



CAPS: Clinical: Counseling Experience Survey (CES)

FY 2012-13



Public

Name of Assessment Project: CAPS: Clinical: Counseling Experience Survey (CES) FY 2012-13

Name(s) of Person(s) Responsible for Assessment Project:

Role
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Providing Department: Counseling & Psychological Services

Other Units/Departments Involved in Assessment Project:

Program, Service, or Event Related to Assessment Project

Client Experience Survey (CES):

Each Spring quarter, Counseling and Psychological Services (CAPS) conducts an annual assessment of their services. Part of this assessment is asking students (who have utilized CAPS during the current fiscal year) to complete the Counseling Experience Survey (CES). The CES is a 47-item survey that examines client satisfaction, ratings of self-improvement (outcomes), and therapist qualities. This year, 319 students completed the survey and provided valuable feedback on our services

Assessment Project Description

The CAPS Client Experience Survey (CES) is administered annually to all students who have utilized CAPS counseling services during the 2012-13 fiscal year. Students who agreed to participate in receiving a survey were

Annual satisfaction, clinical outcome, and therapist rating survey sent to all students who have utilized CAPS services and granted permission to be sent a survey.

For this period, a total of 319 students took the CES survey and provided feedback about their experience with CAPS (14.3% response rate).

 CAPS CES Survey 2012-13

Unit/Program Specific Goals and Learning Outcomes

Goals for this project include:

- Assessment of client satisfaction
- Assessment of client outcomes
- Assessment of ratings of CAPS therapists
- Benchmark services and outcomes with past years

Our expectation is that:

- Students will report high levels of satisfaction with CAPS services.
- Students will report increased/positive improvement in their reported concerns.
- Students will report high levels of satisfaction and effectiveness of their CAPS provider.
- Students ratings will be similar to past years' ratings (benchmarking).

Relationship to Student Affairs Advance a Plan for Personal, Academic, and Professional Success, Engage in a Healthy Lifestyle

Learning Outcomes:

Assessment Project Start: 7/1/2012

End:

Assessment Project Start: 6/30/2013

End:

Population/Sample

UCSD Students who have:

- utilized CAPS services during the fiscal year
- provided permission to be sent a satisfaction survey

Utilizing StudentVoice/CampusLabs, we invited UCSD students who utilized CAPS through a mass emailing to anonymously provide feedback about CAPS. A total of 2205 email invitations were sent during Week 8 of the Spring Quarter, and 319 students completed at least some portion of the survey (response rate of 14.3%). Both quantitative and qualitative feedback were provided.

Type of Assessment: Satisfaction study, Benchmarking , Program/department review, Measuring effectiveness relative to professional standards (e.g., CAS standards)

Other Assessment

Type(s):

Assessment Methods: Surveys

Other Assessment

Method(s):

Data Collection Tools

Client Experience Survey (CES):

- survey measures client satisfaction with various aspects of CAPS services
- clinical outcomes (as reported by student)
- ratings of their CAPS counselor

Counseling Experience Survey (CES). The CES is a 47 item survey that asks students about their overall experiences and impressions of CAPS, their own assessment of their outcomes from using CAPS, as well as therapist ratings. Most items include a scale ranging from Strongly Disagree to Strongly Agree. Results are reported in the "Agree to Strongly Agree" and "Disagree to Strongly Disagree" clusters. The CES has been used annually by CAPS for the past 7 years, with therapist

items added the last 2 years. See attachment for the CES Survey.

 CAPS CES Survey 2012-13

Data Analysis Methods

We examined the percentage rates with which students endorsed (Agree to Strongly Disagree) the various satisfaction and outcome measures. Most items include a scale ranging from "Agree to Strongly Agree" and "Disagree to Strongly Disagree" clusters.

We also examined the qualitative feedback from students to review themes.

Presentation of Findings

Please see attached Powerpoint presentation.

 CAPS CES Outcomes 2012-13

Progress:  100%

Link Assessment Project in Campus Labs Baseline

Source Name	Project Name
No items to display.	

Summary of Findings

The following main results were obtained from the CES (these results are also shown in our Powerpoint presentation). As shown in the graphics below, students show high satisfaction with CAPS (91%), benefited from the counseling they received (92%), view it as a valuable student service (98%), and would refer CAPS to a friend (95%). They also indicate high satisfaction with their therapists (90%). These statistics are similar to our results from past CES assessments.

For outcomes, students who endorsed specific problems (e.g., emotional well being, social relationships) indicated their level of improvement as a result of counseling. For each problem set, those who endorsed having those problems reported general improvement (at a rate between 70%-83%). Please see attached CES Results 2012-13 for information on each question.

Qualitative feedback also provided valuable information on how students individually experienced CAPS and their therapist. Common themes include: request for more counseling meetings and clarity about referrals to outside providers. This feedback has provided specific examples of how we can continue to improve our services and meet student needs.

Please refer to attached Report.

 CAPS CES Report for LO 2012-13

Impact of Assessment

The impact of this assessment encompasses our entire assessment of service delivery to students. The student feedback is valuable in providing an opportunity to review student experiences, the effectiveness of our service model, and therapist feedback. All ratings by students are reviewed by the entire CAPS department, and therapist feedback is provided to each CAPS provider individually.

Lessons Learned

In short, students continue to rate CAPS high in satisfaction, and indicate improvement in their overall well-being as a result of utilizing CAPS. CAPS strives to continually improve and grow with student expectations with regards to clinical services, technology, and outreach and consultation.

Future expansion of the CES could include more details related to clinical improvement and outcomes (combining these results with our Clinical Outcomes report), retention, and impact on graduation. In addition, creating a Faculty/Staff satisfaction survey would be beneficial.

Lessons learned from this study are: continuously assess methods to increase survey responses and yield; continue to set high goals to meet student needs; and expanding the CES to include faculty and staff (who have had contact with CAPS for consultations and outreaches).

Supplemental Information

Last modified 7/12/2013 at 1:54 PM by [Sam Park](#)

Created 11/1/2012 at 6:53 PM by [Sam Park](#)