

Summary of CAPS 2016-2017 Client Satisfaction Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	X = Not applicable or No Response
My initial contact with CAPS was helpful.	47.71%	41.18%	6.54%	1.31%	0.65%	2.61%
The amount of wait time before I received services was reasonable.	44.44%	33.99%	9.80%	6.54%	3.27%	1.96%
I would recommend CAPS to other students.	69.74%	23.03%	2.63%	0.66%	0.66%	3.29%
I feel understood and respected by my therapist.	70.59%	18.95%	5.23%	0.65%	0.65%	3.92%
My therapist and I agree on the problems I am working on.	58.28%	32.45%	4.64%	0.00%	0.66%	3.97%
My therapist is helpful and understanding.	68.21%	24.50%	2.65%	0.66%	0.66%	3.31%
Overall, I am satisfied with my therapist.	66.23%	25.83%	3.31%	0.66%	0.66%	3.31%
I am meeting my therapy goals.	37.75%	39.07%	15.89%	2.65%	1.32%	3.31%
As a result of CAPS services:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	X = Not applicable or No Response
I am more capable of developing satisfying, healthy relationships.	23.08%	45.51%	20.51%	1.28%	1.92%	7.69%
I am better able to problem solve and cope.	31.37%	47.71%	13.73%	1.96%	1.96%	3.27%
I am more aware of emotions and how to appropriately express them.	43.42%	36.84%	9.21%	3.29%	1.32%	5.92%
I am practicing healthier habits (diet, exercise, sleep).	13.73%	30.07%	27.45%	5.88%	0.65%	22.22%
I am more capable of effective communication.	25.00%	42.11%	21.05%	3.29%	1.32%	7.24%
I am better able to make decisions.	22.37%	41.45%	20.39%	3.29%	1.97%	10.53%
I am better able to describe clearly my life goals.	26.32%	34.21%	21.71%	3.29%	1.97%	12.50%
I am experiencing greater academic success (reduced stress, improved performance).	21.05%	37.50%	19.74%	7.24%	1.97%	12.50%
I am more likely to graduate from USU.	29.41%	25.49%	16.34%	2.61%	1.96%	24.18%

CAPS clients participating in individual therapy usually complete a CSS right before their sixth individual therapy session. If a client terminates before the sixth session, they complete the survey at their last session or they are emailed a link to the survey. (N = 155)

This is an abbreviated summary and does not include all CSS questions.