



## **American Experiences Survey:**

A Nationally Representative Multi-Mode Survey

### **June 2020 Omnibus Results – Teletherapy**

#### **Overview of Methodology**

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. June results are based on interviews conducted from June 4-16, 2020. This document focuses on the section of the omnibus survey related to teletherapy.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered both online and by phone. In total NORC collected 1,014 interviews, 911 by web mode and 103 by phone mode. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

The margin of error for results based on the total sample is +/-4.12 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

## **TOPLINE RESULTS**

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The teletherapy questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

*Note that the June omnibus contained five blocks of questions (items on consumer priorities, COVID, scams, teletherapy, and net neutrality). Respondents saw the consumer priorities block first and the net neutrality block last. As the scams and teletherapy blocks were somewhat related to COVID, they were randomized with other COVID question blocks, shown following the consumer priorities block, with general COVID concern items first.*

**Prepared by CR Survey Research Department, July 2020**

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COVTHErapyBEFORE. [ROTATE RESPONSE OPTIONS 'RECEIVING THERAPY VIRTUALLY' AND 'RECEIVING THERAPY IN-PERSON.']

Which of the following <b>best</b> describes your experience with counseling or therapy for mental health immediately <b>before</b> the start of the coronavirus outbreak in early March?	
	Total
	%
I was considering counseling or therapy, but never actively sought it out	9
I was actively seeking out counseling or therapy, but had not started treatment yet	2
I was receiving counseling or therapy virtually (such as over video, phone, or text)	2
I was receiving counseling or therapy in-person	7
I have sought out or received counseling or therapy previously in my life, but none of the above apply to the time period immediately before the start of the coronavirus outbreak	10
I was not considering counseling or therapy	50
None of the above	21
Base: All respondents	1,013

COVTHErapyCURRENT. [ROTATE RESPONSE OPTIONS 'RECEIVING THERAPY VIRTUALLY' AND 'RECEIVING THERAPY IN-PERSON.']

Which of the following <b>best</b> describes your <b>current</b> experience with counseling or therapy for mental health?	
	Total
	%
I am considering counseling or therapy, but haven't actively sought it out	10
I am actively seeking out counseling or therapy, but have not started treatment yet	3
I am receiving counseling or therapy virtually (such as over video, phone, or text)	7
I am receiving counseling or therapy in-person	2
I am not considering counseling or therapy	60
None of the above	19
Base: All respondents	1,013

COVTHErapyFORMAT. [SHOW IF COVTHErapyCURRENT = 'CONSIDERING THERAPY' OR 'SEEKING OUT THERAPY.' RESPONSE OPTIONS 'VIRTUALLY' AND 'IN-PERSON' ROTATED AND VERBIAGE IN QUESTION STEM ALSO ROTATED TO MATCH RESPONSE OPTION DISPLAY ORDER.]

If you were to begin counseling or therapy in the next month, would you prefer care conducted virtually or in-person?	
	Total
	%
Virtually (such as over video, phone, or text)	47
In-person	32
Unsure	21
Base: Respondents currently considering or seeking out counseling	123

INFO. [INTRO TEXT SHOWN TO RESPONDENTS.]

With many businesses and services closed due to the coronavirus outbreak, teletherapy – counseling or therapy conducted virtually (such as over video, phone, or text) – is being used by many mental health practitioners instead of seeing patients in person. Whether or not you have ever received counseling, we are interested in your thoughts about teletherapy.

COVTERAPYWHYNOT. [SELECT ALL THAT APPLY. QUESTION STEM DISPLAYED AS 'WHICH CONCERNS DO YOU HAVE...?' FOR THOSE WHO HAVE DONE TELETERAPY, AND AS 'WHICH MIGHT PREVENT YOU FROM DOING...?' FOR THOSE WHO HAVE NOT DONE TELETERAPY (BASED ON RESPONSE TO COVTERAPYBEFORE & COVTERAPYCURRENT). RANDOMIZE ITEMS. ITEMS 'HOW PERSONAL INFORMATION IS COLLECTED,' 'HOW THE CONTENT OF SESSIONS IS COLLECTED,' 'NEEDING A PRIVATE PLACED TO TALK,' AND 'OTHER CONCERNS ABOUT PRIVACY' ARE KEPT TOGETHER WHEN RANDOMIZING. 'OTHER' ALWAYS SHOWN LAST.]

[For those who have done teletherapy]: Which, if any, of the following concerns do you have about counseling or therapy conducted virtually?	
[For those who have not done teletherapy]: Which, if any, of the following might prevent you from doing counseling or therapy conducted virtually?	
Respondents selected all that apply.	
	Total
	%
How much it costs or if insurance covers it	38
Talking to someone face to face for counseling or therapy would feel more comfortable	33
I'm not sure how effective teletherapy is	28
How the content of sessions is collected, stored, or shared digitally	28
How personal information is collected, stored, or shared digitally	27
How to find the right counselor or therapist who offers teletherapy	25
Needing a private place to talk at home when there aren't other people around	25
Other concerns about privacy	17
Needing the right equipment or technology to do counseling or therapy virtually	14
How much time it takes	12
Other	10
Base: All respondents	1,014

#### CONTACT:

**Kristen Purcell**  
**Chief Research Officer**  
[Kristen.Purcell@consumer.org](mailto:Kristen.Purcell@consumer.org)

 @kristenpurcell