



Background

Purpose

Assess student satisfaction with Counseling & Psych Services (CAPS). Determine whether CAPS services contributed to: an increase in overall emotional health and wellness; improving school performance; decision to remain at U of A. Data collected will be used to guide future decisions as it pertains to CAPS.

Methods

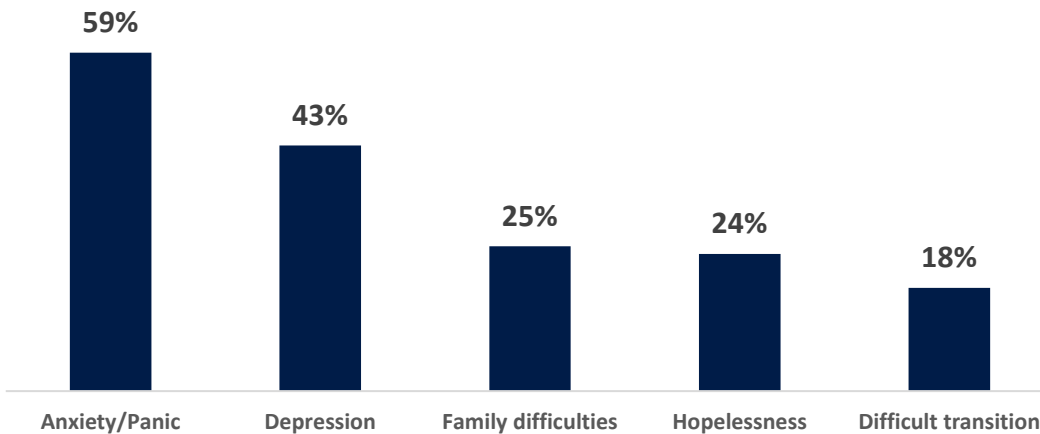
Students were invited to take a confidential survey after their CAPS appointment via secure message. The survey was completed using Qualtrics. Students completing a visit during the Fall semester (August 15th- December 12th) were invited to participate. A total of 233 completed surveys were collected, providing a response rate of 11%.

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

- **Anxiety, depression, family difficulties, hopelessness and difficult transition(s)** were top concerns related to students' mental well-being.
- **Majority of the students** reported that their **mental health concerns** impacted their **academic performance**. However, students also reported that **CAPS services helped** with their **focus, motivation, and overall academic success**. **49%** 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; followed by the support of a university employee. **Majority** of the students also reported that the website gave them **access to the information they needed**.
- Respondents selected **neutral to survey questions in 2024 more frequently** compared to 2023 and 2022.
- **15% of students** utilized assistance funds for counseling sessions and **16% of students** utilized assistance funds for psychiatry sessions.
- 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



69%



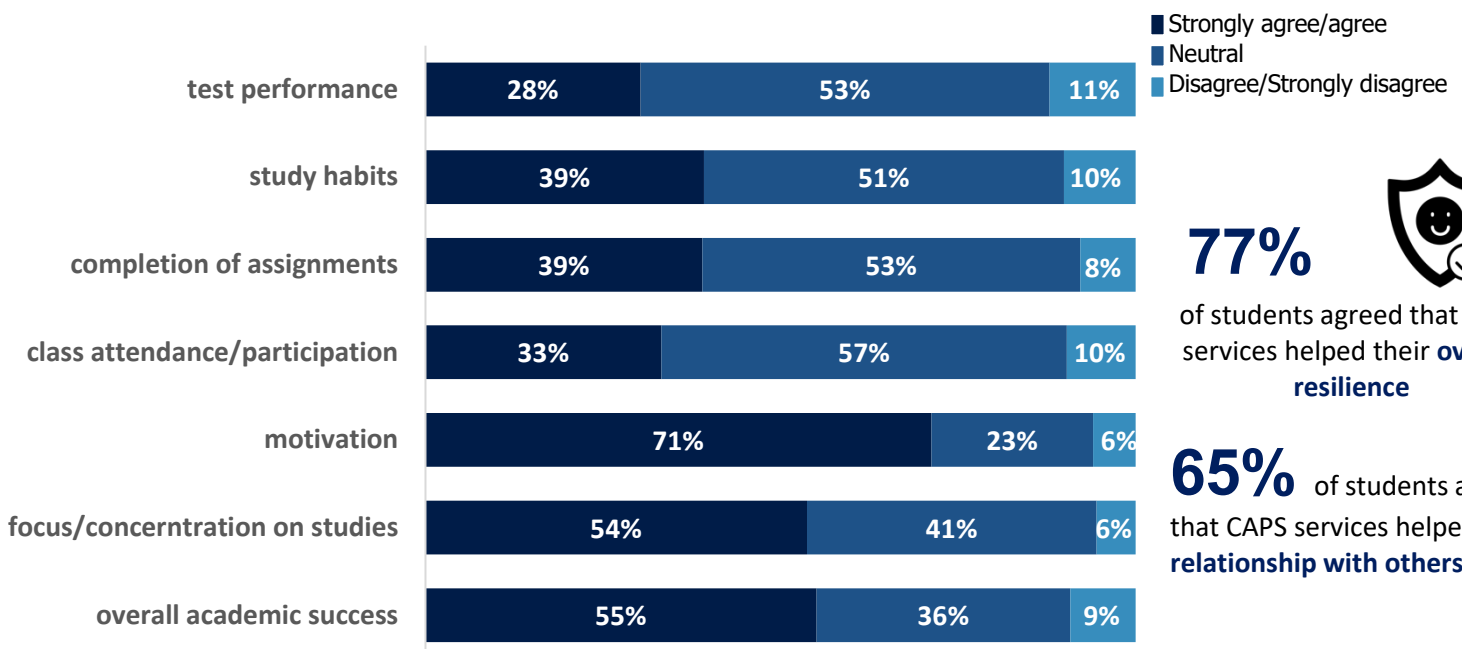
of students agreed that their mental health concerns interfered with their academic performance

43%



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

Impact of CAPS Services on Academic Outcomes



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

77%

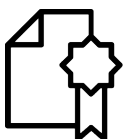


of students agreed that CAPS services helped their **overall resilience**

65%

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

49%



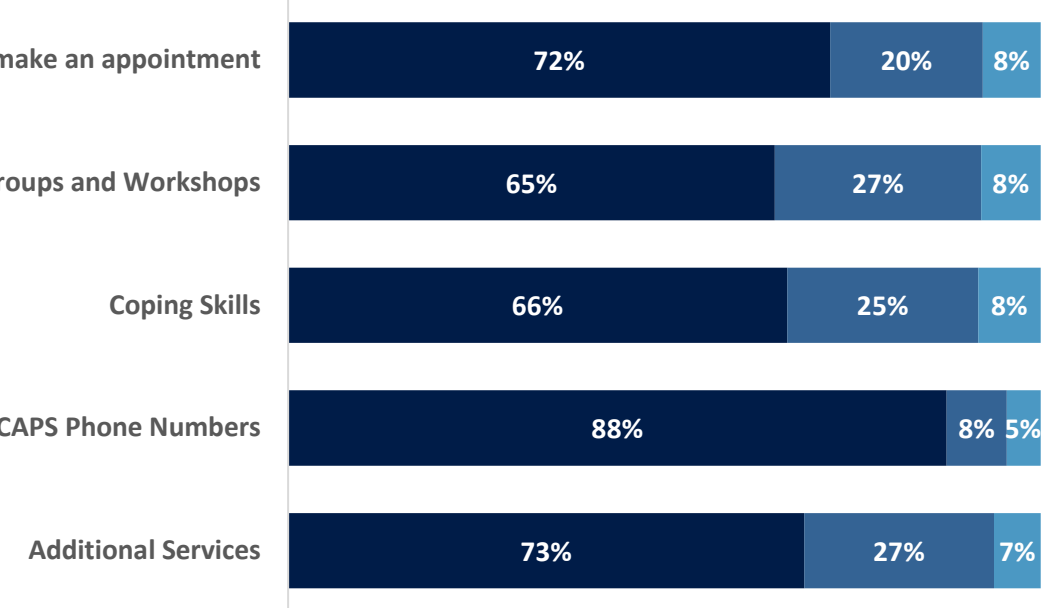
of students agreed that CAPS services **helped them stay enrolled** at UofA



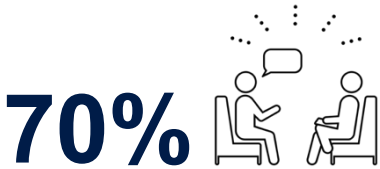
Majority of the students **agreed** that CAPS services helped them with their **study habits, motivation, focus, and overall academic success**

Access to CAPS services

Accessibility of information from CAPS website:



Strongly agree/agree
Neutral
Disagree/Strongly disagree



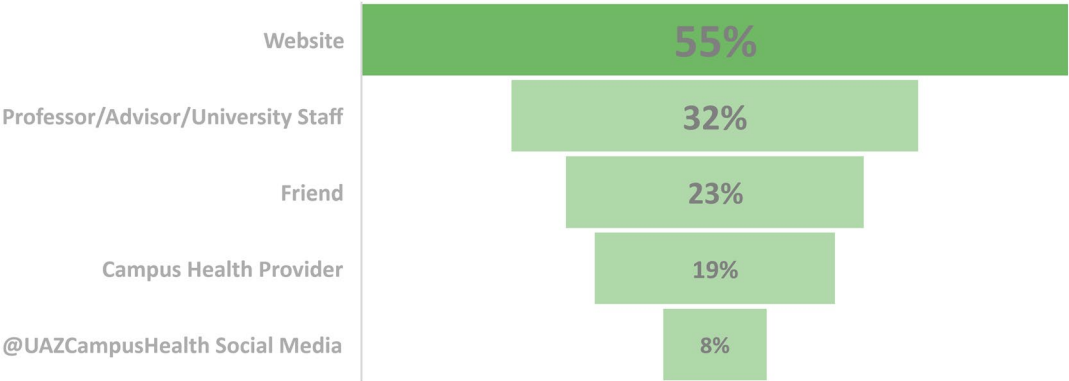
Students felt that they could pick a provider who shared some of their identities



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 **appointments, groups and workshops, coping skills, phone numbers, and additional services** from CAPS website.

Students first point of contacts with CAPS:



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

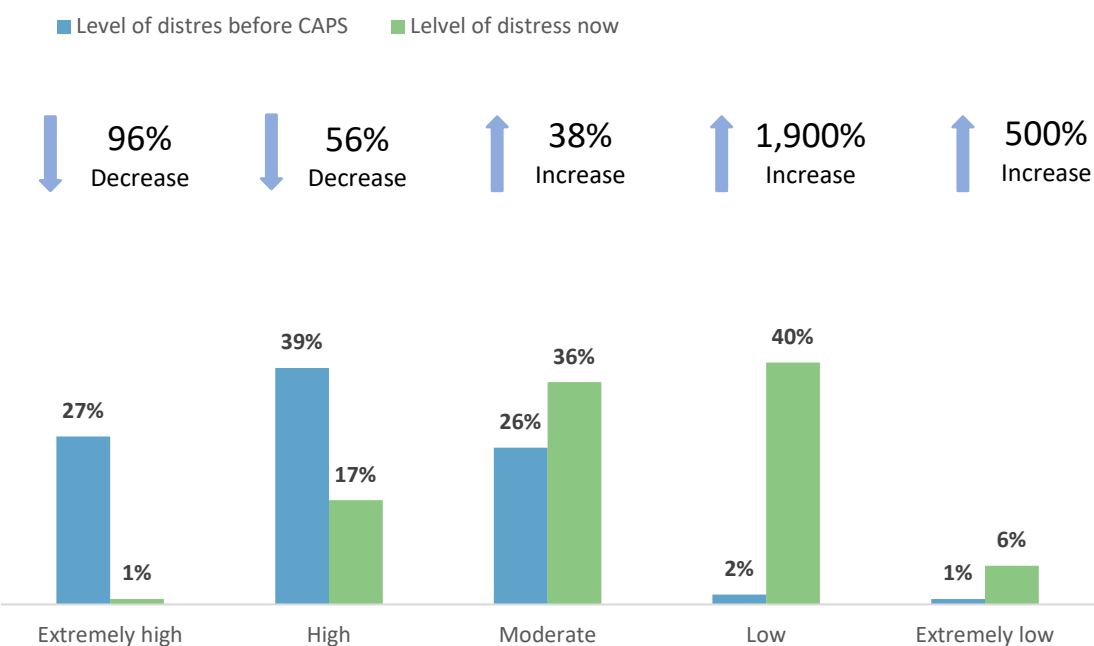
Similar trends were noted in students' responses in 2022 and 2023.

86% of students felt like their **Professor/Advisor/ University Staff** was **knowledgeable about CAPS** services and resources

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.

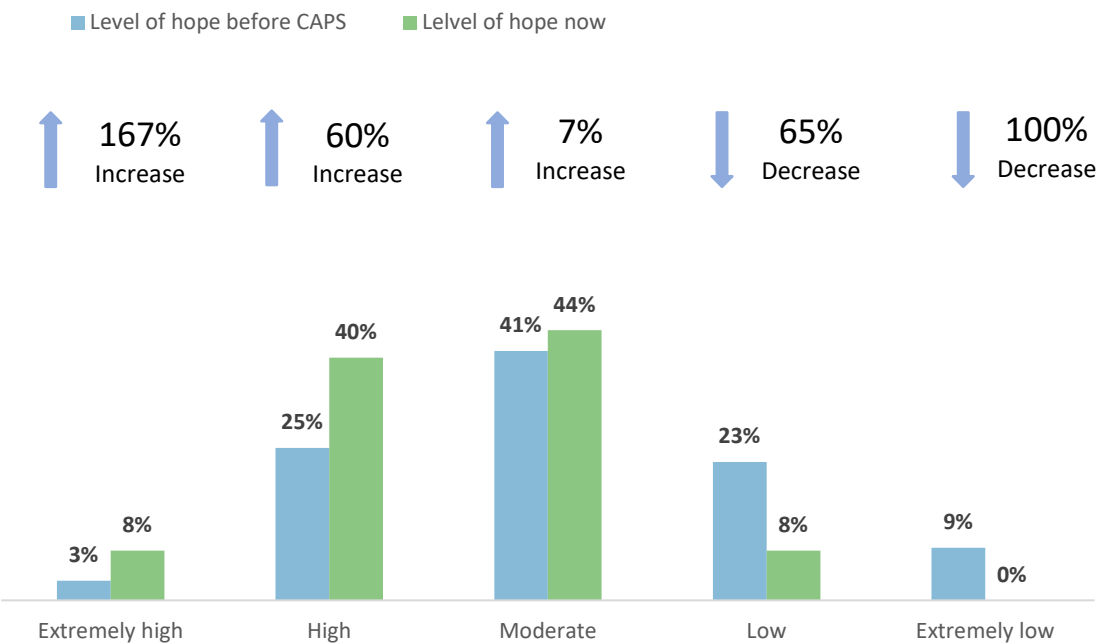
Distress levels before and after CAPS services



59%

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

Hope levels before and after CAPS services

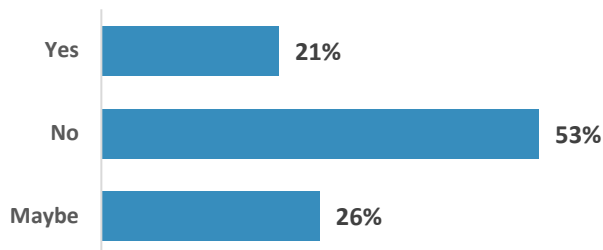


57%

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

Groups & Workshops

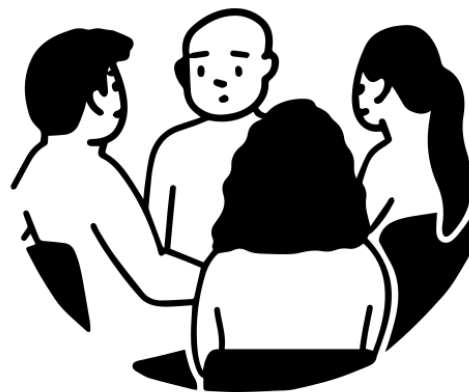
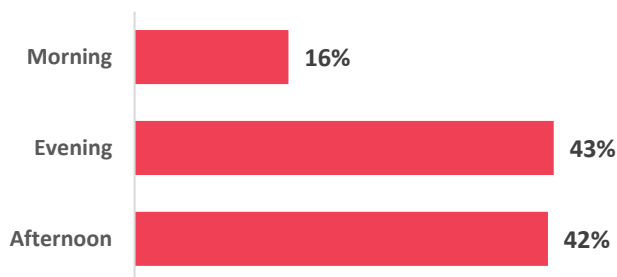
Interest in attending Free CAPS groups



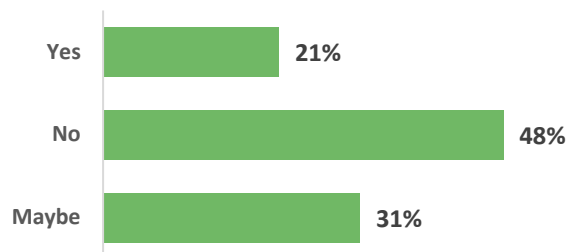
Top Barriers to attend CAPS groups

- Discomfort in group setting **(50%)**
- Time of day **(36%)**
- Weekly commitment of group(s) **(37%)**
- Lack of interest **(41%)**
- Group being offered online **(14%)**

Preferred Time for CAPS groups



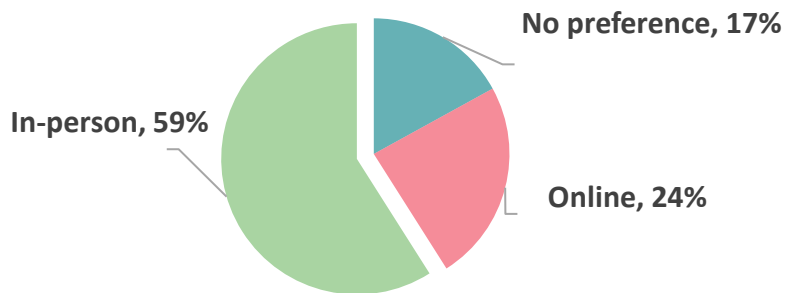
Interest in attending Free CAPS workshops



Top Barriers to attend CAPS workshops

- Lack of interest **(43%)**
- Discomfort in group setting **(40%)**
- Time of day **(32%)**
- 3x session commitment **(35%)**
- Workshop being offered online **(9%)**

Students' preference for modality of CAPS services



68% of students had in-person visits this Fall.

Most frequently visited locations:

- CAPS Main (**47%**)
- CAPS North (**32%**)
- Site-based services (i.e., Cultural centers, VetMed, etc.) (**21%**)

CAPS Crisis Support

87%

of students said that they were aware of CAPS after-hour crisis line

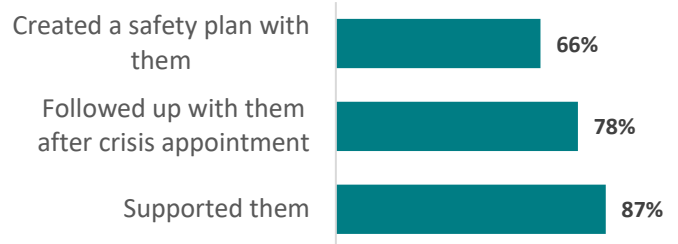
19%

of students said that they came to CAPS after a crisis

71%

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



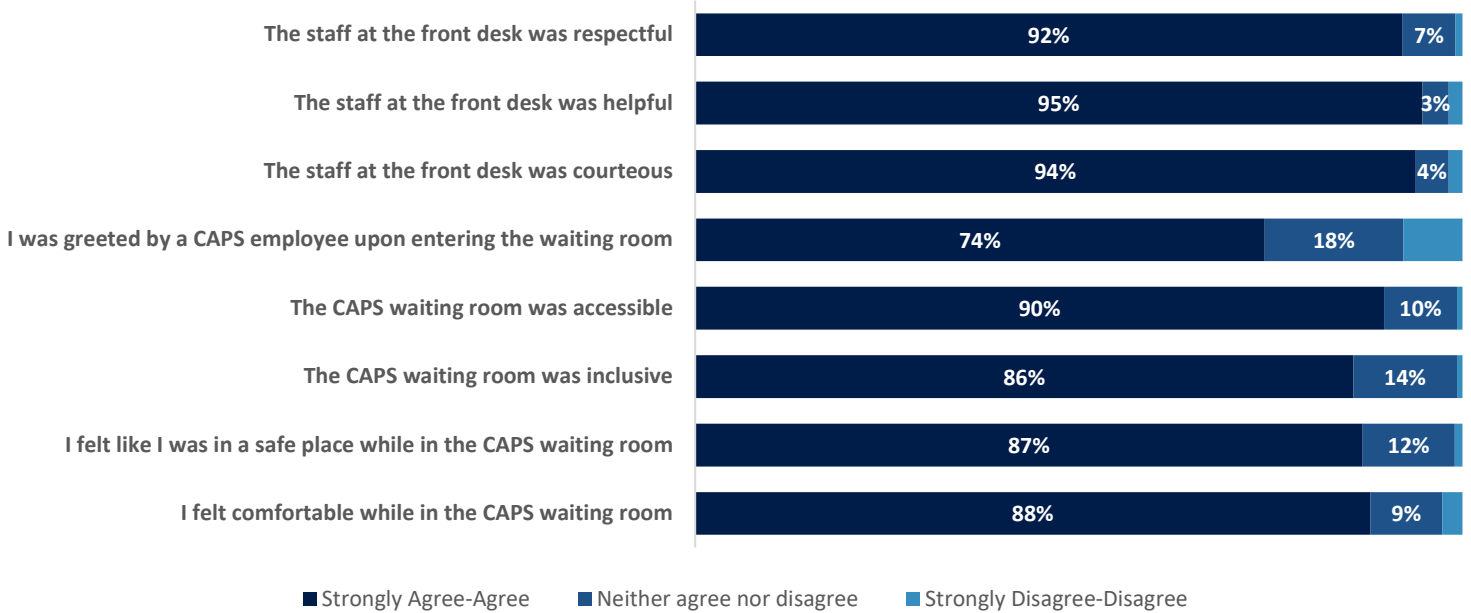
92% students reported that these services helped them feel more empowered

92% students said they would recommend it to other survivors.

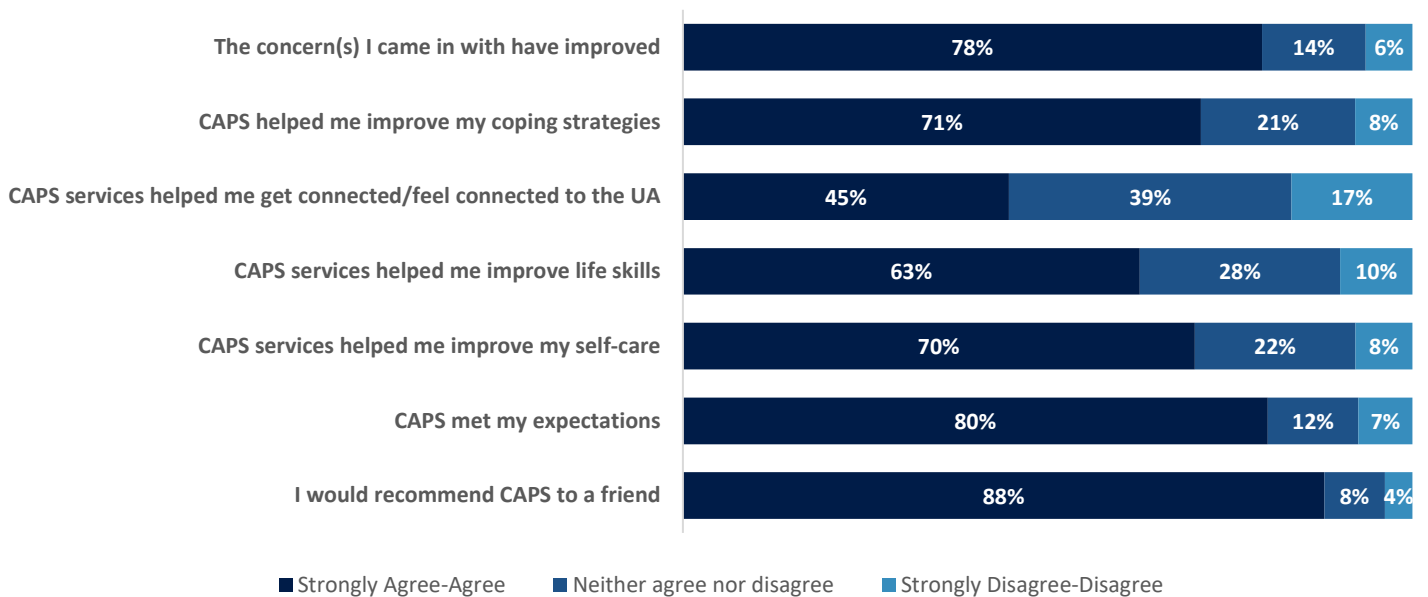
CAPS Satisfaction



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**.

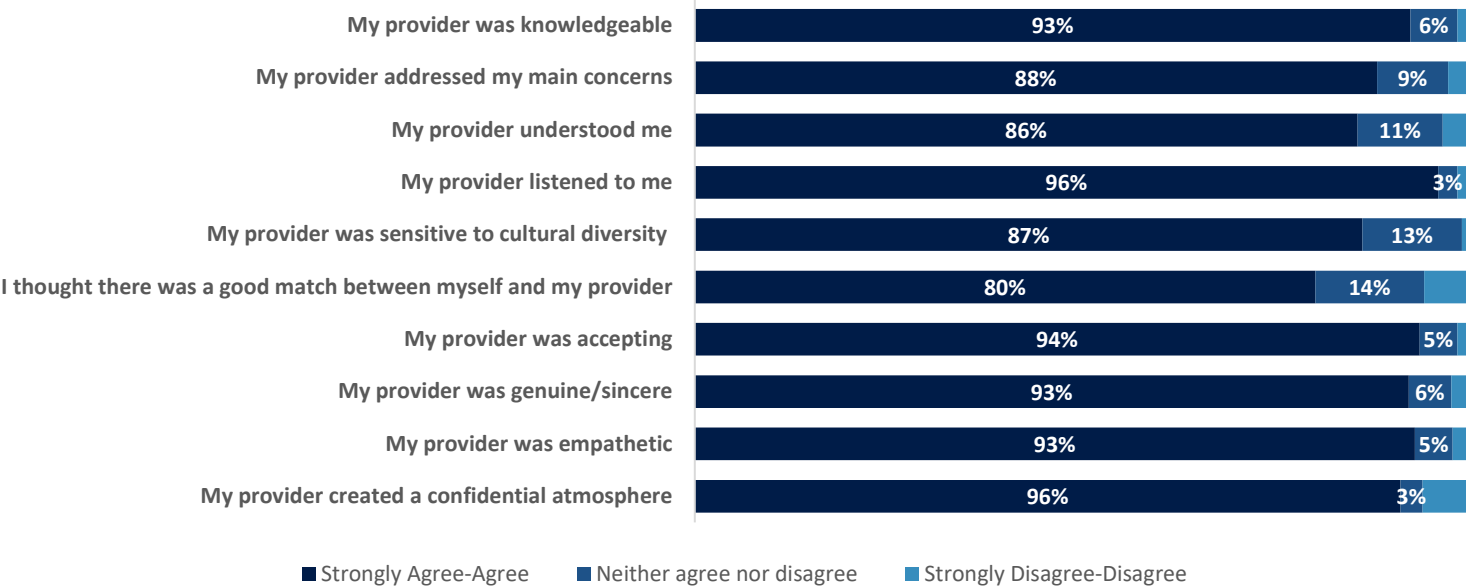


Most students agreed that CAPS helped them **improve their self-care, life skills, and coping strategies**, allowing them to **recommend CAPS to a friend**.



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**.

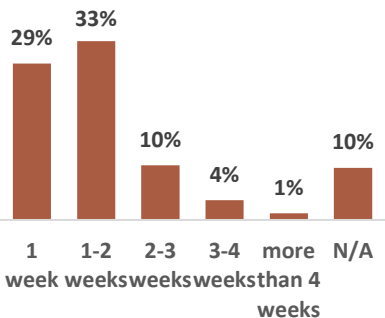


65% students reported that their counseling session began at the time while 23% said that it began within five minutes of their scheduled time.

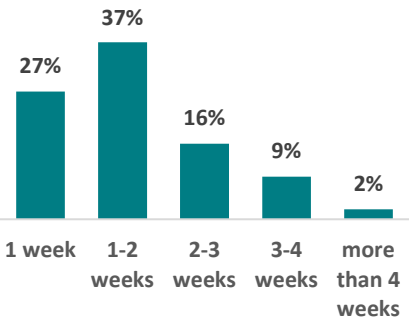
90% students agreed that their provider wanted their input while planning next steps while 45% said that using their custom care plan helped them reach their goals.



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



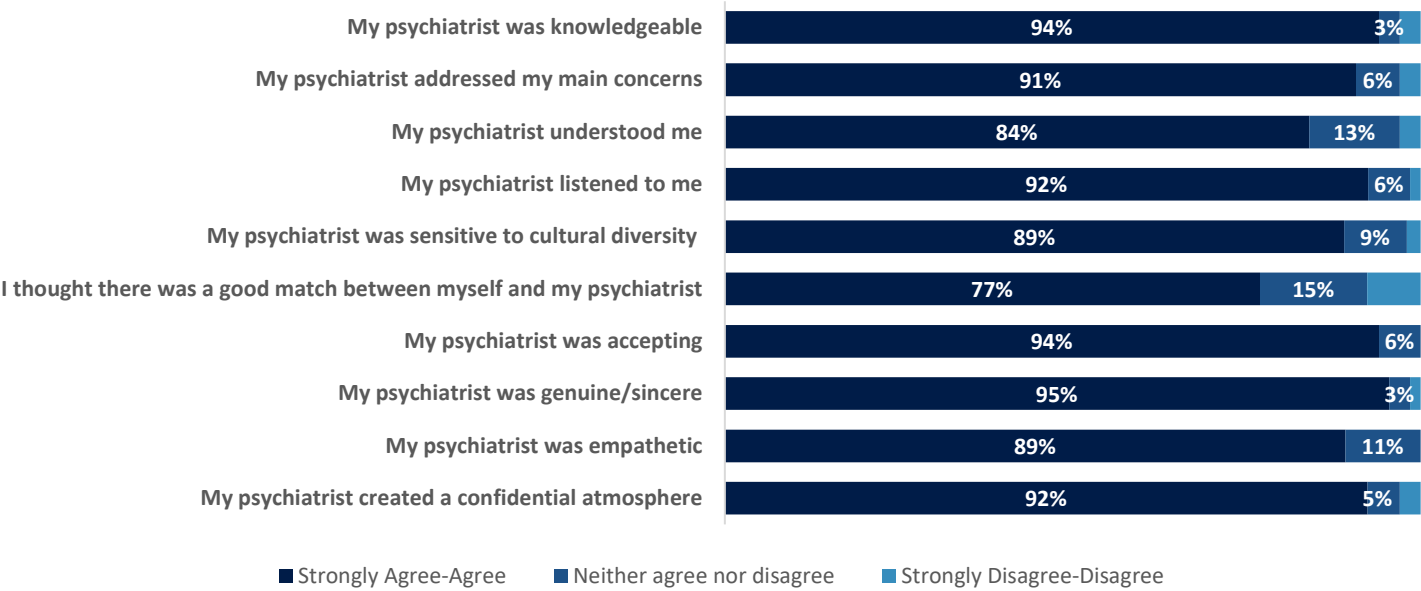
Students reported being able to get a **follow-up appointment** with their counselor within:



83% 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**.

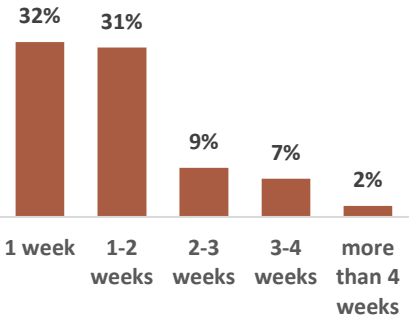


64% students reported that their session began at the scheduled time while 26% said that it began within five minutes of their scheduled time.

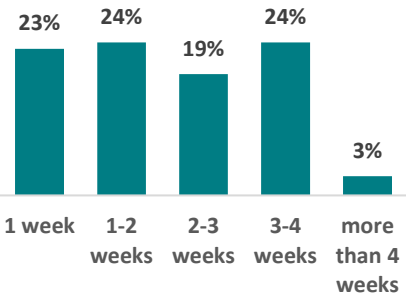


92% students agreed that their psychiatrist wanted their input while planning next steps, while 56% said that using their personal plan helped them reach their goals.

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:



93% students said that the follow-up time was consistent with the psychiatrist's recommendations

Student Voices

"The availability of a free, bilingual counseling experience has been amazing."

"I have really loved my experience with my CAPS counselor. I felt like we were so closely aligned in our developmental process that it felt well guided, while also validating and safe. My counselor was empathetic and since I worked with a counselor in training, it was at no cost to me. Which I didn't expect but really helped my financial situation!"

"The counseling was free, which I appreciated. While having a more solution-focused counselor has been an adjustment compared to my previous more listening-based counselors, this different approach has challenged me in some positive ways to actively take care of my mental health"

"Their work is amazing, and I hope the university could support CAPS more so that more students can have help from them during longer time periods. I wish there were more specialists so all students can access their help more easily."

"CAPS got me a counseling appt within ONE DAY, and a psychiatry appt within THE HOUR. Have recommended CAPS to hundreds of students, not kidding. You are great"

"I have only ever seen a psychiatrist once in my life (with UA CAPS) and it was such a great experience. My provider truly listened to me, and helped validate what I was feeling and also reassured me about how much progress I had generally made regarding being an immigrant, first generation, and a PhD student, and that made such a big difference in how I perceived myself."

"I always benefit from my counseling sessions. A lot of the things I have a hard time talking about with other people my counselor and I are able to explore in ways that make me feel heard and understood. Over time, my self-talk and strategies for coping have improved significantly because of my counselor's support."