any mental health issues, such as stress, anxiety or depression?

- 55%, Yes
- 45%, No

How does your current level of stress/anxiety compare to this time last year?

- 35%, More stressed/anxious
- 47%, Same level
- 18%, Less stressed/anxious

Which of the following causes you the most stress and/or anxiety right now?

- 24%, Personal life
- 20%, Financial concerns
- 17%, Mental health issues
- 17%, Career issues
- 9%, Physical health issues
- 7%, Political issues
- 6%, Social issues

What aspect of your job causes you stress and/or anxiety right now? [Select all that apply]

- 45%, Workload
- 43%, Fatigue/burnout
- 30%, Workplace politics
- 29%, Student demands/needs
- 23%, Financial issues at my institution

- 21%, Societal unrest/campus climate/cultural divisions
- 20%, Career advancement/job opportunities
- 15%, Enrollment decline
- 8%, Physical safety threats
- 5%, Other

Most common write-in responses: Poor leadership (1%), Concerns about pay (1%).

What letter grade would you give your mental health?

- 16%, A
- 37%, B
- 34%, C
- 12%, D
- 1%, F

How do you cope with your stress and/or anxiety? [Select all that apply]

- 54%, Spending time or talking with family or friends
- 44%, Exercising
- 41%, Getting out into nature
- 35%, Spending time or talking with colleagues
- 31%, Practicing mindfulness, breathing, and/or meditation
- 31%, Playing video games, watching TV, or watching movies
- 22%, Disconnecting from social media and news
- 21%, Using virtual mental health support (telehealth/teletherapy/virtual care app)
- 16%, Using in-person mental health counseling/therapy
- 15%, Using the employee assistance program
- 6%, Other
- 1%, None of the above

Most common write-in responses: Prayer/religion (2%), Reading/hobbies (1%), Medication (1%), Drinking/alcohol use (1%).

Have you sought any kind of emotional support (i.e. peer, counselor, health coach, behavioral health specialist, psychiatrist) to manage your mental health in the last year?

- 51%, Yes
- 49%, No

What resources does your institution offer faculty and staff to reduce stress/anxiety? [Select all that apply]

- 49%, Virtual counseling/mental health support (teletherapy/virtual care app)
- 45%, In-person counseling/mental health support
- 42%, Wellness/self-care activities (i.e. meditation, yoga, mindfulness, apps)

- 38%, Employee assistance program
- 30%, Peer-to-peer support resources
- 4%, Other

Does your college or university provide enough support for faculty and staff mental health?

- 72%, Yes
- 28%, No

Would additional mental health support services provided by your college or university improve your job satisfaction?

- 75%, Yes
- 25%, No

What resources does your institution NOT offer to faculty and staff that you wish it did to help reduce stress/anxiety? [Select all that apply]

- 35%, Peer-to-peer support resources
- 32%, Virtual counseling/mental health support (teletherapy/virtual care app)
- 30%, In-person counseling/mental health support
- 30%, Wellness/self-care activities (i.e. meditation, yoga, mindfulness, apps)
- 23%, None of the above
- 20%, Employee assistance program
- 3%, Other

Have you considered leaving your job because of burnout, increased workload, and/or stress?

- 53%, Yes
- 47%, No

As it relates to students, what about them causes you the most stress and/or anxiety? Their....

- 35%, Mental health
- 14%, Physical health
- 12%, Safety
- 14%, Academics
- 11%, Likelihood of graduating/completing their degree
- 7%, Job/career aspects
- 6%, Other

Most common write-in responses: Entitlement (1%), Needy (1%), No idea how to be a student/lack of responsibility (1%), Behavior (1%).

What letter grade would you give the mental health of the students at your institution?

- 9%, A
- 44%, B
- 32%, C
- 13%, D
- 2%, F

Does your college or university provide enough support for students' mental health?

- 75%, Yes
- 25%, No

Do you think supporting students' mental health is an expectation of your job?

- 76%, Yes
- 24%, No

Have you recommended a student use mental health and well-being resources such as the campus counseling center or virtual health app?

- 76%, Yes
- 24%, No

Do you feel confident helping students navigate campus mental health resources?

- 76%, Yes
- 24%, No

Would you like more training or support to better help students navigate campus mental health resources?

- 76%, Yes
- 24%, No

Survey Demographics

Race/ethnicity [Select all that apply]:

- 2%, American Indian or Native Alaskan
- 5%, Asian or Asian American
- 3%, Biracial or Multiracial
- 12%, Black or African American
- 8%, Hispanic or Latino/a/x
- <1%, Middle Eastern/North African (MENA) or Arab Origin
- <1%, Native Hawaiian or Other Pacific Islander Native
- 73%, White
- <1%, Unknown/None of the above
- 1%, Prefer not to answer

Gender identity (How would you describe your gender identity?/How do you identify as?):

- 44%, Female
- 54%, Male
- <1%, Agender
- 1%, Trans or Transgender
- <1%, Non-binary
- <1%, Genderfluid
- 0%, Intersex
- <1%, Prefer not to answer
- <1%, Other

Which of these best describes your current sexual orientation?

- 2%, Asexual
- 5%, Bisexual
- 3%, Gay/Lesbian
- 87%, Heterosexual/Straight
- 1%, Pansexual
- 1%, Queer
- 1%, Prefer not to answer
- 0%, Other

Which category best describes your employer?

- 50%, Four-year public college or university (awards bachelor, master's, and/or doctoral degrees)
- 27%, Four-year private college or university (awards bachelor, master's, and/or doctoral degrees)
- 23%, Two-year community, technical, or vocational college (awards associate degrees)

What best describes your current position?

- 31%, Faculty (tenured)
- 30%, Faculty (non-tenured)
- 35%, Staff
- 5%, Senior administrator (Cabinet-level or Dean)