



## Background

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### 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

Students were invited to take a confidential survey after their CAPS appointment via secure message. The survey was completed using Qualtrics. Students completing a visit during the Fall semester (August 24th- December 31<sup>st</sup>) were invited to participate. A total of 232 completed surveys were collected, providing a response rate of 24%. Of the survey invitations opened by students, 43% of students completed the survey.

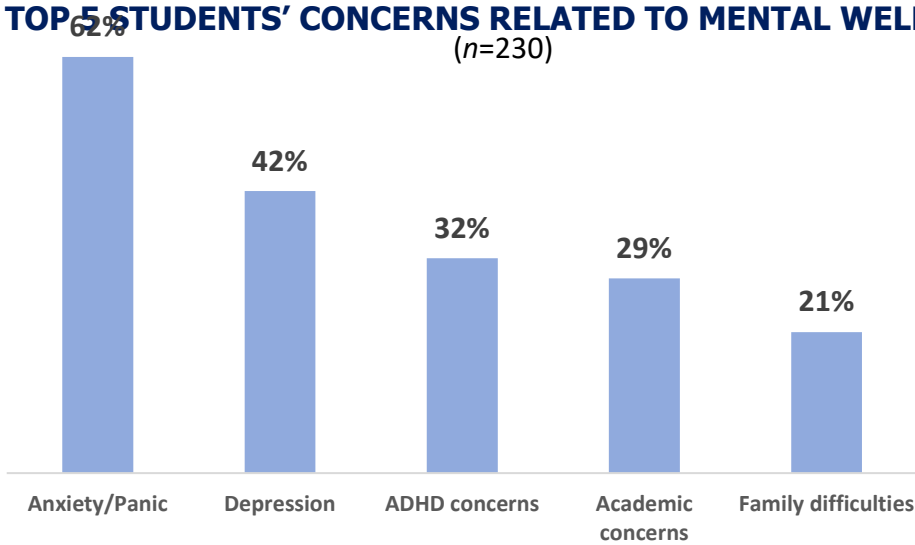
The survey included demographic information, followed by self-report questions rated on Likert-type scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree or 1 = Extremely High to 5 = Extremely Low or None or Yes, No, or Maybe. Space for comments was provided at the end of each section and end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

## Key Findings

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- **Anxiety, depression, ADHD concerns, academics, and family difficulties** 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**. **40%** 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**.
- **72% students** were aware that they could **search for provider that fit their needs through the website**, and **76% 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=230)



**72%** 

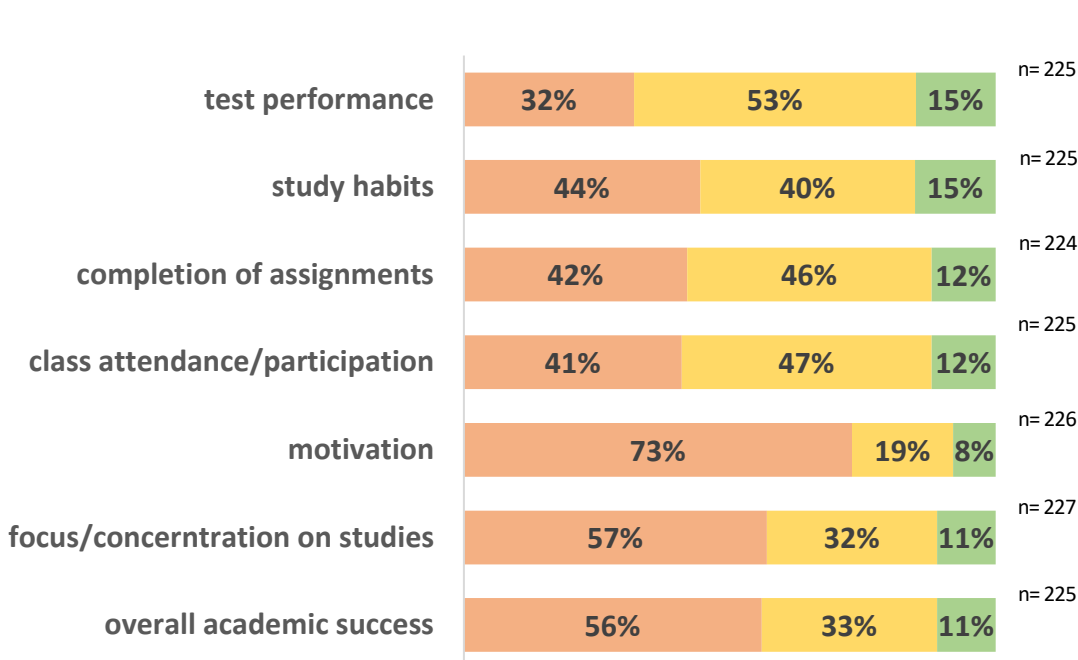
of students agreed that their mental health concerns interfered with their academic performance

**40%** 

of students agreed that their mental health concerns were affecting their decision to stay at UofA

Note: Same concerns were also reported in top 5 by students in Fall 2022

## Impact of CAPS Services on Academic Outcomes




Strongly agree/agree  
Neutral  
Disagree/Strongly disagree

**77%** 

of students agreed that CAPS services helped their **overall resilience**

**69%** of students agreed that CAPS services helped their **relationship with others**

**53%** 

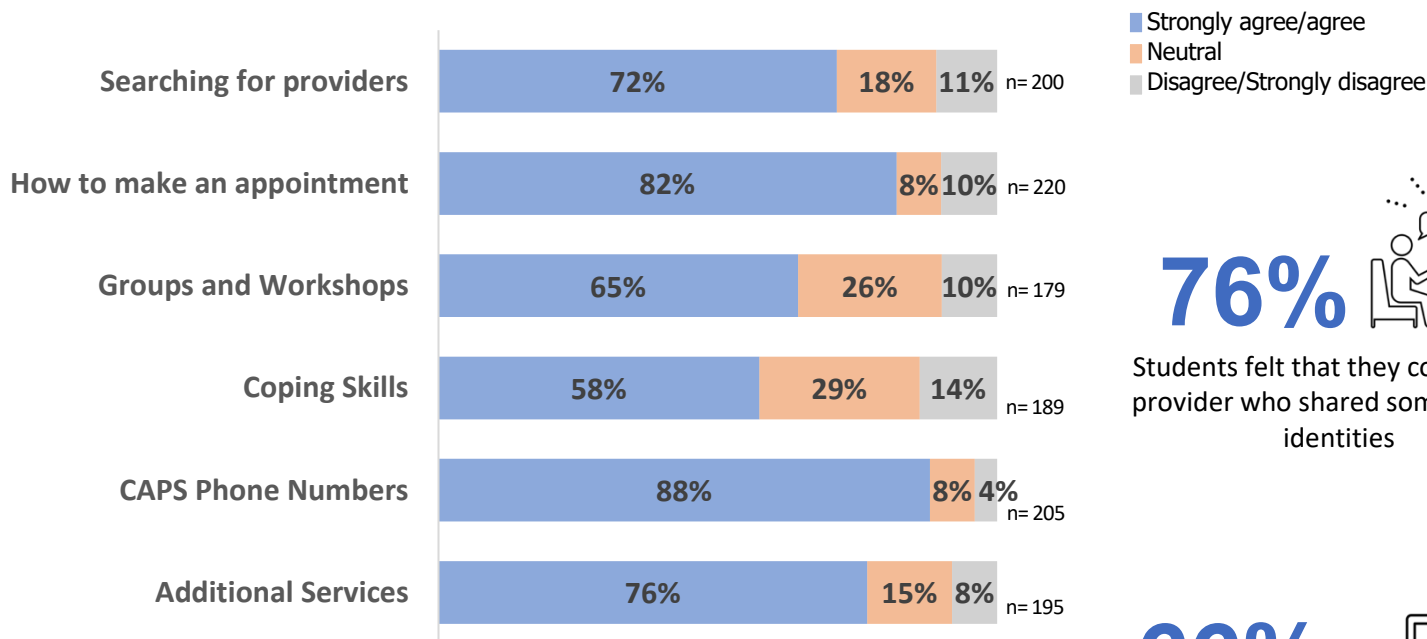
of students agreed that CAPS services **helped them stay enrolled** at UofA (15% more than in Fall 2022).



Majority of the students **agreed** that CAPS services helped them with their **study habits, motivation, focus, and overall academic success**

## Access to CAPS services

### Accessibility of information from CAPS website:



■ Strongly agree/agree  
■ Neutral  
■ Disagree/Strongly disagree



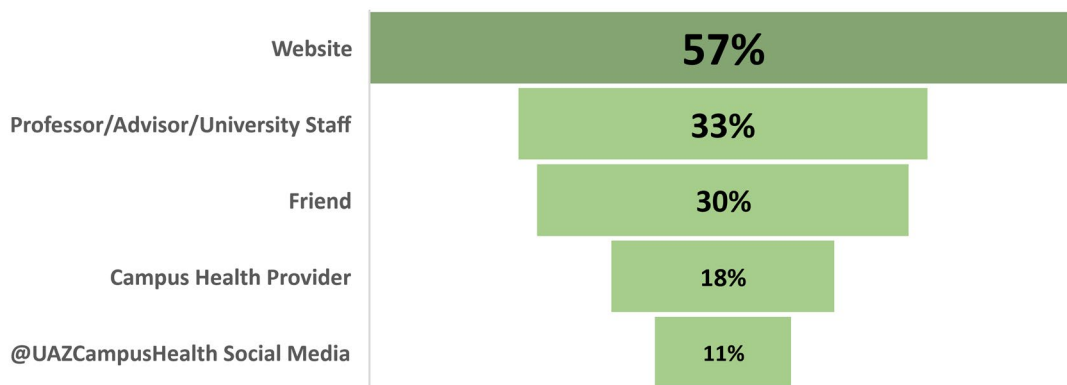
Students felt that they could pick a provider who shared some of their identities



Students agreed that they were able to easily make an appointment using PatientLink (the online scheduling tool)

Most students **agreed** that they were able to access information regarding **providers, appointment, groups and workshops, coping skills, phone numbers, and additional services** from CAPS website.

### Students first point of contacts with CAPS: (n=230)



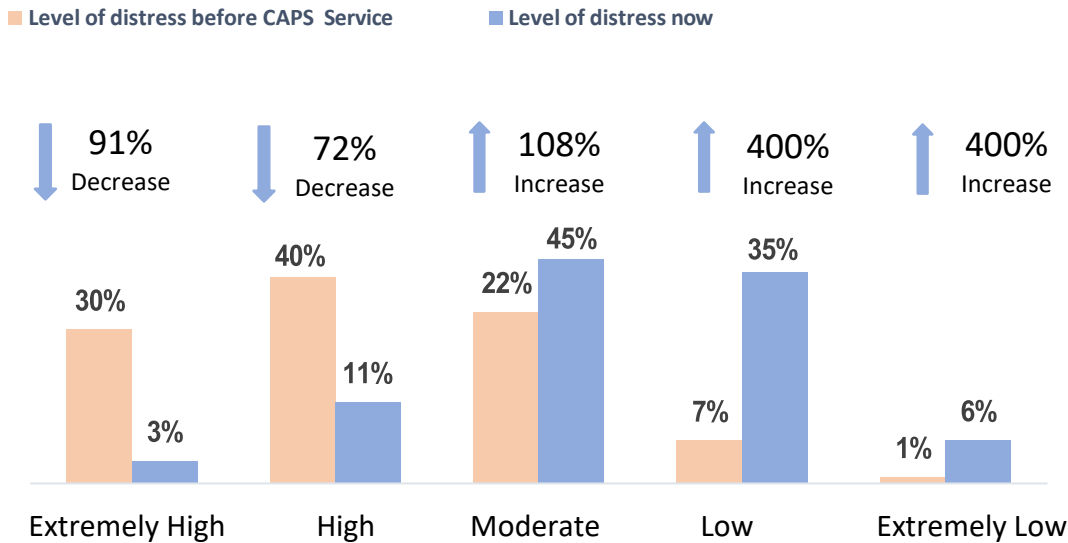
Most students reported first **hearing about CAPS** from the **website**.

*Similar trends were noted in students' responses in 2022.*

## 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=231)



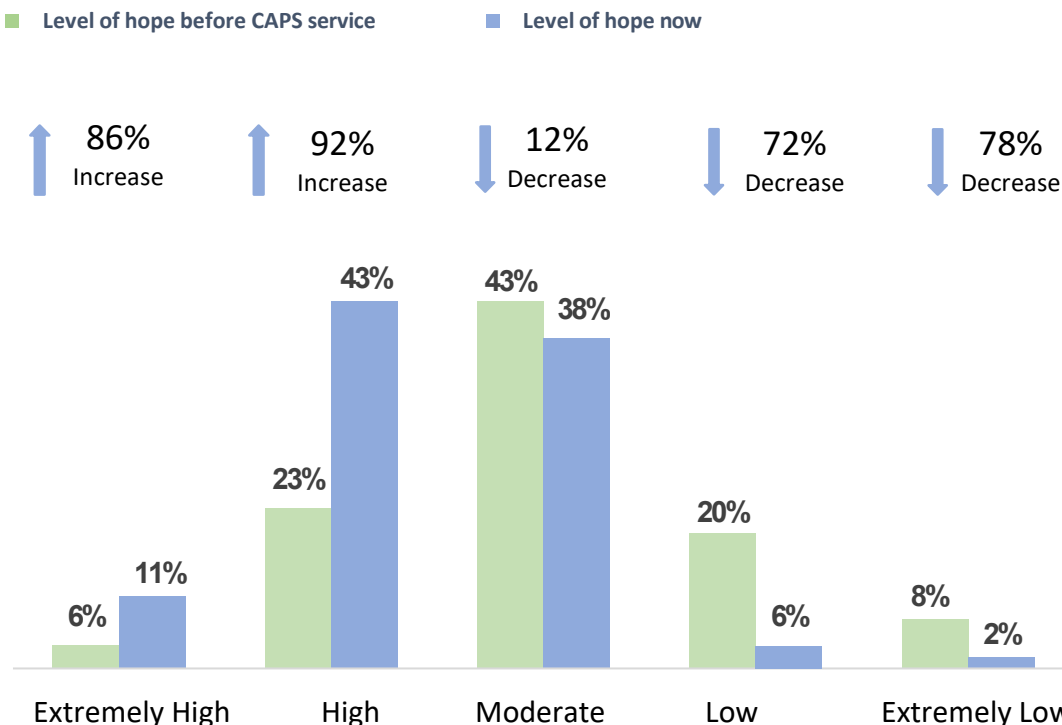
**82%**

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

**62%**

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=231)



**86%**

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

**59%**

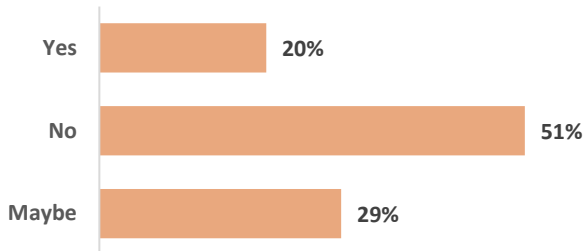
of students agreed that the **change in hope** they experienced now is **directly related to CAPS services**

## Groups & Workshops

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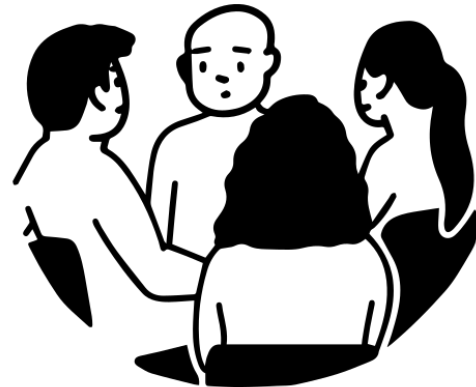
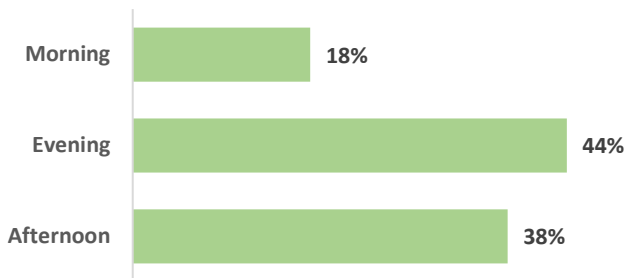
### Interest in attending CAPS groups

(n=231)



### Preferred Time for CAPS groups

(n=197)

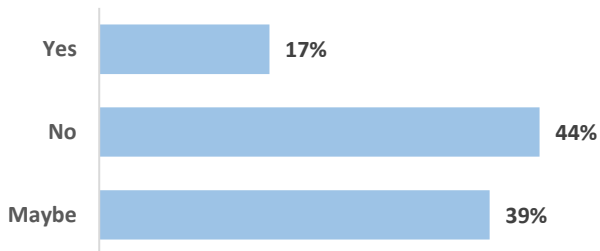


### Top Barriers to attend CAPS groups (n=212)

- Discomfort in group setting (**53%**)
- Cost of participating in a group (**44%**)
- Time of day (**44%**)
- Weekly commitment of group(s) (**43%**)
- Lack of interest (**38%**)

### Interest in attending CAPS workshops

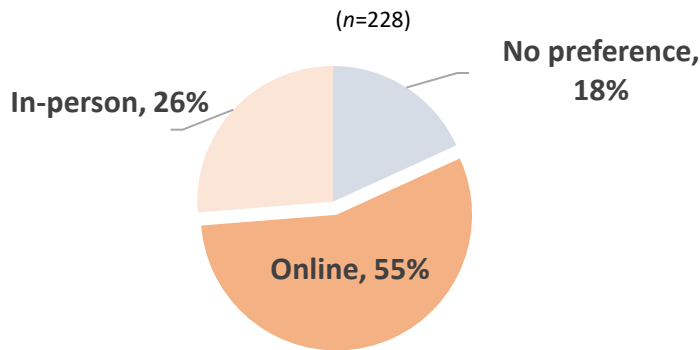
(n=228)



### Top Barriers to attend CAPS workshops (n=200)

- \$30 cost of participating in a workshop (**63%**)
- Lack of interest (**44%**)
- Discomfort in group setting (**43%**)
- Time of day (**43%**)
- 3x session commitment (**36%**)

## Students' preference for modality of CAPS services



**67%** of students had in-person visits this Fall.


### Most frequently visited locations:

- CAPS Main (**44%**)
- CAPS North (**33%**)
- Site-based services (i.e., Cultural centers, VetMed, etc.) (**23%**)

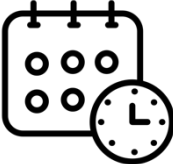
## CAPS Crisis Support

**86%** 

of students said that they were aware of CAPS after-hour crisis line (n=228)

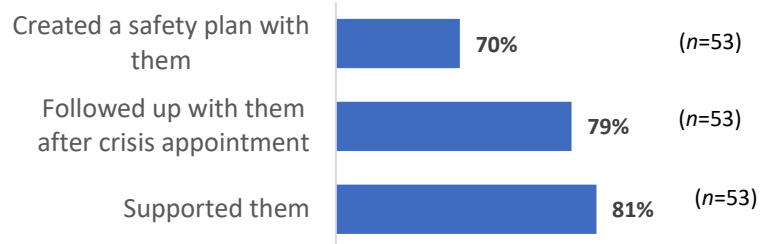
**23%** 

of students said that they came to CAPS after a crisis (n=228)

**73%** 

of students agreed that they were able to set up an appointment quickly after a crisis (n=53)

### Students agreed that during crisis their provider:



## Survivor Advocacy



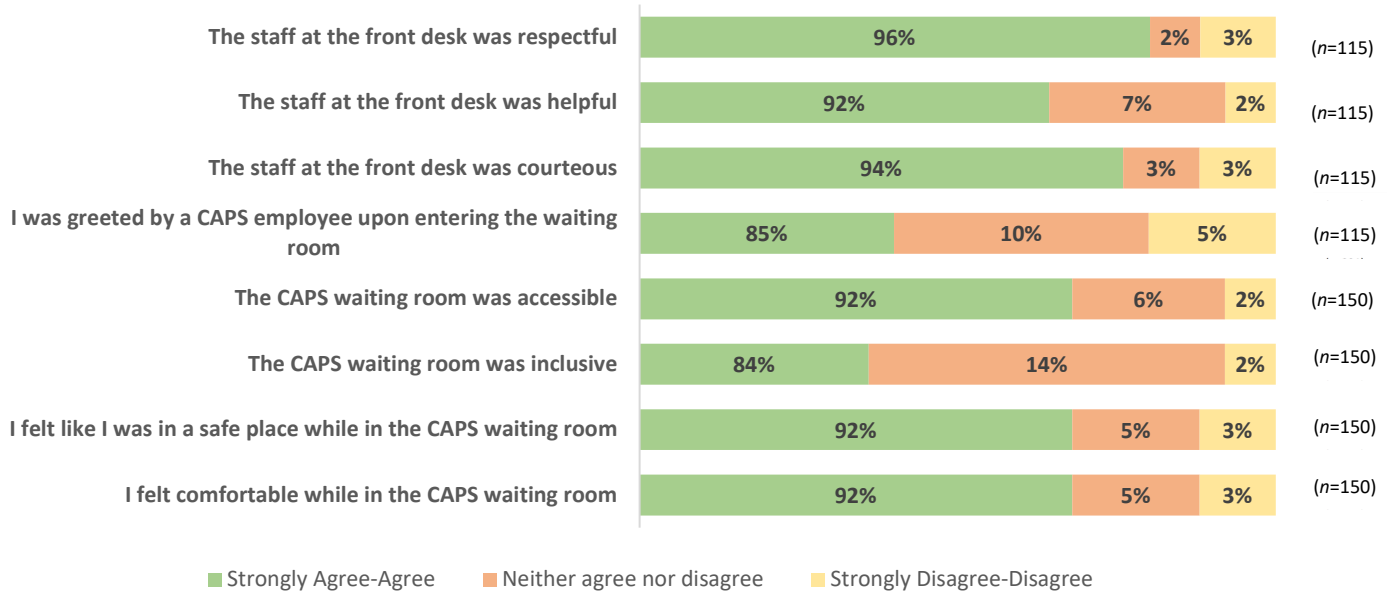
**56%** students reported that these services helped them feel more empowered (n=9)

**70%** students said they would recommend it to other survivors. (n=10)

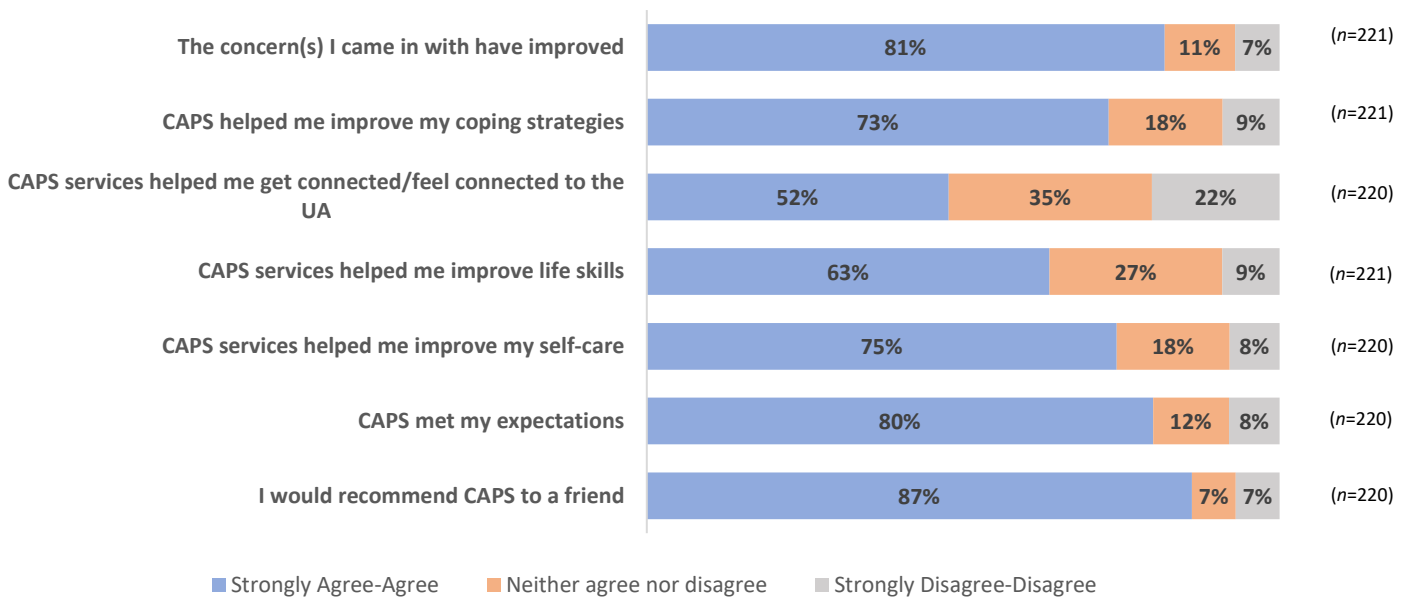
## CAPS Satisfaction



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**.

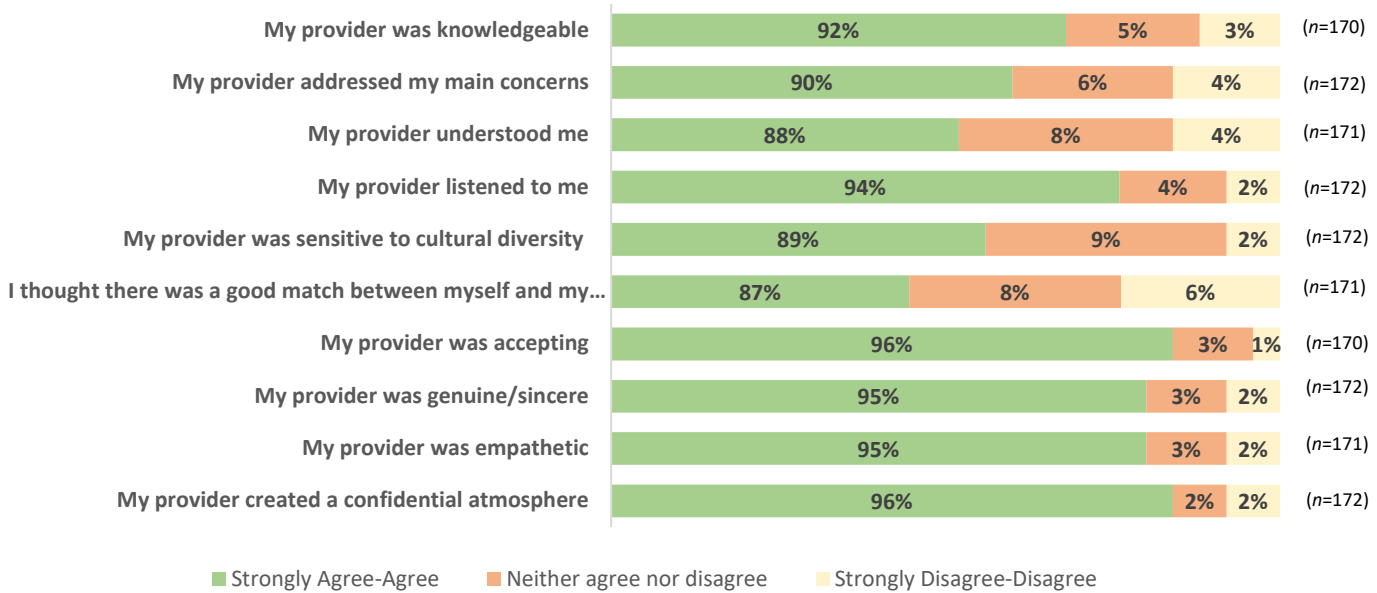


Most students agreed that CAPS helped them **improve their self-care, life skills, and coping strategies**, and also helped them **feel connected**.



## 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.**

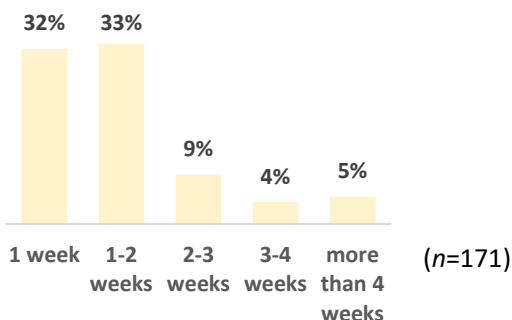


**56%** students reported that their counseling session began at the time while **28%** said that it began within five minutes of their scheduled time. (n=174)

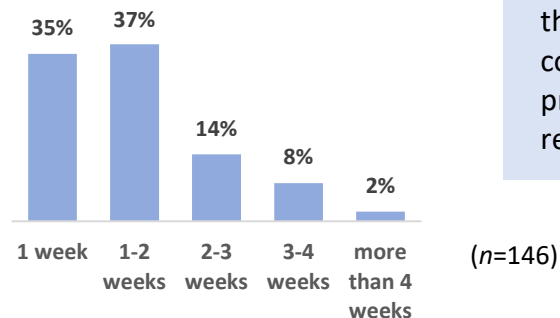
**90%** students agreed that their provider wanted their input while planning next steps while **74%** said that using their personal plan helped them reach their goals. (n=240)



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:

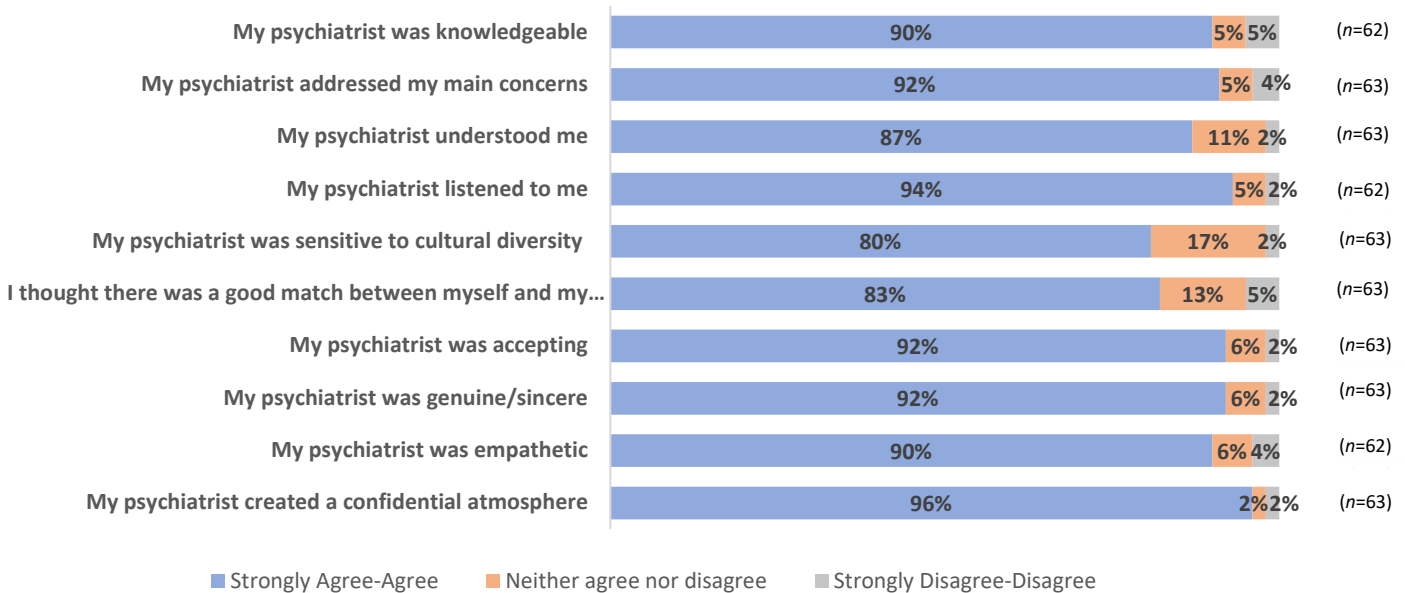


**90%** students said that the follow-up time was consistent with the provider's recommendations



## 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**.

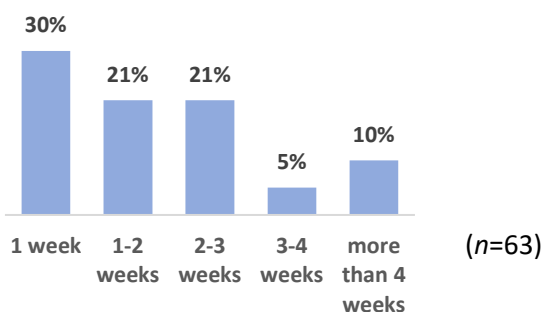


**65%** students reported that their session began at the scheduled time while **21%** said that it began within five minutes of their scheduled time. (n=63)

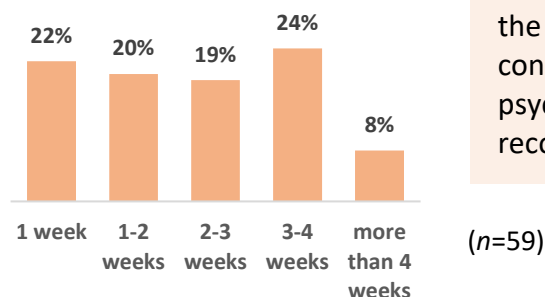


**96%** students agreed that their psychiatrist wanted their input while planning next steps (n=63), while **73%** said that using their personal plan helped them reach their goals. (n=62)

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:



**90%** students said that the follow-up time was consistent with the psychiatrist's recommendations

## Student Voices

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*"I am grateful for CAPS at UofA. It means a lot to me to have this resource."*

**I certainly like the CAPS services, counseling sessions from CAPS. They are great and empathetic.**

**I greatly appreciated this service.**

*"<Provider's name> has really helped me through some deep self-doubt that has slowly been building. I truly feel so much relief after our sessions and i feel like they genuinely cared about my well-being and helping me."*

*"My counselor was excellent. I appreciated that more counselors were hired to meet the needs of more diverse student populations. However, I do think, in general, that they are stretched pretty thin, just based on how hard it is to find an available time to meet with them, especially if students have more regular"*

*"Overall services are of great quality; this is money well spent. The only issue is scheduling. Timeslots open Friday mornings, then fill up within the hour, and open slots cannot be seen online so you have to call. Also, the staff and workshops are great. The only issue is finding a time that works (which is easier said than done I know) but I have not encountered any problems with quality of service. I wish every college and K-12 school had their own CAPS and I wish I used CAPS as soon as I came to UA."*

*"I felt like my provider gave me generic answers and didn't really provide strategies to help me improve how I was feeling. I just felt like I wasn't being heard"*

*"my provider is the kindest and most respectful therapist i've ever had and they truly listen and actually help with what i'm struggling with."*

*"Overall, I was very thankful and satisfied with the counselor I have been meeting with. She has helped me a ton make progress from where I was to where I am."*

*“I loved that I have access to this type of mental health assistance at my school, one thing I would change is the price of the monthly meeting with my provider. \$60 is a lot for a 15 min zoom meeting to keep my medication.”*

*“While I wasn’t a perfect match with my provider, they were kind and patient with me and I enjoyed working with them. They made sure that I received the time and attention and care that I needed/wanted throughout this calendar year.”*

*“The site-based professionals for VetMed are wonderful. They really are a part of the community within the school while maintaining student privacy and confidentiality. They really are wonderful.”*