

HIGHLIGHTS OF THE RESEARCH CONSORTIUM OUTCOMES PROJECT

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Research Questions, Measures & Rationale for The Research Consortium Outcomes Project

Below are the research questions that guided the development of the protocol and the rationale for the selected measures:

How much therapy provided **within what therapeutic relationship** by **what therapist** for **what client** with **which problem(s)** is sufficient to achieve a certain level of improvement?

How much therapy to achieve a certain level of improvement (Dose/Response)?

- Outcome Questionnaire 45 (Lambert & Burlingame)
- Service Evaluation Questionnaire–30 (Greenfield & Attkisson)
- Presenting Problem List (from Counseling Concerns Survey used in previous Research Consortium studies)
- GAF
- Length of time in treatment, number and frequency of counseling sessions, etc.

Within what therapeutic relationship? (Optional)

- Working Alliance Inventory (Horvath)

By what therapist? (Gathered by background questionnaire)

- Age
- Gender
- Ethnicity
- Professional Discipline/Degree
- Years of Experience
- Theoretical Orientation
- Theoretical Orientation Survey (Coan)

For what clients? (First six items gathered through Counseling Concerns Survey)

- Age
- Gender
- Ethnicity
- Classification
- Major
- Family Experiences (list of dysfunctional family characteristics)
- Stages of Change Measure (Prochaska, DiClemente, et al.)

With which problems?

- Presenting Problem List (Counseling Concerns Survey)
- Outcome Questionnaire 45 (Lambert & Burlingame)

Rationales

Dose/Response:

Managed care has focused much attention on the dose/response research of Kenneth Howard and colleagues at Northwestern University, among others. The concept comes from pharmacology studies intended to ascertain the regimen of medication intake necessary to achieve certain results, including positive and negative outcomes. Our study would contribute greatly to this emerging area by using dose–response methodology. The Outcome Questionnaire–45 is based on principles of dose–effect/response studies and demonstrates reasonably good psychometric properties. It contains three sub–scales: Symptom Distress (emphasizing anxiety and depressive symptoms), Interpersonal Relationships (emphasizing the quality of family and intimate relationships) and Social Role (focused on the quality of functioning in work, school, and family roles). In addition to the OQ–45, our "old" Counseling Concerns Survey booklet contains a 42–item presenting problems list that was constructed

from lists submitted by some dozen or so centers. These two measures will assist in assessing changes in problems and symptoms over time.

Client Satisfaction:

The Internet has been buzzing with conversations among researchers about the relationship between client satisfaction measures and treatment outcome. Basically, there is none! However, many people are attempting to parcel out interrelationships as much as possible. We will contribute to this discussion as well by including a client satisfaction measure which we will correlate with our other variables. The instrument to be used is the Service Evaluation Questionnaire which has four subscales: Practitioner Manner and Skill (the client's assessment of the principle counselor/provider), Perceived Outcome (the client's assessment of problem improvement), Office Procedures (evaluation of general agency functioning), and Accessibility. The measure's strength is its multifactor structure, its theoretical underpinnings involving key dimensions of client satisfaction, and its norming (in part) on a college counseling center sample (N=147).

Stages of Change:

A good deal of research has gone into the construction of the Stages of Change measure by Prochaska, DiClemente and colleagues. The measure attempts to ascertain at what "readiness" stage a client is to ameliorate a problem (i.e., pre-contemplation, contemplation, preparation, action, etc.). The information can be used to make decisions about the types and timing of interventions necessary to facilitate change.

Global Assessment of Functioning:

In order to obtain some information of client severity and improvement from the counselor's perspective, we propose to use the GAF scale from the DSM-IV as a pre/post measure.

Optional Component: Therapeutic Relationship

Several meta-analytic studies indicate that the therapeutic or working alliance can account for up to 60% of treatment outcome. Thus, this is one of the most significant factors to consider in therapy outcome research. The developmental "ups and downs" of alliance can be measured by one of the best instruments available, The Working Alliance Inventory (WAI), and correlated to session-by-session symptom improvement as measured by the OQ-45. The WAI is a 36-item measure with three sub-scales based on Ed Bordin's theory of alliance: client and therapist agreement on goals, concordance about tasks, and quality of personal bonds.

This measure could provide some extremely useful information about the evolution of a course of therapy. In our discussions in DeKalb, we felt that the client and therapist filling out the WAI after each therapy session would be too intrusive. Ultimately, we decided to make this measure an optional, one-time completion before the fourth session of therapy by both client and therapist. Horvath recommends administering the WAI after the third, fourth or fifth sessions since alliance qualities are fairly well established by then and therapy outcome predicted with reasonable accuracy.

The tables presented below are based on the UT-Austin (UT) sample of 2,527 clients and a Non-UT Austin sample of 1,726 clients from 35 other centers (labeled in the tables as "35 CCs"). Not all clients responded to every item so each table is based on varying numbers of respondents. Where appropriate, data from the 1991 Clinical Sample Survey and the 1994-1995 Non-Clinical Sample Survey are provided for comparison purposes.

Academic Classification (%)

Academic Classification	UT Percent Females	UT Percent Males	UT Percent of Total	35 CCs Percent Females	35 CCs Percent Males	35 CCs Percent of Total	1991 Percent Total	94-95 Percent Total
Freshmen	7	3	10	14	5	19	14	19
Sophomore	9	6	15	17	5	22	19	16
Junior	14	8	22	15	6	21	22	24
Senior	18	10	28	14	7	21	25	32
Graduate	15	10	25	11	6	17	19	8
Special	1	1	2	1	1	2	1	1
Total	64	36	100	72	30	100	100	100

Age Range (%)

Age Range	UT Percent Females	UT Percent Males	UT Percent of Total	35 CCs Percent Females	35 CCs Percent Males	35 CCs Percent of Total	1991 Percent Total	94-95 Percent Total
<20	14	6	19	23	6	29	23	26
20-24	33	18	51	34	14	48	52	58
25-29	11	8	19	7	5	12	13	8
30-34	3	3	6	3	2	5	6	3
35-39	2	1	3	2	1	3	3	2
40-44	1	1	1	1	0.3	1.3	2	2
45-49	0.4	0.4	1	0.4	1	1.4	1	1
>50	0.2	0.1	0.3	0.4	0.1	0.4	0.4	1
Total	63	37	100	71	29	100	100	100

Gender and Ethnicity (%)

Ethnicity	UT Percent Female	UT Percent Male	UT Percent of Total	UT Enroll- ment (%)	35 CCs Percent Female	35 CCs Percent Male	35 CCs Percent of Total	1991 Percent Total	94-95 Percent Total
African American	3	1	4	4	3	1	4	4.1	8
Asian American	5	3	8	11	3	1	4	3.4	4.2
Hispanic	7	5	12	13	3	2	5	7	8.6
Alaska Native American Indian	0.2	0.1	0.2	.5	0.3	0.3	0.6	0.1	0.7
White	45	25	70	66	59	24	83	82	76
International	3	3	6	7	2	2	4	2.9	2.7
Total	63	37	100		70	30	100	100	100

UT Answers to Clinical Background Questions (%)

Question	UT Yes- Female	UT No - Female	UT Yes - Male	UT No - Male	UT Total Yes	35 CCs Yes- Female	35 CCs No - Female	35 CCs Yes - Male	35 CCs No - Male	35 CCs Total Yes
Previous Psychological Counseling	35	29	18	19	53	36	34	14	16	50
Currently Using Psych. Medication	7	57	3	34	9	6	64	3	28	9
Previously Used Psych. Medication	15	49	7	29	22	10	60	5	25	15
Physical/mental Disability	6	58	4	32	10	6	64	3	27	10

35 CCs Answers to Clinical Background Questions (%)

Question	35CCs Yes- Female	35 CCs No - Female	35 CCs Yes - Male	35 CCs No - Male	35 CCs Total Yes	1991 Total Recent	94-95 Total Percent
Previous Psychological Counseling	36	34	14	16	50	45	30
Currently Using Psych. Medication	6	64	3	28	9	5	3
Previously Used Psych. Medication	10	60	5	25	15	9	6
Physical/mental Disability	6	64	3	27	10	8	7

UT Family Experiences (Ranked by %)

Family Experiences	UT Female Yes	UT Female No	UT Female Unsure	UT Male Yes	UT Male No	UT Male Unsure	UT Total Yes
1. Frequent family arguments	32	29	3	16	19	2	48
2. Parents divorced before age 18	20	43	0.3	11	25	0.2	31
3. Family member with mental disorder	16	42	5	8	26	3	24
3. Parents with a drinking problem	16	45	3	8	27	1	24
5. Frequent family moves	13	49	1	9	27	0.6	22
6. Family member hospitalized for emotional problem	13	47	3	6	29	1	19
7. Parents unemployed	12	50	1	6	29	1	18
8. Family member with an eating problem	13	47	4	4	31	2	17
8. Family member with debilitating illness	11	52	2	6	30	1	17
10. Physical abuse in family	11	49	3	5	30	2	16
11. Family member attempted suicide	10	50	4	5	30	2	15
12. Rape/sexual assault of self/other	11	50	2	3	33	1	14
13. Family member prosecuted for criminal activity	6	56	1	4	32	1	10
14. Sexual abuse in family	6	55	3	1	34	1	7
15. Parents with a drug problem	4	58	1	2	34	1	6
16. Death of parent before age 18	3	60	0.1	2	34	0.2	5
16. Family member committed suicide	4	59	1	1	35	1	5
18. Parents with a gambling problem	2	60	1	1	35	1	3

35 CCs Family Experiences (Ranked by %)

Family Experiences	35 CCs Female Yes	35 CCs Female No	35 CCs Female Unsure	35 CCs Male Yes	35 CCs Male No	35 CCs Male Unsure	35 CCs Total Yes	1991 Total Yes	94-95 Total Yes
1. Frequent family arguments	31	37	3	12	17	1	43	47	37
2. Parents divorced before age 18	20	49	1	8	21	0	28	30	27
3. Parents with a drinking problem	16	53	2	6	23	1	22	23	19
4. Family member with mental disorder	15	50	5	6	23	2	21	13	12
5. Frequent family moves	13	56	1	5	24	0.2	18	22	20
6. Family member hospitalized for emotional problem	13	56	2	4	24	1	17	15	13
6. Family member with an eating problem	16	50	5	4	31	2	17	20	17
6. Family member with debilitating illness	13	56	2	4	25	1	17	16	16
6. Rape/sexual assault of self/other	14	54	2	3	25	2	17	14	11
10. Parents unemployed	11	58	2	5	24	1	16	16	17
11. Family member attempted suicide	12	54	5	5	30	2	15	12	11
11. Physical abuse in family	12	55	4	3	25	1	15	15	12
13. Family member prosecuted for criminal activity	7	62	1	3	26	1	10	7	11
14. Sexual abuse in family	7	61	2	2	27	1	9	8	5
15. Family member committed suicide	4	66	1	1	28	0.3	5	4	3
15. Parents with a drug problem	4	66	1	1	27	1	5	5	5
17. Death of parent before age 18	3	67	0.1	1	28	0	4	6	5
18. Parents with a gambling problem	2	67	1	1	28	0.4	3	2	3

UT TOTAL Answers to Alcohol Use Questions(%)

Alcohol Use Questions	Never (%)	Seldom (%)	Once a Month (%)	Twice or More per Month (%)	Weekly (%)	Daily (%)
5 or more drinks in 24-hr period	49	24	8	12	7	0.3
4 or more drinks in 24-hr period	38	27	10.5	15	9	0.4
Missed class due to drinking	78	17	3	2	1.	0
Forgot where I was or what I did	73	24	2	1	0.6	0

35 CCs TOTAL Answers to Alcohol Use Questions(%)

Alcohol Use Questions	Never (%)	Seldom (%)	Once a Month (%)	Twice or More per Month (%)	Weekly (%)	Daily (%)
5 or more drinks in 24-hr period	51	23	8	11	7	0.1
4 or more drinks in 24-hr period	44	24	10	13	9	0.3
Missed class due to drinking	78	17	2	2	0.6	0.1
Forgot where I was or what I did	73	22	2	1	1	0.2

UT FEMALE Clients' Answers to Alcohol Use Questions(%)

Alcohol Use Questions	Never (%)	Seldom (%)	Once a Month (%)	Twice or More per Month (%)	Weekly (%)	Daily (%)
5 or more drinks in 24-hr period	54	24	7	10	4	0.1
4 or more drinks in 24-hr period	42	28	11	13	6	0.2
Missed class due to drinking	80	16	2	2	0.3	0
Forgot where I was or what I did	75	22	2	1	0.5	0

35 CCs FEMALE Clients' Answers to Alcohol Use Questions(%)

Alcohol Use Questions	Never (%)	Seldom (%)	Once a Month (%)	Twice or More per Month (%)	Weekly (%)	Daily (%)
5 or more drinks in 24-hr period	54	23	7	11	5	0.1
4 or more drinks in 24-hr period	45	24	10	13	7	0.1
Missed class due to drinking	79	17	3	1	0.4	0.1
Forgot where I was or what I did	74	22	2	2	1	0.2

UT MALE Clients' Answers to Alcohol Use Questions (%)

Alcohol Use Questions	Never (%)	Seldom (%)	Once a Month (%)	Twice or More per Month (%)	Weekly (%)	Daily (%)
5 or more drinks in 24-hr period	39	23	9	16	13	1
4 or more drinks in 24-hr period	32	26	8	19	15	1
Missed class due to drinking	74	18	3	3	2	0
Forgot where I was or what I did	69	27	2	1	1	0

35 CCs MALE Clients' Answers to Alcohol Use Questions (%)

Alcohol Use Questions	Never (%)	Seldom (%)	Once a Month (%)	Twice or More per Month (%)	Weekly (%)	Daily (%)
5 or more drinks in 24-hr period	45	23	9	11	12	0.3
4 or more drinks in 24-hr period	40	23	11	14	12	1
Missed class due to drinking	76	18	2	3	1	0.3
Forgot where I was or what I did	71	25	1	1	1	0.3

Top 20 Presenting Problems Ranked by Mean Severity Rating

Presenting Problem	UT Female Rank	UT Male Rank	35 CCs Female Rank	35 CCs Male Rank	1991 Total Rank	94-95 Total Rank
Academic/school work/grades	2	2	2	1	1	1
Anxiety, fear, worries	1	1	1	2	1	5
Assertiveness						20
Breakup/loss of relationship	15	14	14	14	12	20
Concentration	10	5	10	8	11	13
Confusion about beliefs		19		19		19
Dating concerns	18	16	18	13	15	14
Decisions about career/major	8	8	11	12	7	2
Depression	3	3	3	3	4	20
Finances	9	10	7	9	4	2
Irritability, anger, hostility	14	15	15	15	15	17
Perfectionism	17	20	17	20	18	14
Physical Health problems			20		20	
Procrastination/motivation	7	4	6	4	7	5
Reading/study skills						17
Relationship with family	16	18	16	18	13	10
Relationship with romantic partner	11	12	13	11	7	17
Relationship with peers, friends					20	14
Self-esteem/self-confidence	6	9	5	6	3	11
Sleeping problems	20	13	19	17	19	17
Stress management	4	7	4	5	7	11
Test anxiety	19	17	19	19	18	8
Time management	13	11	12	12	15	8
Uncertain about the future	5	6	9	7	4	4
Weight problems	12		8		13	7

UT Pre/Post Mean Scores on the OQ-45

Scales (Ranges & Cut-Off Score)	Pre	Post	Female Pre	Female Post	Male Pre	Male Post
Symptom Distress [0-88, 30]	41.6	35.5	42.6	34.9	40.6	35.8
Interpersonal Relationships [0-44, 15]	16.7	15.2	16.4	14.5	17.1	16.4
Social Roles [0-36, 15]	14.0	12.8	13.7	12.3	14.4	13.5
Total Score [0-180, 63]	72.1	63.7	72.7	62.0	72.2	65.7

35 CCs Pre/Post Mean Scores on the OQ-45

Scales (Ranges & Cut-Off Score)	Pre	Post	Female Pre	Female Post	Male Pre	Male Post
Symptom Distress [0-88, 30]	39.5	33.2	41.4	33.1	35.5	29.9
Interpersonal Relationships [0-44, 15]	15.6	14.2	15.7	13.6	15.5	13.9
Social Roles [0-36, 15]	13.2	11.9	13.5	11.6	13.3	11.9
Total Score [0-180, 63]	67.9	58.6	70.3	58.2	63.6	54.9

Percentages of Clients by OQ 45 Outcome Category

Outcome	UT Percent	35 CCs Percent	35 CCs Females Percent	35 CCs Males Percent
Recovered [Pre Q45 \geq 63, Post Q45 < 63, 15-point drop]	20.7	19.8	23	14
Improved/Clinical [Pre Q45 \geq 63, Post Q45 \geq 63, 15-point drop]	12.2	9.4	9	9
Improved/Normal [Pre OQ 45 < 63, Post OQ 45 < 63, 15-point drop]	5.9	10.2	9	14
Deteriorated/Clinical [15-point increase from Pre OQ 45 and Post OQ 45 \geq 63]	8.2	4.8	6	3
Deteriorated/Non-Clinical [15-point increase from Pre OQ 45 and Post OQ 45 < 63]	1	2.6	3	3
No Change [does not meet above conditions]	52.1	53.2	50	58
Total Improved & Recovered	38.8	39.4	41	37

Mean Scores on the Stages of Change Scales

Stages of Change Scale Means	UT Female	UT Male	35 CCs Female	35 CCs Male	Scale Range
Precontemplation	13.4	14.6	13.6	14.9	8-40
Contemplation	34.4	33.5	34.5	33.7	8-40
Action	29.4	28.7	30.2	29.4	8-40
Maintenance	25.4	24.9	25.6	25.6	8-40

Mean Scores on the Working Alliance Inventory

Working Alliance Scale Means	UT Clients	UT Therapists	35 CCs Clients	35 CCs Therapists	Scale Range
Tasks	70.6	64.6	71.5	66.5	12-84
Goals	69.1	63.8	69.9	65.5	12-84
Bond	68.9	67.4	71.7	69.3	12-84
Total	208.6	195.8	213.1	201.3	36-252

Mean Scores on the Services Evaluation Questionnaire

Services Evaluation Questionnaire Sub-scale	UT Means	35 CCs Means	Scale Range
Practitioner Manner & Skill	39.3	39	9-45
Perceived Outcome	32.9	32.4	8-40
Office Procedures	21.6	20.9	5-25
Accessibility	16.7	16.7	4-20
Waiting time	8.5	8.6	2-10
Appearance & layout of facilities	4.4	4.2	1-5
Cost of services	4.9	4.8	1-5
Publicity & Information about agency	3.8	3.8	1-5

The following tables are based on responses provided by 360 therapists from 36 counseling centers.

Counselor Ethnicity by Gender (%)

Ethnicity	Female	Male	Total
African American	4.8	2.7	7.5
Asian American	3.3	1.5	4.8
Hispanic	1.8	1.2	3.0
Native American	0.3	0.3	0.6
White	51.9	28.5	80.4
International	2.4	1.5	3.9

Highest Degree Earned by Gender (%)

Degree	Female	Male	Total
BA/BS	13.6	4.1	17.7
MA/MS	24.2	12.1	36.3
MSW	4.4	0.3	4.7
PhD, PsyD, EdD	17.7	20.9	38.6
MD/DO	0.6	0	0.6
Other	0.6	1.5	2.1

Field of Highest Degree by Gender (%)

Field	Female	Male	Total
Clinical Psychology	18.2	10.6	28.8
Counseling Psychol.	29.8	15.5	45.3
Counselor Education	1.8	1.2	3.0
Guidance & Counsel.	1.8	1.8	3.6
Psychiatric Nursing	0.3	0.0	0.3
Psychiatry	0.6	0	0.6
Social Work	4.3	0.6	4.9
Student Personnel	0.3	0	0.3
Other	9.1	4.0	13.1

Age of Counselor by Gender (%)

Age	Female	Male	Total
< 22	0.6	0	0.6
23–26	14.0	5.0	19.0
27–30	8.8	4.1	12.9
31–35	7.9	5.6	13.5
36–40	8.8	3.2	12.0
41–45	8.2	6.4	14.6
46–50	10.5	5.0	15.5
51–55	5.6	3.8	9.4
56–60	0	0.9	0.9
61–65	0.6	0.3	0.9
>=66	0.3	0.6	0.9

Years of Experience Post Highest Degree Earned (%)

Years	Female	Male	Total
0–1	20.9	7.7	28.6
2–3	15.0	7.1	22.1
4–6	9.7	5.6	15.3
7–9	5.6	1.8	7.4
10–12	3.5	2.4	5.9
13–15	1.8	3.5	5.3
16–20	3.2	1.8	5.0
>=21	5.0	5.6	10.6

Trainee Status by Gender (%)

Status	Female	Male	Total
Post-Graduate Fellow	0	0.6	0.6
Psychology Intern	29.1	12	41.1
Psychology Practicum	27.4	13.7	41.1
Prac Student/Other Discipline	5.4	0	5.4
Social Work Field Placement	1.8	0.6	2.4
Other	6.6	3.0	9.6
Total	118	50	168

Theoretical Orientation Ranked by Endorsement (%)

1. Cognitive/Affective Behavior Therapy	70
2. Client-Centered	62
3. Psychodynamic Therapy	41
4. Existential Therapy	28
5. Object Relations	27
6. Feminist Therapy	24
7. Gestalt Therapy	20
8. Interpersonal Analysis	18
9. Bowen Family Systems	13
9. Relational Therapy	13
9. Strategic Therapy	13
12. Self Psychology	11
12. Transpersonal Psychology	11
14. Attachment Theory	10
14. Structural Family Therapy	10
16. Ethnocultural Therapy	9
17. Adlerian Analysis	8
17. Systematic/Eclectic Therapy	8
19. Classical Behavior Therapy	7
19. Other	7
19. Reality Therapy	7
22. Jungian Analysis	6
23. Constructivist Theory	5
23. Ericksonian Hypnotherapy	5
25. Classical Psychoanalysis	4
25. Transactional Analysis	4
27. Body Therapies	3
28. Classical Hypnotherapy	1
28. NLP	1
28. Psychodrama	1

OQ 45 Outcomes Classified by Professional Status (%)

Outcome/Professional Status	Interns	Prac.	Masters	Doctoral	Mean
Recovered	38.4	10.2	43.8	27.6	30
Improved/Clinical	5.0	6.9	5.1	9.6	6.7
Improved/Normal	8.4	14.8	9.8	14.4	11.9
Deteriorated/Clinical	5.3	13.2	2.7	5.7	6.7
Deteriorated/Non-Clinical	0	0	0.3	0.2	0.4
No Change [does not meet above conditions]	43.0	54.9	38.4	42.4	44.7

OQ 45 Outcomes Classified by Years of Experience Post Highest Degree Earned (%)

Outcome/Years of Experience	0-1	2-3	4-6	7-9	10-12	13-15	16-20	21+	Mean
Recovered	44.9	18.1	43.8	38.8	36.0	20.0	17.9	33.0	31.6
Improved/Clinical	7.3	5.6	5.1	2.4	6.7	19.1	7.1	16.3	8.7
Improved/Normal	5.8	14.8	18.7	19.8	13.6	7.6	9.5	8.5	12.3
Deteriorated/Clinical	0.5	13.2	6.4	1.0	9.8	8.4	1.2	7.1	6.0
Deteriorated/Non-Clinical	0	0	0.6	0.8	0	0	0	0	0.2
No Change [does not meet above conditions]	41.5	54.9	41.5	37.2	33.9	44.9	64.3	35.1	44.2

Mean Scores on the Stages of Change Scales by Staff Type

Stages of Change Scale Means	Interns	Practicum	MA/MS	Doctoral	Scale Range
Precontemplation	14.9	13.5	13.9	13.5	8-40
Contemplation	33.6	34.3	34.3	34.2	8-40
Action	30	30.5	30	30.7	8-40
Maintenance	25.4	26.1	26.3	25.5	8-40
Total	104	104.6	104.2	104.2	32-160

Pre/Post Mean Scores on the OQ-45 by Staff Type

Scales (Ranges & Cut-Off Score)	Intern	Practicum	MA/MS	Doctoral
Total Score PRE [0-180, 63]	69.9	67.9	69.6	66.3
Total Score POST [0-180, 63]	56.9	61.9	56	57.8
Mean & (Median) Number of Counseling Sessions	4.9 (3)	5.6 (5)	4.3 (3)	4.3 (3)
Mean OQ 45 Point Drop by Number of Counseling Sessions	2.7	1.1	3.2	2

Top 20 Presenting Problems Ranked by Mean Severity Rating & Staff Type*

Presenting Problem	Interns	Practicum	MA/MS	Doctoral
*Academic/school work/grades	2.4/1	2.7/1	2.3/2	2.41/1
*Anxiety, fear, worries	2.3/2	2.3/2	2.6/1	2.4/2
Assertiveness	1.1/19		1.3/18	
Breakup/loss of relationship	1.3/18		1.4/17	1.4/14
*Concentration	1.4/13	1.7/9	1.6/10	1.7/9
*Confusion about beliefs	1.1/8			
*Dating concerns		1.8/8	1.4/9	1.2/20
*Decisions about career/major	1.5/9	1.5/11	1.5/12	1.5/11
*Depression	2.0/3	2.2/4	2.2/4	2.0/3
*Finances	1.9/5	1.9/6	1.8/7	1.8/6
Irritability, anger, hostility	1.4/12	1.4/18	1.5/14	1.2/16
Perfectionism		1.5/15		1.2/17
Physical Health problems	1.3/17	1.2/20		
*Procrastination/motivation	1.9/6	2.0/5	1.9/6	1.8/7
Relationship with family	1.4/14	1.3/19	1.3/19	1.3/15
*Relationship with romantic partner	1.3/15	1.6/13	1.8/8	1.3/10
Relationship with peers, friends		1.5/16		
*Self-esteem/self-confidence	1.9/4	1.9/7	2.3/3	1.9/4
Sleeping problems	1.3/16	1.4/17	1.5/15	1.2/19
*Stress management	1.8/7	2.3/3	2.1/5	1.8/8
Test anxiety			1.3/20	1.2/18
*Time management	1.4/11	1.7/10	1.5/13	1.4/13
*Uncertain about the future	1.4/10	1.7/11	1.6/11	1.8/5
*Weight problems	1.6/8	1.6/12	1.7/9	1.4/12

*Items with an asterisk are those that are in the top ten list for one or more groups.

Mean Scores on the Working Alliance Inventory by Staff Type

Working Alliance Scale Means	Interns	Practicum	MA/MS	Doctoral	Scale Range
Tasks	63.4	65.2	67.1	67.7	12-84
Goals	61.8	63.7	66	67.4	12-84
Bond	68.3	67.7	70.3	70	12-84
Total	193.5	196.3	203.6	204.9	36-252

Mean Scores on Two Sub-Scales of the Services Evaluation Questionnaire by Staff Type

Services Evaluation Questionnaire Sub-scale	Interns	Practicum	MA/MS	Doctoral	Scale Range
Practitioner Manner & Skill	37.9	37.2	39.8	40.7	9-45
Perceived Outcome	31.5	31.3	32.7	33.8	8-40