

Student Counselling Center Survey Summary Report 2016-2017

Overview of Demographics

96 respondents

72% female

95% between 18-29 years old

83% of respondents lived off campus

88% full-time

42% had participated in counselling sessions prior to this academic year

72% received between 1-9 sessions

General Overview of Service Provided

Waiting area comfort: Good – Excellent – 85%

Number of sessions received: Good – Excellent – 87%

Competence of your counselor: Good – Excellent – 86%

Overall helpfulness of meeting with your counselor: Good – Excellent – 85%

Overall quality of services received: Good – Excellent – 90%

Overall satisfaction with SCC: Good – Excellent – 87%

Specific Clinical Targets

Learned how to deal with problems effectively: Good – Excellent – 78%

Developed a more positive outlook on the future: Good – Excellent – 75%

Made helpful behaviour changes: Good-Excellent – 69%

Improved ability to identify and express emotions: Good- Excellent – 66%

My goals for counseling were achieved: Good – Excellent – 67%

Counseling resulted in my being a more effective student: Good – Excellent – 67%

Has the counseling you received at the Student Counseling Center directly or indirectly helped you in your school work, classes or your ability to continue in University? 80% of respondents said yes

Has the counseling you received at the Student Counseling Center directly or indirectly helped your life outside of University (e.g., day-to-day functioning, relationships, etc.)? 87% of respondents said yes

82% of students would recommend our services to a fellow student

Suggestions for Improvement

Physical space issues – some concern with embedded counsellor locations, some office spaces are not pleasant (e.g., windowless).

Appointment issues – more flexibility, online booking, allowing contact between sessions, concern that certain students are getting longer term therapy while others are only getting a few sessions (but want more), confusion at times due to double booking, phones messages not responded to.

Counsellor issues – some concern about what to do if the client feels there is not a good fit with the counsellor, ensuring counsellors have a high level of training in effective therapies, new/more counsellors.

Other – more awareness of our services on campus, figure out a way to target or reach out to struggling students.

Student Counselling Centre Survey Summary Report 15/16*

Overview of Demographics

- 156 respondents
- 77% female
- 93% between 18-29 years old
- 80% of respondents lived off campus
- 93% full-time
- 36% had participated in counselling sessions prior to this academic year
- 67% received between 1-9 sessions

General Overview of Service Provided

- Waiting area comfort: Good – Excellent – 87%
- Number of sessions received: Good – Excellent – 77.5%
- Competence of your counselor: Good – Excellent – 89%
- Overall helpfulness of meeting with your counselor: Good – Excellent – 84%
- Overall quality of services received: Good – Excellent – 92%
- Overall satisfaction with SCC: Good – Excellent – 87.5%

Specific Clinical Targets

- Learned how to deal with problems effectively: Good – Excellent – 75%
- Developed a more positive outlook on the future: Good – Excellent – 72%
- Made helpful behaviour changes: Good-Excellent – 70%
- Improved ability to identify and express emotions: Good- Excellent – 76.5%
- My goals for counseling were achieved: Good – Excellent – 62%
- Counseling resulted in my being a more effective student: Good – Excellent – 59%
- Has the counseling you received at the Student Counseling Center directly or indirectly helped you in your school work, classes or your ability to continue in University? 67.5% of respondents said yes
- Has the counseling you received at the Student Counseling Center directly or indirectly helped your life outside of University (e.g., day-to-day functioning, relationships, etc.)? 81% of respondents said yes
- 81% of students would recommend our services to a fellow student

Suggestions for Improvement

- Physical space issues – change location due to privacy issues - e.g., friends seeing you leave the office, noise issues and concerns about being able to hear sessions in the waiting room, difficulty getting through on the phone.
- Appointment issues – more frequent appointments, less time between appointments, waiting time for counsellors is too long.
- Counsellor issues – more counsellors to talk to students, training in cultural/sexuality/identity issues, provide more education about the therapy process so clients aren't confused when asked questions that seem off-topic or not all problems are treated at once.

**Please note that the 2015-2016 data became merged with the 2014-2015 data, so the following information is a composite of the past two years*