

Student Counselling Center Survey Summary Report 2020-2021

Overview of Demographics

116 respondents

75% identified as female

9% identified as male

8% identified as non-binary, trans, genderqueer, agender.

36% identified as a member of the LGBTQ2S+ community

21% identified as a racialized person (email us at scc@uwindsor.ca if you would like the breakdown of this percentage)

89% of respondents lived off-campus

94% identified as a full-time student

73% of students received between 2-15 sessions

36% of respondents had previously attended therapy at SCC

Satisfaction with Remote Services

Ability to contact SCC to make an appointment: Good – Excellent 89%

How long you waited for an initial appointment: Good – Excellent 81%

Satisfaction with initial consultation: Good – Excellent 77%

Number of sessions received: Good – Excellent 74%

Overall staff availability and support: Good – Excellent 82%

Overall quality of remote services: Good – Excellent 84%

51% of respondents stated that remote therapy was as helpful as in-person therapy

35% of respondents stated that remote therapy was less helpful than in-person therapy

89% of respondents would like to see online options continue when in-person services resume.

Outcomes of Therapy Experience

I felt heard, understood, and respected by my therapist: Good – Excellent 78%

We worked on and talked about things that were important to me: Good – Excellent 78%

The therapist's approach was a good fit for me: Good – Excellent 71%

Overall helpfulness of meeting with your therapist: Good – Excellent 73%

My goals for therapy were achieved: Good – Excellent 61%

I learned how to more effectively face and deal with problems: Good – Excellent 66%

I made changes that will improve my life: Good – Excellent 65%

I improved my ability to identify, accept, and express emotions: Good – Excellent 70%

Therapy helped me improve an important relationship in my life: Good – Excellent 53% (20% said n/a)

Has therapy directly or indirectly helped you in your schoolwork, classes, or ability to continue in university – 57% said yes (21% said n/a)

Has the therapy you received directly or indirectly helped your life outside university – 79% said yes.

Groups

18% of respondents had attended a group at SCC

Some comments about groups:

Group was helpful

It was helpful to see others were experiencing similar concerns

I got to talk about some of my struggles in an accepting setting

Some students felt they were not able to talk as much as they would have wanted about their personal problems and/or didn't find some of the material relevant.

Main reasons for not attending groups:

I wouldn't feel comfortable 30%

Group wasn't offered 22%

Group didn't fit with my schedule 18%

Suggestions for Improvement at SCC

More careful selection of client – therapist fit and/or more information available about therapists to maximize good fit.

Improve appointment wait times

More therapists and more diverse therapists

Barriers for Accessing Mental Health Services on Campus

Stigma or embarrassment around seeking services

Misunderstanding of who would benefit from therapy/how therapy works

Beliefs about fixing things yourself or not asking for help

Difficulty accessing due to office hours/student schedules

Feeling disconnected from campus life/not aware of services offered

How the University Can Better Support Students

Provide more leniency/accommodation for students e.g., assignment extensions, mental health exemptions

Promote mental health services, especially in classrooms so that students are aware of services available

Hire more therapists including racialized, diverse staff

Ensure that all staff and faculty at the university are trained in mental health awareness and provide friendly service (e.g., trauma informed care)