



## Counseling Center Services Survey Summary of Findings | 2019

Student Life Committee

### Background

- The Student Senate's Student Life Committee (SLC) exists to improve the student life experience on RPI's campus.
- The Counseling Center Survey Report helps ensure that student concerns regarding the mental health services on campus are being heard and are evolving over time to benefit a greater number of students at a higher quality of care.
- The first counseling center survey was conducted in Spring '17. This report summarizes the second counseling center survey conducted by the SLC. These surveys will be sent out every two years, with the next one available in Spring '21.

### Recent Changes

- The Counseling Center has hired two new counselors since February 2019, and are full-staff with a total of 6 counselors.
- Implemented an online appointment scheduling system for first-time visitors.
- Created walk-in hours for counseling services at the following locations and times:
  - ◆ *Mondays: Student Union in Room 3418 from 2:30-4:30 pm.*
  - ◆ *Tuesdays and Thursdays: ECAV in Room 2634 from 2:30-4:30 pm.*
  - ◆ *Wednesdays: Mueller Center upstairs classroom from 2:30-4:30 pm.*
- Developed a Primary Care Behavioral Health system to expand the former triage counseling model. This updated system allows for a greater number of students to access the services provided by the Counseling Center.
- Psychiatrist Director of Counseling became vacant in June 2019 and the position has not yet been fulfilled. There is an ongoing search.
- The Summer Arch is now in full implementation, however, the data collected in this survey does not address Arch related topics specifically.

### Methodology

- A total of 18 questions were created by the Student Life Committee to gauge student satisfaction, identify areas of improvement, and pinpoint desired services provided by the Counseling Center.
- The survey was distributed by email to the entire Activity Fee paying membership of the Student Union. The survey was open for a four-week period in spring 2019.
- Individuals could take the survey through Student Senate's Web Technology Group's survey platform, which assured anonymity and validity of the collected data.

## Results

- A total of 500 responses to the survey were collected, which represents a 6.7% response rate of the 7,379 students who were sent the survey.
- Of the 500 responses, 282 reported attending the Counseling Center during their time at RPI, which is estimated to be a 20% response rate of those full-time students during the Spring 2019 term who had attended counseling services at least once during their RPI tenure.
- Themes that arose from the free response questions are outlined in the report in each of the following sections:
  - ◆ Increased quantity of counselors
  - ◆ Programs and workshops
  - ◆ Counselor and service specialization
  - ◆ Crisis support and assistance
  - ◆ Group counseling and therapy
  - ◆ Online scheduling expansion
  - ◆ Long-term therapy and counselors
  - ◆ Improved waiting space

## Recommendations

- Based on analysis of the responses to the survey, the Student Life Committee has identified the following areas for recommendation:
  - ◆ Improve accessibility of existing online mental health questionnaires/screenings
  - ◆ Offer optional anonymous post-appointment surveys to provide feedback regarding the quality of their treatment.
  - ◆ Highlight counselors' areas of specialty on the Counseling Center website.
  - ◆ Encourage counselors to continue to attend specialized training and seminars to build skills sets that meet the needs of students.
  - ◆ Collaborate with the Office of Public Safety to ensure clarity of procedure when a student in crisis calls the On-Call Counselor.
  - ◆ Address the student concern of privacy in the waiting room.
  - ◆ Host informational sessions and utilize social media platforms to inform students of the Counseling Center's services.