

**Department Name:** Health & Wellness Services

**Project (Assessment) Title: 2012-2013**

*Health and Wellness Counseling Services Client Satisfaction Survey:* Formal feedback was elicited from students who were or had been clients receiving counseling services during the Fall 2012 and Spring 2013 semesters, through the use of a brief client satisfaction survey, to help evaluate and identify areas of strength, weakness, or omission in the current delivery of services, and aid in the planning and implementation of changes for improved quality of services.

**College Priority and Objective**

Strategic Priority II – Improve Student Access and Success

Objective II D Improve student participation in advising, learning support and non-curricular activities that are related to student persistence.

Objective II E Improve student completion of desired educational goals: certificates, degrees, and successful transfer to four year colleges and universities.

**Methodology (Plan/Timeline/Method)**

A number of components of counseling service delivery were reviewed where it was thought desirable to receive feedback from clients about their satisfaction with the services. Questions were then crafted to address each of these service areas, and reviewed and edited by the Manager of Counseling Services and the HWS Director. Joseph Diaz at Institutional Research was also consulted at various intervals and gave invaluable advice and assistance.

A limit of 15 questions was set in order to make the survey brief. Recipients were asked to rate the level at which they agreed with each survey statement and given the choices of a) Strongly Agree, b) Agree, c) Neutral, d) Disagree, e) Strongly Disagree, and f) Don't Know / Unsure. A final question invited recipients to free text any other comments they wanted about how we could improve services.

Service areas ultimately chosen for inclusion in the survey were ease in finding out about services, convenience of locations, cost of services, promptness of initial appointment, availability of appointments, professional conduct of staff, adequacy of patient right information, comfort about confidentiality, client-centered approach to counseling, perceived expertise of counselors, impact of counseling on presenting problems, impact of counseling on academic or work success, impact of counseling on personal growth and relationships, staff sensitivity to cultural background, referral to other services, and likelihood of referring others to HWS services based on their experience. The content of the Client Satisfaction Survey is included as Appendix A.

Several weeks before the end of both Fall and Spring semesters, a list was compiled of students who had utilized counseling services to date during the semester. These students were then sent an email via their Bruin mail account, soliciting them to complete the HWS Client Satisfaction Survey. In order to protect confidentiality, these students were not identified as clients of HWS. Rather, it was stated that "As a student at Salt Lake Community College, you may have received counseling services at Health and Wellness Services during Fall 2012 Semester [or Spring 2013]. If so, we would like to know what you thought about the services you received from us through a brief Client Satisfaction Survey."

A link was provided for students to access the survey on Google Docs. The Manager of Counseling Services was not aware of, nor been trained in, the Campus Labs research software, or this program would have been used instead.

Email recipients were informed that completing the survey was completely voluntary, and that their names would not be associated with any of the response data they provided. They were also informed that they could call the HWS Director, Lorri Castro-Zenoni, if they had any questions. The full content of the email solicitation that each student received is included as Appendix B.

## **Student Services Outcomes Supporting Student Learning**

### *Learning Outcome:*

1. Develop cognitive skills
  - A. Think reflectively and critically
2. Acquire Knowledge.
  - B. Apply knowledge
3. Display practical competence and intrapersonal skills
  - D. Manage their personal affairs, including economic self-sufficiency, maintaining health and wellness, prioritizing personal, social, educational and career demands.
  - E. Engage in self-appraisal and self-understanding; explore autonomy, values, identity, self-esteem, and attitude.
4. Display interpersonal development
  - B. Relate with others in dyadic, group and team settings
  - C. Establish intimate relationships
5. Engage Responsibly with the broader community
  - A. Understand their rights and responsibilities as students/citizens in a democratic society

## **Results/Findings**

During Fall semester, 22 of 147 clients completed the survey, for a return rate of 15%. During Spring semester, 35 of 198 clients completed the survey, for a return rate of 18%. Although these may seem low response rates, a recent blog posting on SurveyGizmo notes "Internal surveys (i.e. employee surveys) generally have a much higher response rate than external surveys (e.g. customer satisfaction surveys). Internal surveys will generally receive a 30-40% response rate or more on average, compared to an average 10-15% response rate for external surveys."

Overall, the results indicated that the majority of clients experienced high levels of satisfaction in each of the service delivery components assessed. The most common response category chosen both Fall and Spring semesters was "Strongly Agree." The free text comments were also overwhelmingly positive. A summary of the results for each question is provided in Appendices C and D. The results for each individual question are discussed in more detail below:

**It was easy for me to find out about Health & Wellness Counseling Services at SLCC.**

In the Fall, **91%** of clients Strongly Agree/Agree with this statement, with 5% feeling Neutral and 5% Unsure. However, in the Spring this was slightly lower with **80%** indicating they Strongly Agree/Agree, 17% of clients feeling Neutral and 3% saying they Disagree. Thus, while the vast majority had no trouble finding out about counseling services, there is still a significant minority of perhaps 10%-20% of clients that we might be targeting and educating better about the availability of services, and who may not be accessing services because they do not know they exist.

**Counseling services were located at a campus that was convenient for me.**

In the Fall, **86%** of clients Strongly Agree/Agree with this statement, with 5% feeling Neutral and 9% saying they Disagree. Results were similar in Spring, with **88%** indicating Strongly Agree/Agree, 6% feeling Neutral, and 6% saying they Disagree. Thus, while the vast majority of clients find the location of services convenient, there is a small minority (6%-9%) for whom location is a problem. It should be noted that services were provided at Redwood five days a week, and twice a week (a total of 12 hours a week) at both South City and Jordan campuses during the survey period. Given the diversity of campuses at SLCC, we may never achieve 100% satisfaction in this area.

**The cost of counseling services (\$10 per session) was within a price range I could afford.**

In the Fall, **86%** of clients Strongly Agree/Agree with this statement, with 9% feeling Neutral and 5% saying they Disagree. In the Spring, **83%** indicated they Strongly Agree/Agree, with 14% feeling Neutral, and 3% saying they Disagree. This area also elicited some positive free text comments, including: "The counseling session for \$10 is absolutely incredible and helpful," "Just having this service be offered to students at \$10 per visit is a huge blessing," and "I'm thankful for the school having an affordable resource for us to go for help." Thus, while the majority of students find the cost of services affordable and a real value, there is a small minority (perhaps around 5%) for whom even this can be challenging. This is consistent with the experience of all the counselors in dealing with some of our lower SES clients, who may be unemployed, temporarily homeless, living on financial aid, and trying to manage anxiety or depression, all at the same time. Choosing between counseling or food for the week is sometimes a real choice for these students.

**I was able to schedule an appointment with a counselor as soon as I needed.**

In the Fall, **95%** of clients Strongly Agree/Agree with this statement, with 5% feeling Neutral. Results were lower in the Spring, with **88%** indicating Agree/ Strongly Agree, 6% feeling Neutral, and 6% saying they Disagree. At the beginning of each semester, there are an ample number of time slots available for students to be seen, but this diminishes slowly as the semester progresses and caseloads fill, which may explain the few clients who were neutral or disagreed. Same day appointments are available for clients who are experiencing emergencies, even if this means cancelling previously scheduled clients who are not in a state of emergency. No waitlist was needed during Fall or Spring semester.

**Counseling appointments were available at times that fit my schedule.**

In the Fall, **77%** of clients Agree/Strongly with this statement, with 14% feeling Neutral and 9% saying they Disagree. Results were a little lower in Spring, with **66%** indicating they Agree/Strongly Agree, 29% feeling Neutral, and 6% saying they Disagree. Spring semester was busier as evidenced by the higher number of surveys sent that semester, so the drop in satisfaction may reflect lower appointment availability times for some clients, especially toward the end of the semester as caseloads are fuller. However, given the number of classes, work hours and other obligations which some students have, these clients may have a difficult time finding openings in their schedules no matter what

time during the semester they present for counseling services. Based on an access survey from last year, we have tried to make sure appointment times are available when students have indicated it would be most convenient for them to come in. But this may change from semester to semester given class offerings.

**Staff who checked me in for my appointments treated me in a professional manner.**

In the Fall, **96%** Strongly Agree/Agree with this statement, with the remaining 4% feeling Neutral. Results were lower in Spring, with **85%** indicating they Strongly Agree/Agree, 11% feeling Neutral, and 3% saying they Disagree (one client). Unfortunately, there are no free text comments which might give a clue as to why satisfaction in this area decreased in Spring. However, as noted above Spring semester was busier in terms of the number of counseling clients, so clients may have had longer wait times to check in, and front desk staff may have been more stressed. Additionally, dealing with difficult clients is an ongoing occurrence at the front desk, so having staff feel more confident with this issue may be an area in need of growth.

**I was given adequate information about my rights.**

In the Fall, **100%** Strongly Agree/Agree with this statement. In the Spring, **89%** Strongly Agree/Agree, 9% feel Neutral, and 3% are Unsure. No one indicated disagreement with this statement, indicating we are doing a good job overall with this. All clients are required to complete a Consent To Treatment form at the first session. This form spells out clients' rights in detail, as well as our fee policy, which they are then asked to sign if they understand and consent to treatment.

**I felt confident that the information I shared in counseling would be kept private.**

In the Fall, **100%** of clients Strongly Agree/Agree with this statement, with **91%** in the Spring indicating they Strongly Agree/Agree, and 9% feeling Neutral. No one disagreed with this statement. This would indicate that clients have a lot of trust in the client-counselor confidentiality and the safety of the information they share.

**My counselor let me talk about the issues I wanted to address in counseling and did not impose his / her own agenda.**

In the Fall, **100%** of clients Strongly Agree/Agree with this statement. During Spring, **95%** of clients Strongly Agree/Agree with this statement, with 3% feeling Neutral and 3% saying they Strongly Disagree (one client). Overall, results indicate that counselors are doing an excellent job of providing "client-centered" treatment. The strong disagreement is represented by only one client who free texted a long comment of complaint. This client, who came in during a crisis, was seeking support, and complained that "instead of addressing the issues at hand, I was questioned about whether or not I felt I was in crisis." The client later comments they were in crisis but that "it doesn't mean it's necessarily anything to be alarmed about." This can sometimes be a conflict of purposes in a crisis session, when the client wants and needs support, but the counselor also needs to identify if the client is a danger to themselves or not.

**I felt that my counselor was able to help me with my problems.**

In the Fall, **86%** of clients Strongly Agree/Agree with this statement, with 9% feeling Neutral and 5% saying they Disagree/Strongly Disagree (one client). In the Spring, **71%** of clients Strongly Agree/Agree with this statement, with 20% feeling Neutral, and 9% saying they Disagree/Strongly Disagree (three clients). There were 3% indicating they were Unsure. This question taps into the client's experience of the counselor's actual or perceived helpfulness. It also is a reflection of the quality of the client-counselor match. As much as counselors try to form good therapeutic relationships with the wide

variety of personalities that present for counseling, it is sometimes not an optimal match. Every counselor at HWS has had clients who wanted to try their hand with another counselor. While the results indicate that the majority of clients (71%-86%) saw their counselors as helpful, there is still a small minority (5%-9%) who did not. This is an area in which the counselors are constantly trying to improve. However, it should be noted that some clients, especially those with significant personality disorder issues, may not find any counselor very helpful.

**Because of the counseling I received, I was more successful in school and / or at work.**

In the Fall, **68%** of clients Strongly Agree/Agree with this statement, 18% feel Neutral and 14% Disagree/Strongly Disagree. Results were similar for the Spring, with **66%** of clients saying they Strongly Agree/Agree with this statement, 14% feeling Neutral and 17% saying they Disagree/Strongly Disagree. Thus, about two-thirds of clients felt the counseling they received translated into positive results in their academic and occupational functioning, which is quite significant. Counseling services thus contributed to the overall mission of the college, by helping students stay in school or otherwise pursue their career goals.

**The counseling I received helped me solve my problems, grow as a person, and / or improve my relationships with others.**

In the Fall, **77%** of clients Strongly Agree/Agree with this statement, with 18% feeling Neutral and 5% saying they Disagree. Once again, results were similar in Spring, with **74%** of clients saying they Strongly Agree/Agree with this statement, 14% feeling Neutral, and 12% saying they Disagree/Strongly Disagree. This question attempts to tap into general counseling outcome. The psychotherapy outcome data indicates about 40% - 70% of clients will show a substantial benefit from therapy, up to 10% will actually get worse, and the remainder (anywhere from 20% - 40%) will show no change (Lambert, 2004). Counseling performance during both semesters exceeded the expected number of clients reporting positive change (77% and 74%). Thus, the overall success of counseling center clients, and by implication the effectiveness of services rendered, is quite high and exceeds research expectations.

**Staff were sensitive to my cultural background and / or identity (e.g. my race, religion, gender, sexual orientation, etc.).**

In the Fall, **91%** Strongly Agree/Agree with this statement, with 9% saying they Disagree/Strongly Disagree (two clients). In the Spring, **86%** Strongly Agree/Agree with this statement, with 9% feeling Neutral, and 6% Unsure. While the great majority of clients felt that staff treated them in a culturally sensitive manner, a few did not. This is a question where we would aspire for 100% agreement, so some improvement in this area is desirable. Unfortunately, there were no free text comments addressing this issue, so the reason for disagreement is not clear.

**Staff were helpful in referring me to other campus resources or community resources as needed.**

In the Fall, **64%** of clients Strongly Agree/Agree with this statement, with 23% feeling Neutral and 14% feeling Unsure. In the Spring, there is a wide variety of response, with **48%** of clients saying they Strongly Agree/Agree with this statement, 20% feeling Neutral, 12% saying they Strongly Disagree/Disagree, and 20% feeling unsure. There are no free text comments shedding any light here. The large measure of Neutral and Unsure responses may indicate that a lot of clients did not need referrals, and so were not sure how to interpret this question. However, there were some disagreements with the statement, indicating some clients would have been helped by referral to other resources, but either did not receive good information, did not receive any information (as we did not know), or never asked. In any case, this is an area where we might make improvements. All the counselors have clients who occasionally need outside resources, and sometimes we do not know

where to refer, or sometimes there are not good referral options in the community. But this is still an area of needed growth.

**Based on the services I received, I would recommend Health & Wellness Counseling Services to other students at SLCC.**

In the Fall, **100%** of clients indicated they Strongly Agree/Agree with this statement. In the Spring, **89%** of clients Strongly Agree/Agree with this statement, with 9% feeling Neutral and 3% saying they Strongly Disagree (one client). This is the same client mentioned above who did not receive the help during a crisis that they hoped for. This question taps in clients' overall satisfaction with services, and in general, the results are predominantly positive. However, this is an area where we would aspire for 100% agreement, so there is room for improvement here, and responses to the previous questions shed light into areas where we can start to make some necessary changes.

**Actions Taken (Use of Results/Improvements)**

Overall, the survey results attest to a high quality of services being rendered by HWS counseling services in all the component areas sampled, with correspondingly high levels of satisfaction endorsed by clients using those services. The data do not suggest any major systematic weaknesses; still, there are some areas where the predominantly positive levels of satisfaction with services could be even better. Recommendations for specific improvements are discussed below:

**Ease in Finding Out about HWS Counseling Services:**

Advertisements and marketing should continue regularly through our Health Promotion unit. Many students indicate on their paperwork they learned about our services through advertisements posted around campus. Educating faculty and staff about the availability of services and training them to identify and refer at-risk students (e.g. gatekeeper training) is also recommended. Finally, there is no mention of "Counseling Services" in the A-Z Index on the SLCC homepage. Students have to explore whether counseling services exist in another department (unlike most universities which have stand-alone counseling centers). It is recommended that "Counseling Services" be added as a separate line item on the A-Z Index, with a direct link to the Health & Wellness Services homepage.

**Affordable Cost of Counseling Services:**

Despite the low cost of services, the \$10 fee is still an obstacle, or even prohibitive for some of our underprivileged and disadvantaged students, for whom financial stress is a contributing factor to depression, anxiety or other mental health disorders. It is recommended that as we continue to attempt to build therapy groups, that these services be provided free of charge, as an option for those who cannot afford the individual counseling fee. It may also be worthwhile to develop a way to identify those who are truly in financial need, and waive the counseling fee even for individual services. Whatever revenues may be lost by HWS would be amply compensated for in the bottom line of the College through the ability of students to remain in school and pay ongoing tuition, as well as decreasing the occurrence of students withdrawing under a Registration Appeal at the end of the semester, and having their tuition refunded, due to untreated and disabling mental health issues.

**Available Counseling Appointment Times and Locations to Fit Student Schedules:**

This is an issue we will continue to address at the beginning of each semester, making sure that counselor appointment slots are spread along a range of possible meetings times, as well as trying to provide services at satellite locations when students are more apt to be on campus.

**Treating Clients in a Professional Manner:**

Checking clients in, processing payments, and providing treatment to a large number of students can be quite stressful. It is recommended that we regularly remind staff about and help them engage in appropriate self-care. It would also be beneficial to have future discussions or trainings on customer services issues, such as “How To Deal With Difficult Clients,” which is a perennial challenge for all businesses.

**Counselor Ability to Be Helpful with Client Problems:**

HWS counselors are devoted to the goal of improving their ability to help clients get better. Part of this is addressed by professional requirements to receive ongoing education and training. However, it was recently noted by the counselors that we have not been spending enough time in our unit meetings consulting about difficult cases. It has been decided to structure our regular counselor meeting so that we can engage in consultation among ourselves to improve therapeutic relationships and interventions with more challenging cases. Consultation is also available informally whenever a counselor needs to consult immediately on a particular issue.

**Staff Sensitivity to Clients’ Cultural Background and Identity:**

HWS staff are dedicated to treating clients in a culturally sensitive manner. If this does not happen, it is almost certainly due to lack of awareness than any malice. One way to improve in this area would be for staff to increase self-awareness by being open to feedback about any “blind spots” noted by others, while realizing this is an area in which the culture as a whole is simultaneously working to improve (e.g. the SLCC Civility Campaign, the SLCC workgroup on Social Inclusion). Formal trainings are also an option which should be sought when available (e.g. Safe Zone Training).

**Referring Clients to Other Campus or Community Resources as Needed:**

Some of the improvement in this area will happen over time as presenting cases require us to explore and identify resources which we have not had to refer to before, especially if these are located outside in the community. However, for on campus resources, it is recommended that counselors continue to network and develop relationships with other campus departments whose services students are likely to have need of. It may also be useful to do this as a unit, either inviting staff to one of our group meetings, or attending one of theirs. This happened this year with the director of the Disability Resource Center, which was very productive.

## Appendix A - Client Satisfaction Survey

### Health & Wellness Counseling Services, Client Satisfaction Survey – Fall 2012 / Spring 2013

In order to help us provide the best possible service, we would like to know what you thought about the counseling services you may have received from us this Fall 2012 /Spring 2013 semester. Please indicate your agreement or disagreement with the following statements by selecting the option that best represents your opinion of your experience. Then click the "Submit" button to send your responses. This anonymous Client Satisfaction Survey will only be used internally by SLCC Health & Wellness Services and your participation in this questionnaire is completely voluntary. If you choose to participate in the survey, you can skip questions you don't feel comfortable answering or even stop and cancel the survey without hitting the "Submit" button. If you have any questions, please do not hesitate to contact Lorri Castro-Zenoni, Director of Health & Wellness Services, at (801) 957-4703.

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1. It was easy for me to find out about Health & Wellness Counseling Services at SLCC.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
2. Counseling services were located at a campus that was convenient for me.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
3. The cost of counseling services (\$10 per session) was within a price range I could afford.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
4. I was able to schedule an initial appointment with a counselor as soon as I needed.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
5. Counseling appointments were available at times that fit my schedule.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
6. Staff who checked me in for my appointments treated me in a professional manner.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
7. I was given adequate information about my patient rights.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure
8. I felt confident that the information I shared in counseling would be kept private.  
Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure



9. My counselor let me talk about the issues I wanted to address in counseling and did not impose his / her own agenda.

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

10. I felt that my counselor was able to help me with my problems.

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

11. Because of the counseling I received, I was more successful in school and / or at work.

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

12. The counseling I received helped me solve my problems, grow as a person, and / or improve my relationships with others.

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

13. Staff were sensitive to my cultural background and / or identity (e.g. my race, religion, gender, sexual orientation, etc.).

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

14. Staff were helpful in referring me to other campus or community resources as needed.

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

15. Based on the services I received, I would recommend Health & Wellness Counseling Services to other students at SLCC.

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   Don't Know / Unsure

Thank you for taking the time to answer the questions above. Your thoughtful feedback is important to us. Please feel free to use the space below to provide additional comments regarding your responses above or other ways you think we might be able to improve our services.

## Appendix B – Client Satisfaction Survey Email Solicitation to Students

Dear Student:

As a student at Salt Lake Community College, you may have received counseling services at Health & Wellness Services during Fall 2012 semester. If so, we would like to know what you thought about the services you received from us through a brief **Client Satisfaction Survey**. Your participation in this survey is completely voluntary. The survey is anonymous, so your name will not be associated with any feedback you provide. The survey contains 15 questions related to various aspects of your counseling experience and should only take about 5 minutes to complete. Your opinion is important to us and would be greatly appreciated. You can complete the survey by clicking on the link below:

<https://docs.google.com/spreadsheet/viewform?fromEmail=true&formkey=dHBjMFdTZ2NmUHIGZ09FSUZnT3ROd2c6MQ>

Thank you,

Health & Wellness Services  
Salt Lake Community College

Note: If you have any questions about this survey, please contact Lorri Castro-Zenoni, Director of Health & Wellness Services, at (801) 957-4703.

## Appendix C – Survey Responses to HWS Client Satisfaction Survey, Fall 2012

1. It was easy for me to find out about Health & Wellness Counseling Services at SLCC.

Strongly Agree 11 50%  
Agree 9 41%  
Neutral 1 5%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 1 5%

2. Counseling services were located at a campus that was convenient for me.

Strongly Agree 11 50%  
Agree 8 36%  
Neutral 1 5%  
Disagree 2 9%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

3. The cost of counseling services (\$10 per session) was within a price range I could afford.

Strongly Agree 11 50%  
Agree 8 36%  
Neutral 2 9%  
Disagree 1 5%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

4. I was able to schedule an initial appointment with a counselor as soon as I needed.

Strongly Agree 8 36%  
Agree 13 59%  
Neutral 1 5%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

5. Counseling appointments were available at times that fit my schedule.

Strongly Agree 8 36%  
Agree 9 41%  
Neutral 3 14%  
Disagree 2 9%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

6. Staff who checked me in for my appointments treated me in a professional manner.

Strongly Agree 12 55%  
Agree 9 41%  
Neutral 1 5%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

7. I was given adequate information about my patient rights.

Strongly Agree 12 55%  
Agree 10 45%  
Neutral 0 0%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

8. I felt confident that the information I shared in counseling would be kept private.

Strongly Agree 15 68%  
Agree 7 32%  
Neutral 0 0%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

9. My counselor let me talk about the issues I wanted to address in counseling and did not impose his / her own agenda.

Strongly Agree 17 77%  
Agree 5 23%  
Neutral 0 0%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

10. I felt that my counselor was able to help me with my problems.

Strongly Agree 15 68%  
Agree 4 18%  
Neutral 2 9%  
Disagree 1 5%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

11. Because of the counseling I received, I was more successful in school and / or at work.

Strongly Agree 10 45%  
Agree 5 23%  
Neutral 4 18%  
Disagree 2 9%  
Strongly Disagree 1 5%  
Don't Know / Unsure 0 0%

12. The counseling I received helped me solve my problems, grow as a person, and / or improve my relationships with others.

Strongly Agree 10 45%  
Agree 7 32%  
Neutral 4 18%  
Disagree 1 5%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

13. Staff were sensitive to my cultural background and / or identity (e.g. my race, religion, gender, sexual orientation, etc.).

Strongly Agree 11 50%  
Agree 9 41%  
Neutral 0 0%  
Disagree 1 5%  
Strongly Disagree 1 5%  
Don't Know / Unsure 0 0%

14. Staff were helpful in referring me to other campus or community resources as needed.

Strongly Agree 7 32%  
Agree 7 32%  
Neutral 5 23%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 3 14%

15. Based on the services I received, I would recommend Health & Wellness Counseling Services to other students at SLCC.

Strongly Agree 14 64%  
Agree 8 36%  
Neutral 0 0%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

## Appendix D – Survey Responses to HWS Client Satisfaction Survey, Spring 2013

1. It was easy for me to find out about Health & Wellness Counseling Services at SLCC.

Strongly Agree 14 40%  
Agree 14 40%  
Neutral 6 17%  
Disagree 1 3%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

2. Counseling services were located at a campus that was convenient for me.

Strongly Agree 19 54%  
Agree 12 34%  
Neutral 2 6%  
Disagree 2 6%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

3. The cost of counseling services (\$10 per session) was within a price range I could afford.

Strongly Agree 16 46%  
Agree 13 37%  
Neutral 5 14%  
Disagree 1 3%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

4. I was able to schedule an initial appointment with a counselor as soon as I needed.

Strongly Agree 18 51%  
Agree 13 37%  
Neutral 2 6%  
Disagree 2 6%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

5. Counseling appointments were available at times that fit my schedule.

Strongly Agree 9 26%  
Agree 14 40%  
Neutral 10 29%  
Disagree 2 6%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

6. Staff who checked me in for my appointments treated me in a professional manner.

Strongly Agree 18 51%  
Agree 12 34%  
Neutral 4 11%  
Disagree 1 3%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

7. I was given adequate information about my patient rights.

Strongly Agree 16 46%  
Agree 15 43%  
Neutral 3 9%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 1 3%

8. I felt confident that the information I shared in counseling would be kept private.

Strongly Agree 24 69%  
Agree 7 20%  
Neutral 3 9%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 0 0%

9. My counselor let me talk about the issues I wanted to address in counseling and did not impose his / her own agenda.

Strongly Agree 23 66%  
Agree 10 29%  
Neutral 1 3%  
Disagree 0 0%  
Strongly Disagree 1 3%  
Don't Know / Unsure 0 0%

10. I felt that my counselor was able to help me with my problems.

Strongly Agree 19 54%  
Agree 6 17%  
Neutral 7 20%  
Disagree 2 6%  
Strongly Disagree 1 3%  
Don't Know / Unsure 0 0%

11. Because of the counseling I received, I was more successful in school and / or at work.

Strongly Agree 16 46%  
Agree 7 20%  
Neutral 5 14%  
Disagree 4 11%  
Strongly Disagree 2 6%  
Don't Know / Unsure 1 3%

12. The counseling I received helped me solve my problems, grow as a person, and / or improve my relationships with others.

Strongly Agree 15 43%  
Agree 11 31%  
Neutral 5 14%  
Disagree 2 6%  
Strongly Disagree 2 6%  
Don't Know / Unsure 0 0%

13. Staff were sensitive to my cultural background and / or identity (e.g. my race, religion, gender, sexual orientation, etc.).

Strongly Agree 22 63%  
Agree 8 23%  
Neutral 3 9%  
Disagree 0 0%  
Strongly Disagree 0 0%  
Don't Know / Unsure 2 6%

14. Staff were helpful in referring me to other campus or community resources as needed.

Strongly Agree 13 37%  
Agree 4 11%  
Neutral 7 20%  
Disagree 1 3%  
Strongly Disagree 3 9%  
Don't Know / Unsure 7 20%

15. Based on the services I received, I would recommend Health & Wellness Counseling Services to other students at SLCC.

Strongly Agree 23 66%  
Agree 8 23%  
Neutral 3 9%  
Disagree 0 0%  
Strongly Disagree 1 3%  
Don't Know / Unsure 0 0%