Counseling Center
Client Satisfaction Survey
Results from Fall 2016

Purpose
Three times a year, the counseling center administers a satisfaction survey to student clients to assess progress toward our stated mission “to facilitate student success and psychological well-being through culturally sensitive clinical services, outreach, and consultation.”

Format
• 39-item questionnaire – mixture of narrative and Likert items – administered through CampusLabs on iPods to student clients.
• Items gather client demographics and data about clients’ overall experience.

How Data are Used
In past quarters survey respondents have indicated a need for more ways to get help from the counseling center in addition to short-term individual counseling. With this feedback in mind the counseling center has:
• Enhanced our online presence. The center’s website was overhauled in Summer 2016 and now includes extensive self-help materials. We produced 25 self-help videos on various coping skills -- these are available via newly-created counseling center YouTube channel.
• Expanded our outreach efforts. Increased counseling staff involvement in outreach presentation and workshops, resulting in a 134% increase in outreach programs presented in 2015-16 compared to 2014-15. We launched a user-friendly outreach page under CC website that identifies topics and areas of outreach provided.

How Data are Used

<table>
<thead>
<tr>
<th>Number of individual counseling sessions</th>
<th>% Disagree or Strongly Disagree</th>
<th>% Neutral or N/A</th>
<th>% Agree or Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 3 sessions</td>
<td>69.79%</td>
<td></td>
<td></td>
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<tr>
<td>4 - 6 sessions</td>
<td>15.63%</td>
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<tr>
<td>7 - 10 sessions</td>
<td>7.29%</td>
<td></td>
<td></td>
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<tr>
<td>10 or more sessions</td>
<td>3.13%</td>
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</tbody>
</table>

I was able to get a first appointment in an amount of time that met my needs.

My identities were understood and affirmed by my individual therapist.

- Data collection dates = 10/31-11/7/16 and 11/14-11/18/16
- N = 97
- Respondents = student clients who had attended at least one session.