

Introduction

- SCPS values student feedback regarding clinical services received from SCPS.
- To this end, SCPS administers the SCPS Client Satisfaction Survey annually during the *fall* and *spring* semesters to students who are receiving *individual counseling* services.
- The SCPS Client Satisfaction Survey can provide valuable feedback regarding the student experience in accessing SCPS services.

Method

- SCPS electronically administered the SCPS Client Satisfaction Survey during fall 2022, 2023 and 2024 semesters.
- All students who presented for *individual counseling* during the survey administration time-period *across these three semesters* were asked to complete the survey via tablet administration (or email if receiving telehealth services) to give students the opportunity to provide feedback.
- Students were asked to rate their level of agreement using a Likert Scale ranging from “4 = Strongly Agree” to “1 = Strongly Disagree.”
- SCPS analyzed the findings for the individual surveys completed and compared the findings for the three-year administration period.

Findings

- Analyses of *all three* fall administrations of the Client Satisfaction Survey yielded positive findings.
- Average Item Scores indicated the following for the items 1 through 6 that were analyzed with the ratings reflecting the Likert scale between 1 to 4 (1 = Strongly Disagree to 4 = Strongly Agree):
Item 1 = 3.53 Item 2 = 3.85 Item 3 = 3.89
Item 4 = 3.62 Item 5 = 3.55 Item 6 = 3.43
- Additional Items of Concern pertained to student perception of wait time (for intake and individual counseling): Average Item Scores across the three fall semesters were 3.64 and 3.54, respectively, indicating that students were satisfied with their wait time.
- Students agreed their overall experience at SCPS has been more than satisfactory.
- The average response rate for the *three fall semesters* of survey collection was 52%.

Fall 2022

Selected Questions from the 33-Item Client Satisfaction Survey (N = 225)

Rating Scale: Strongly Agree-4 ; Agree-3 ; Disagree-2 ; Strongly Disagree-1

1. I experienced improvement in the condition or problems for which I sought services. **3.51**
2. I would recommend SCPS to a friend. **3.87**
3. I regard SCPS as a necessary part of the University. **3.93**
4. My counselor helped me to develop better ways of cope with my concerns. **3.58**
5. I am satisfied overall with my own growth as a result of counseling services. **3.55**
6. By coming to counseling, I am better able to function academically. **3.36**

Additional Items of Concern:

7. Satisfied with wait between first contact and intake. **3.60**
8. Satisfied with wait between intake and first counseling appointment. **3.44**

Fall 2023

Selected Questions from the 33-Item Client Satisfaction Survey (N = 299)

Rating Scale: Strongly Agree-4 ; Agree-3 ; Disagree-2 ; Strongly Disagree-1

1. I experienced improvement in the condition or problems for which I sought services. **3.57**
2. I would recommend SCPS to a friend. **3.85**
3. I regard SCPS as a necessary part of the University. **3.93**
4. My counselor helped me to develop better ways of coping with my concerns. **3.69**
5. I am satisfied overall with my own growth as a result of counseling services. **3.58**
6. By coming to counseling, I am better able to function academically. **3.52**

Additional Items of Concern:

7. Satisfied with wait between first contact and intake. **3.72**
8. Satisfied with wait between intake and first counseling appointment. **3.54**

Fall 2024

Selected Questions from the 33-Item Client Satisfaction Survey (N = 292)

Rating Scale: Strongly Agree-4; Agree-3 ; Disagree-2; Strongly Disagree-1

1. I experienced improvement in the condition or problems for which I sought services. **3.51**
2. I would recommend SCPS to a friend. **3.83**
3. I regard SCPS as a necessary part of the University. **3.82**
4. My counselor helped me to develop better ways of coping with my concerns. **3.59**
5. I am satisfied overall with my own growth as a result of counseling services. **3.51**
6. By coming to counseling, I am better able to function academically. **3.40**

Additional Items of Concern:

7. Satisfied with wait between first contact and intake. **3.60**
8. Satisfied with wait between intake and first counseling appointment. **3.65**



Conclusion

- Students accessing SCPS services continue to find significant value in SCPS (Item 3 = 3.89) and benefit from services received at SCPS (Item 1 = 3.53) including experiencing improvement in their academic functioning by coming for counseling (Item 6 = 3.43).
- Students served and surveyed by SCPS were overall satisfied with their wait time for their initial intake for service access and their first individual counseling appointment.