



Background

Purpose

Assess student satisfaction with CAPS services. Determine whether CAPS services contributed to: an increase in overall emotional health and wellness; improving school performance; decision to remain at U of A. Inform decision-making around CAPS services.

Methods

Data Collection

Students were invited to take a confidential survey after their CAPS appointment via secure message. The survey was completed using Qualtrics. All students completing a visit during the Fall semester (August 24th- December 31st) were invited to participate. A total of 298 completed surveys were collected, providing a response rate of 88%.

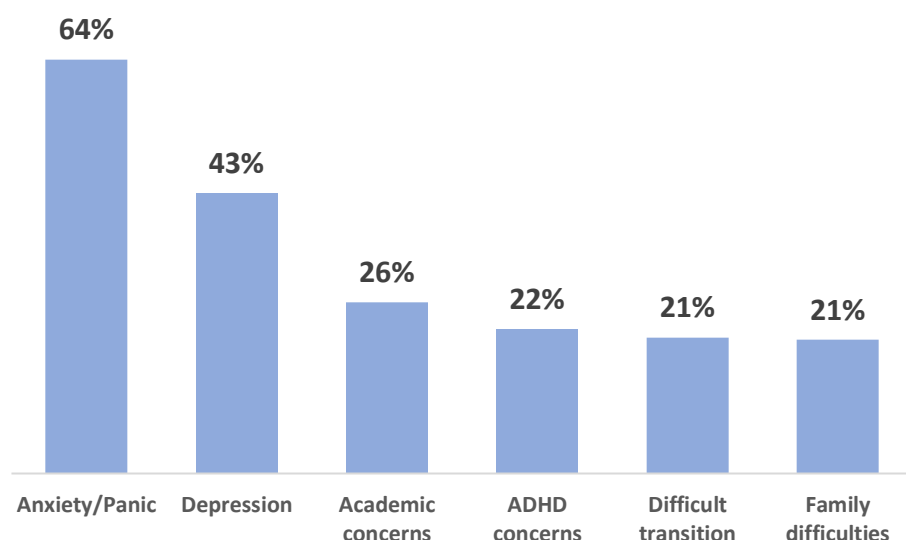
Demographic information, followed by self-report questions rated on Likert-type scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree or 1 = Extremely High to 5 = Extremely Low or None or Yes, No, or Maybe. Space for comments was provided at the end of each section and end of survey.

Key Findings

- **Anxiety, depression, and academics** were top concerns related to students' mental well-being
- **Majority of the students** reported that their **mental health concerns** affected their **academic performance**. However, students also reported that **CAPS services helped** with their **focus, motivation, and overall academic success**. **46%** students also reported that CAPS services helped them **stay enrolled at UofA**.
- **CAPS website** was the **first point of contact** with CAPS for majority of the students. **Majority** of the students also reported that the website gave them **access to the information they needed**.
- Although **57% students** were aware that they could **search for provider that fit their needs through the website**, only **50% students** felt that they were able to **pick a provider that shared some of their identities**.
- Students who had **high levels of distress** prior to CAPS visit reported **low to moderate distress now**. Students who had **low levels of hope** prior to CAPS visit reported **high to moderate hope levels now**.
- Most students felt **satisfied with CAPS overall**. Majority of the students felt that their counselor or psychiatrist addressed their concerns.

TOP 5 STUDENTS' CONCERNS RELATED TO MENTAL WELL-BEING

(n=297)



73%



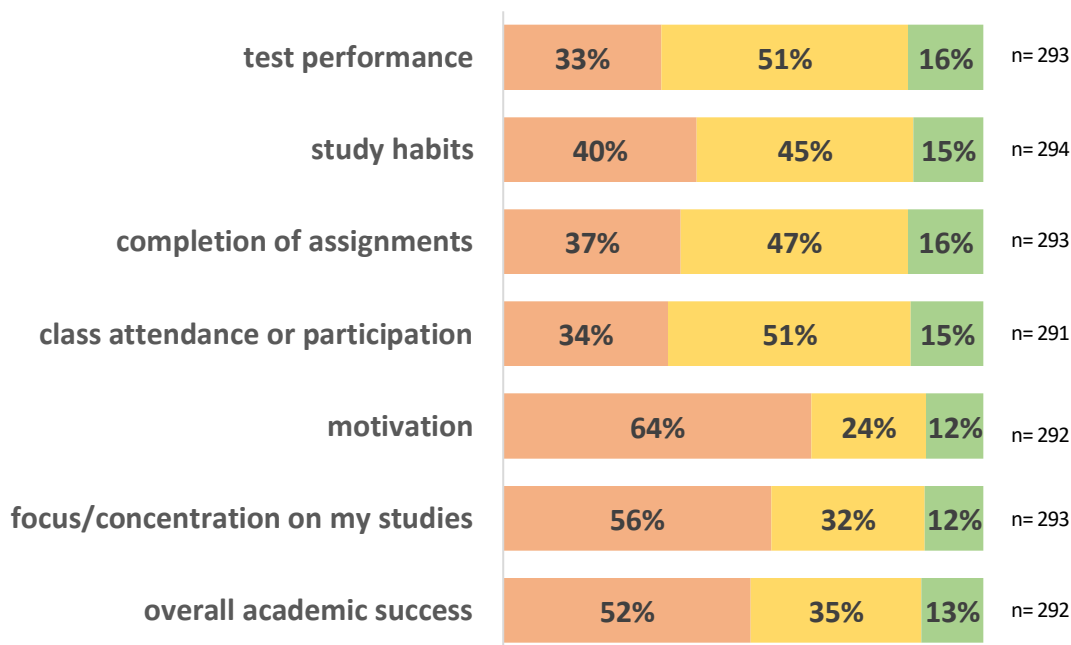
of students reported their mental health concerns interfered with their academic performance

41%



of students reported their mental health concerns was affecting their decision to stay at UofA

Impact of CAPS services on academic outcomes



46%



of students reported that CAPS services helped them stay enrolled at UofA



While majority students had **neutral responses** when asked whether CAPS helped with their test **performance**, **study habits**, **assignments**, **class participation**, majority of the students **agreed** that CAPS services helped them with their **motivation**, **focus**, and **overall academic success**

Awareness about CAPS services

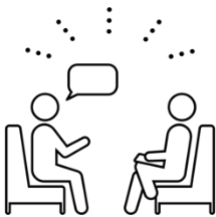


74% (n=297)

Students said that they had access to the information they needed through CAPS website

57% (n=296)

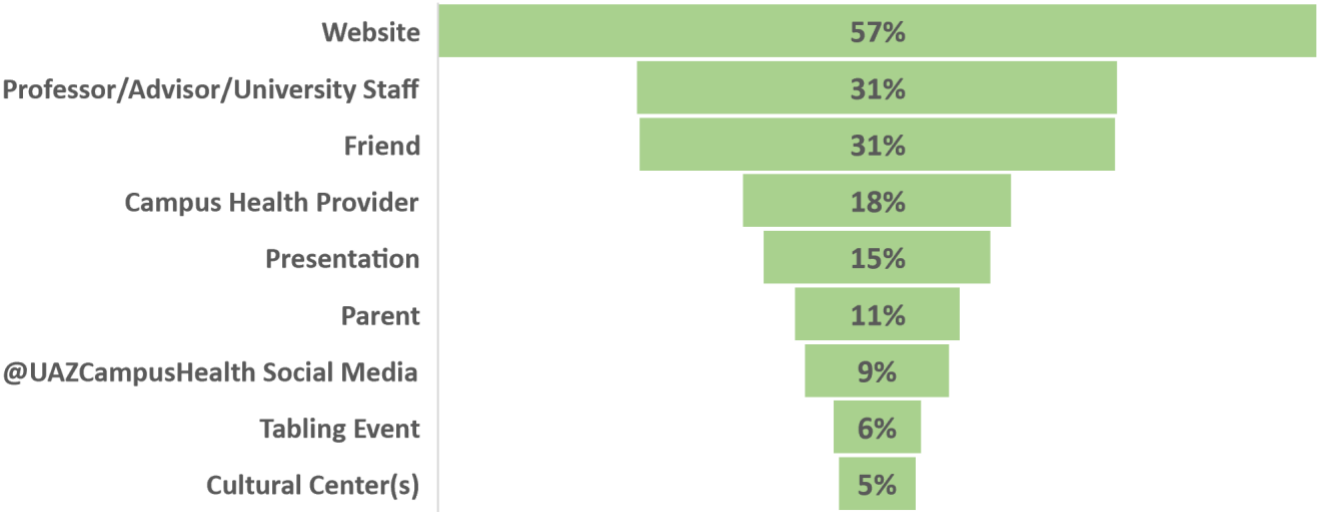
Students said that they were aware about finding providers that fit their needs on the CAPS website



50% (n=297)

Students felt that they could pick a provider who shared some of their identities

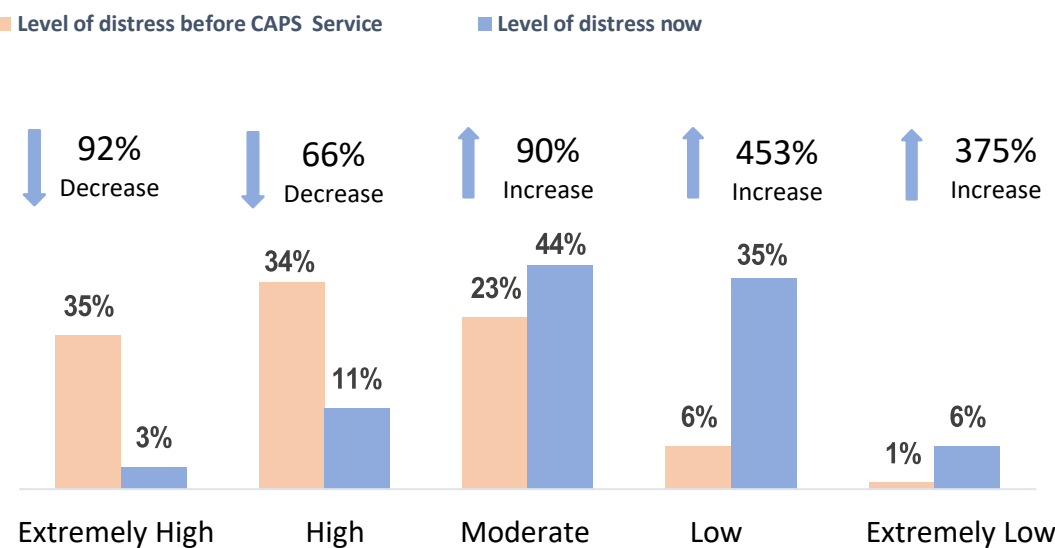
Students first point of contacts with CAPS: (n=296)



Distress and Hope Levels

Students report significant changes in distress and hope compared to before using CAPS services. Some of the most significant changes were in those reporting **extremely high and low distress** before CAPS, and **high, low, and extremely low hope** before CAPS.

Distress levels before and after CAPS services (n=297)



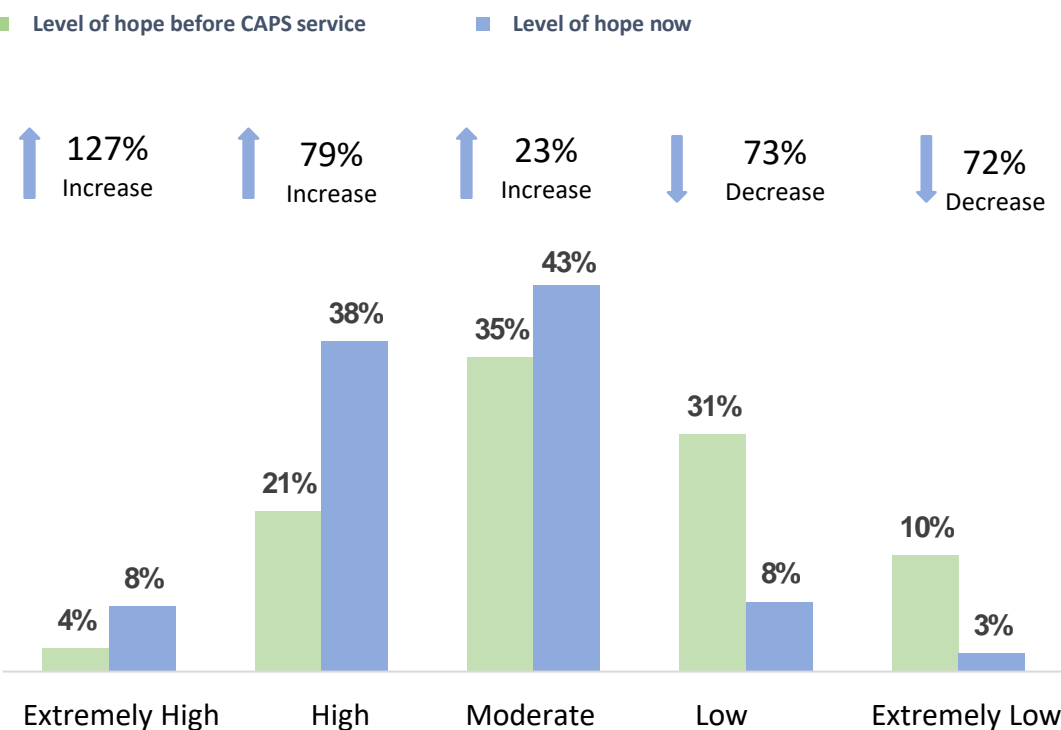
80%

of students who had high or extremely high distress before visiting CAPS reported low to moderate stress after using CAPS

60%

of students agreed that the **change in distress** they experienced now is **directly related to CAPS services**

Hope levels before and after CAPS services (n=296)



85%

of students who had low or extremely low hope levels before visiting CAPS reported moderate to high hope after using CAPS

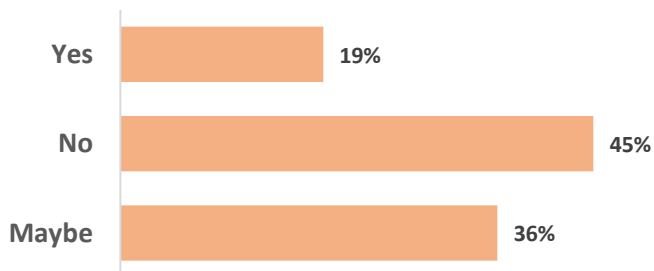
56%

of students agreed that the **change in hope** they experienced now is **directly related to CAPS services**

Groups & Workshops

Interest in attending CAPS groups

(n=296)

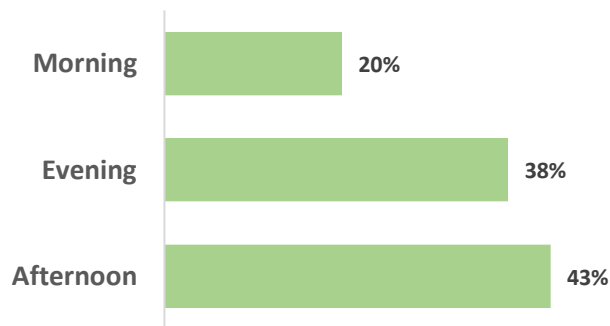


Top Barriers to attend CAPS groups (n=258)

- Cost of participating in a group (**59%**)
- Discomfort in group setting (**52%**)
- Weekly commitment of group(s) (**51%**)
- Time of day (**44%**)
- Lack of interest (**40%**)

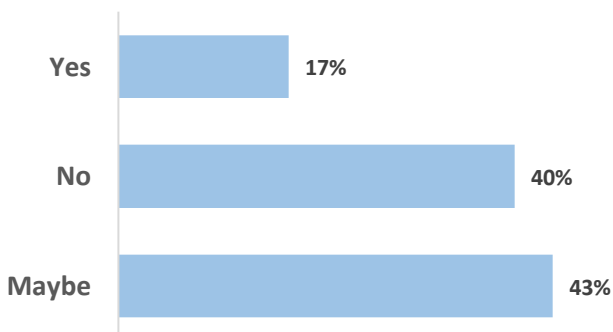
Preferred Time for CAPS groups

(n=235)



Interest in attending CAPS workshops

(n=288)




Top Barriers to attend CAPS workshops (n=239)

- \$30 cost of participating in a workshop (**76%**)
- Discomfort in group setting (**45%**)
- 3x session commitment (**44%**)
- Time of day (**44%**)


CAPS crisis support

86% 

of students said that they were aware of CAPS after-hour crisis line (n=290)

27% 

of students said that they came to CAPS after a crisis (n=290)

82% 

of students agreed that they were able to set up an appointment quickly after a crisis (n=87)

69% 

of students felt that their counselor supported them (n=83)

Survivor Advocacy (n=13)



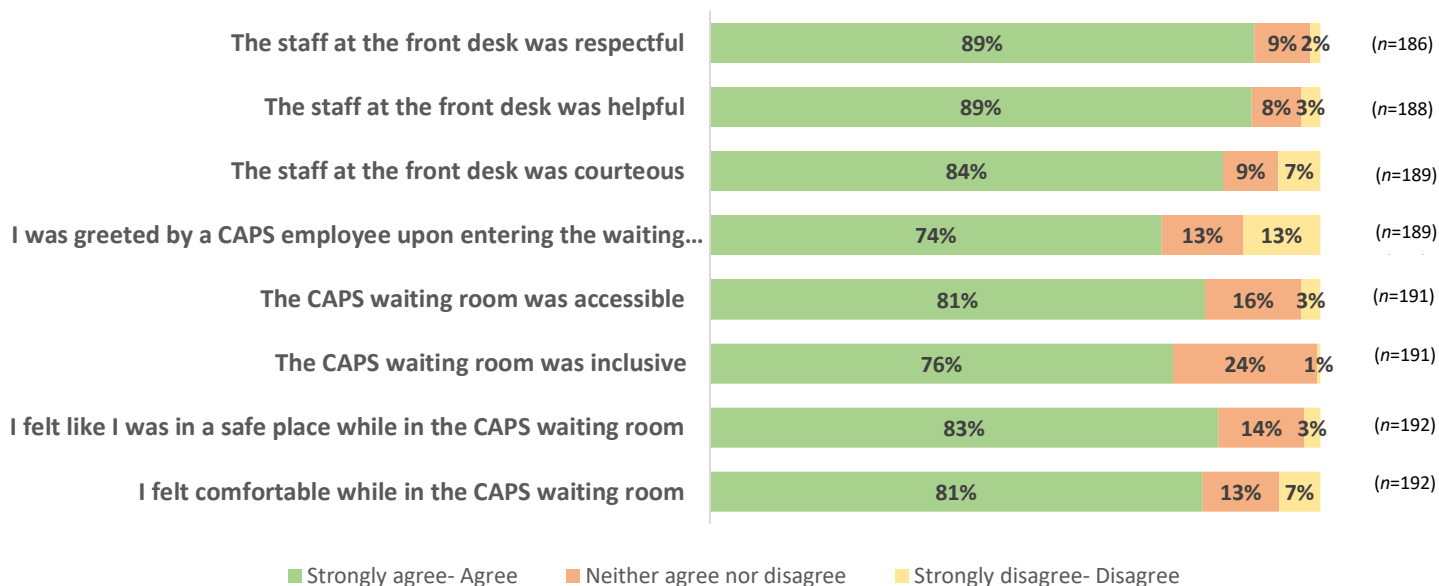
77% students reported that these services helped them feel more empowered

85% students said they would recommend it to other survivors.

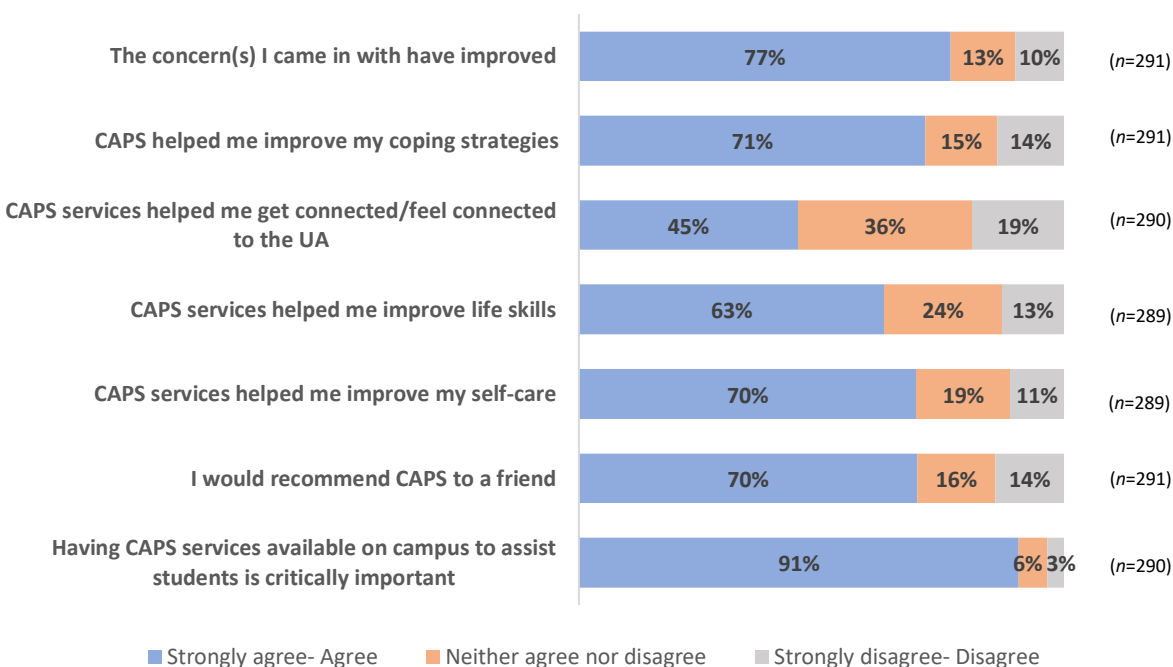
CAPS satisfaction



Most students agreed that in-person visit at CAPS was good overall. They reported that **the staff was respectful and helpful**, and the **waiting room was accessible and inclusive**. They also agreed that **they felt comfortable and safe in CAPS waiting room**.

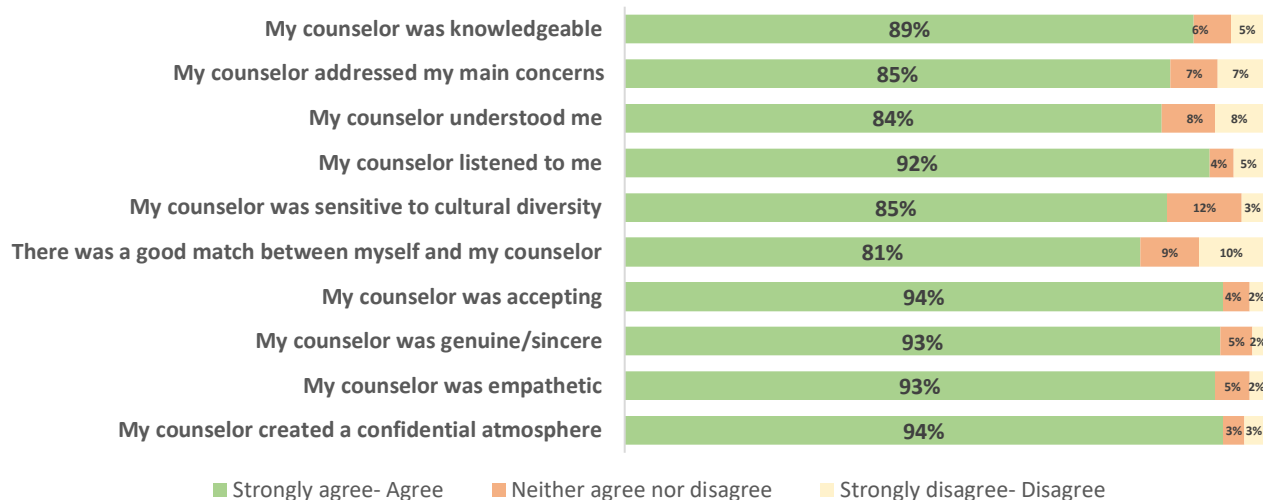


Most students agreed that CAPS helped them **improve their self-care, life skills, and coping strategies**, and also helped them **feel connected**.



Student perceptions of providers

Majority of the students were satisfied with their counselors. They agreed that their counselor was **knowledgeable, genuine/caring, empathetic, and understood and listened** to them. They also agreed that **their counselor was sensitive to cultural diversity**. (n=241)

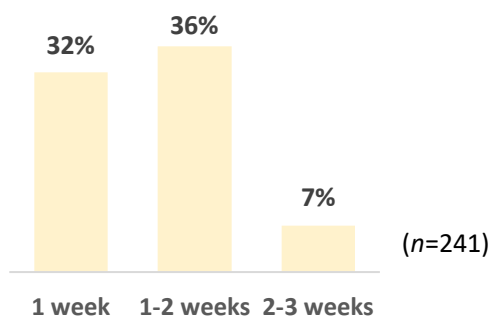


60% students reported that their counseling session began at the time while **24%** said that it began within five minutes of their scheduled time. (n=245)

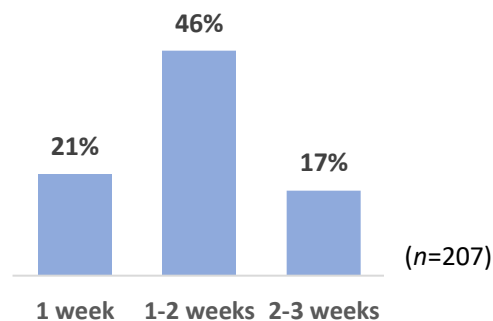
85% students agreed that their provider wanted their input while planning next steps (n=241), while **58%** said that using their personal plan helped them reach their goals. (n=240)



After **Counseling and Consultation** session, students reported being able to get their **first appointment** within:

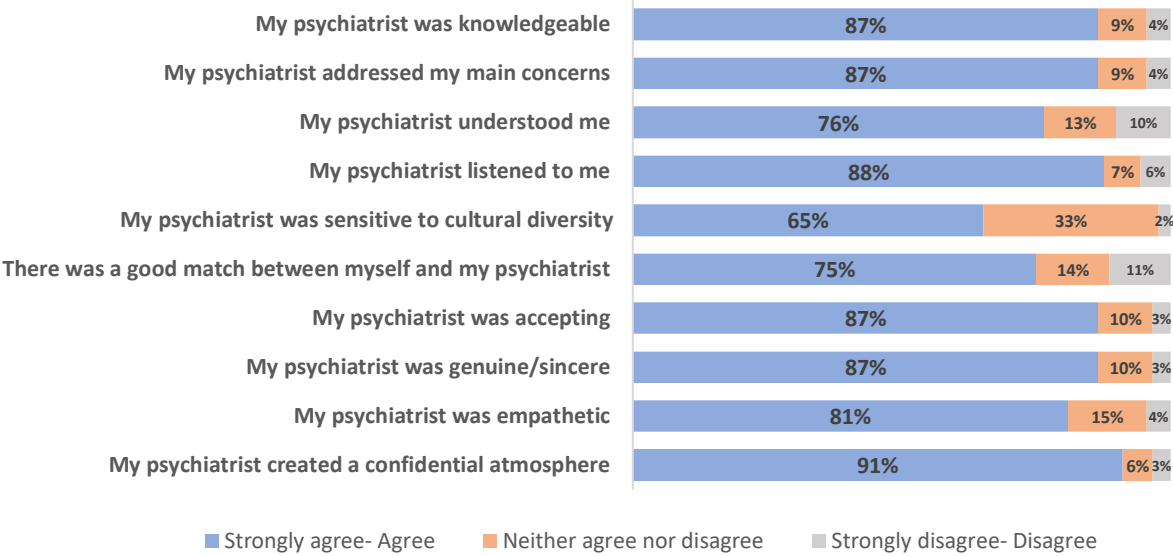


Students reported being able to get a **follow-up appointment** with their counselor within:



CAPS psychiatry

Majority of the students were satisfied with their psychiatrists. They agreed that their psychiatrist was **knowledgeable, genuine/caring, empathetic, and understood and listened** to them. They also agreed that **their psychiatrist was sensitive to cultural diversity.** (n=89)

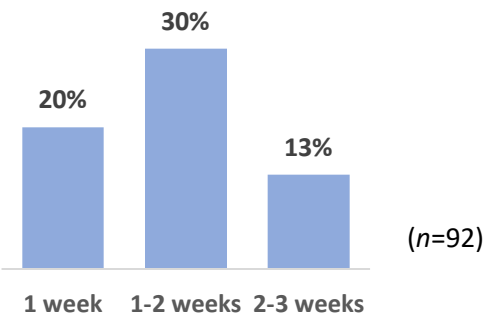


59% students reported that their counseling session began at the scheduled time while 26% said that it began within five minutes of their scheduled time. (n=92)

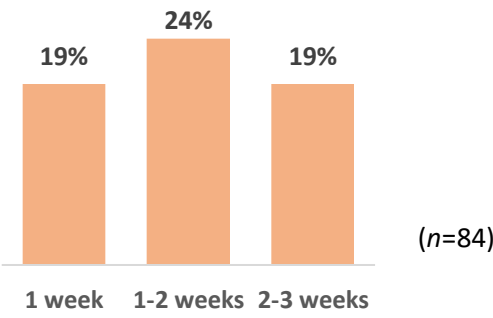


82% students agreed that their provider wanted their input while planning next steps (n=89), while 62% said that using their personal plan helped them reach their goals. (n=90)

After **Counseling and Consultation** session, students reported being able to get their **first psychiatry appointment** within:



Students reported being able to get a **follow-up appointment** with their **psychiatry provider** within:



Student Voices

"They gave me GREAT tools to help with my anxiety, although sometimes I feel they were overwhelmed with the amount of information I was telling them."

CAPS helped me go from "ok" to "Great!"

I don't know what I would do without this help!

It was great overall! My counselor was very helpful.

"I really appreciated that they helped me find a more permanent counselor off campus. That was something I meant to do for a long time but it stressed me out too much to figure it out alone, but they took that on for me"

"When I was first looking for CAPS services it was very difficult to make an appointment online. I finally got an appointment because a friend of mine connected me with her counselor and he referred me to OASIS. At first, I was very nervous about seeking help, so I wanted to be able to make appointments online. I think there should be a disclaimer on the appointments webpage that includes the time appointments open each day, and that it may be easier to call to schedule an appointment further than 2 days from that date."

"I wish CAPS had more counselors so that everyone who needed access could get it. I was told that my counseling sessions will end soon, and I am concerned about that because the student health insurance does not cover many community providers and I cannot afford to pay out of pocket. I had tried to look into community providers so I could establish a long-term relationship and was not able to get an appointment until after the first of the year (this was in October) and would have cost \$200."

"The cost of counseling may prohibit students from using these services, given the stresses that UA students experience and the mental health crisis our generation is facing this is a serious problem. The UA should have low barrier access at no cost to students."

"My counselor was very welcoming and kind. She took extra steps to connect me with counselors outside of the UA as well."

"I go through a lot and to be able to have consistent support at the university, it genuinely helps me a lot."

"CAPS was super helpful for me transitioning to a new university and dealing with trauma with the shooting in Harshbarger. My counselor also gave me a referral to someone in the community and that has been super helpful as well"

"It went better than I expected although I wish there was more financial assistance for students. I feel like it is tremendous help especially since I have been dealing with a lot of issues and the payment for sessions is another stress added since I feel like I desperately need it and it has helped me with my daily life."

"I really, really appreciated having free counseling through CALS. I think this was the main reason I went to counseling in the first place, and I am so glad I did because therapy has been extremely helpful to improving my mental health and developing healthy coping strategies."