

Student Counselling Center Survey Summary Report 2018-2019

Overview of Demographics

147 respondents

62% female, 15% male, 2% non-binary

93% between 17-29 years old

88% of respondents lived off campus

96% full-time

40% had participated in counselling sessions at SCC prior to this academic year

71% received between 1-9 sessions

General Overview of Service Provided

Waiting area comfort: Good – Excellent – 83%

Number of sessions received: Good – Excellent – 85%

Competence of your counselor: Good – Excellent – 90%

Overall helpfulness of meeting with your counselor: Good – Excellent – 84%

Overall quality of services received: Good – Excellent – 87%

Overall satisfaction with SCC: Good – Excellent – 85%

Specific Clinical Targets

Learned how to deal with problems effectively: Good – Excellent – 75%

Developed a more positive outlook on the future: Good – Excellent – 76%

Made helpful behaviour changes: Good-Excellent – 74%

Improved ability to identify and express emotions: Good- Excellent – 71%

My goals for counseling were achieved: Good – Excellent – 71%

Counseling resulted in my being a more effective student: Good – Excellent – 63%

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? 64% of respondents said yes (17% said n/a)

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.)? 80% of respondents said yes

86% of students would recommend our services to a fellow student

Suggestions for Improvement

Physical space issues – didn't like to walk to main office to set up appointment with embedded therapist, CAW location not private.

Appointment issues – questionnaire not relevant, more walk-in hours, longer hours.

Counsellor issues – more direction in session, ask clients for feedback after session.

***New**

Walk-Ins/Brief Initial Consultations

44% of respondents had attended walk-in hours for an initial consultation

69% were satisfied with these services

Comments included:

Hard to predict if you will be seen
More likely to attend if seen on same day
Good for students in crisis
Needed and got help right away

Groups

17 respondents had attended groups

Comments included:

Advertise widely
Allow to bring a friend
Generally groups gave good information and were helpful