UD Helpline 24/7/365, a counselor-on-call service launched through Center for Counseling and Student Development in fall 2016, received more than 430 calls during fall semester of the following types:

- Counseling Reports generated: 228
- Consultations/Messages: 150
- Hang-Ups: 34
- Anonymous: 15
- Wrong Numbers: 9
- Other: 7

Calls for Sexual Offense Support / SOS: 42 (compared to 15 in 2015 and 34 in 2014)

- Callers who followed up with CCSD appointment: 68%
- Callers who had sought mental health treatment previously: 66%
- Callers who had never been seen at CCSD prior to call: 64%
- Callers seen for short-term therapy at CCSD following call: 62% (additional 24% referred off-campus)

Students feeling anxious, depressed or overwhelmed can call the UD Helpline 24 hours a day, 365 days a year at 302-831-1001.

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**Callers’ Academic Standing**

- **Freshman**: 28%
- **Sophomore**: 21%
- **Junior**: 13%
- **Senior**: 12.5%
- **Graduate**: 13%
- **ELI**: 4%
- **Unknown**: 0.5%

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**Primary Problem Described**

- Other
- Domestic Violence
- Anger Management
- Family
- Alcohol/Drugs
- Sexual Assault
- Intentional Self-Injury
- Relationship/Marital
- Suicide
- Medication
- Situational Stress
- Depression
- Anxiety

- **Number of Calls**

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**Level of Care Provided**

- Routine
- Urgent
- Emergent

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For more details on these efforts, visit sites.udel.edu/studentlife/work