



Office of
Research and Planning

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Research Briefs from Crafton Hills Office of Research and Planning

Fall 2010 Marriage and Family Therapists Evaluations

Overview: In Fall 2010, the Crafton Hills College Health and Wellness Center (HWC) distributed anonymous feedback forms following sessions with the Marriage and Family Therapists. The intent of this evaluation was to collect information on student satisfaction with these services and to determine the need for these services on the Crafton Hills College campus. This brief provides the findings on 172 participants who received these services and participated in the evaluation.

Methodology: The form was developed by the Health and Wellness center and included a total of nine questions. Participants were to indicate the name of the therapist and date of appointment. In addition, there were two questions (on a five-point anchored scale) regarding their satisfaction, followed by four questions (on a four-point Likert scale) to assess the need of offering this service on campus. Finally, one open-ended response question asked for suggestions, compliments, requests, or complaints.

RESULTS

Sample: Between August and December 2010, 172 respondents participated in a therapy session and submitted a one-page evaluation. Four of these respondents did not seem to correctly interpret the four four-point Likert-scaled questions; thus, their responses on these questions were excluded. In addition, one respondent did not complete the four-point Likert-scaled questions.

Summary of Results:

- 92% of the respondents were completely satisfied with their session.
- 94% of the respondents felt that the therapist understood their concerns or needs very well.
- 97% of the respondents felt the counseling services provided at CHC were beneficial.
- 96% of the respondents indicated having on-campus counseling services gave them the opportunity to devote more time to classroom.
- 88% of the respondents indicated it would be a financial hardship to obtain this service off campus.
- 86% of the respondents would not be able to receive counseling if it were not available on campus.

Table 1: Number and Percent of Students Who Are Satisfied with the Services They Received from the HWC Therapist.

Statement:	1 Completely Dissatisfied		2		3		4		5 Completely Satisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
1. Overall, how satisfied or dissatisfied are you with your session today?	1	1	0	0	4	2	9	5	154	92	172	100

Table 2: Number and Percent of Students Who Felt Their Needs or Concerns were understood by the HWC Therapist.

Statement:	1 Not Well		2		3		4		5 Very Well		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
2. How well do you feel your therapist understood your concerns or needs?	0	0	1	1	4	2	5	3	162	94	172	100

Table 3: Number and Percent of Students Who Agreed with the Following Statements about the Services They Received from the HWC.

Statements:	Strongly Disagree		Disagree		Agree		Strongly Agree		Missing		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
3. The services provided by the Health & Wellness Center were beneficial to me.	0	0	0	0	12	7	155	90	5	3	172	100
4. Being able to access the services provided by the Health & Wellness Center ON campus provides me with the opportunity to devote more time to my classwork.	0	0	1	1	28	16	138	80	5	3	172	100
5. It would be a financial hardship for me to obtain the services by the Health & Wellness Center OFF Campus.	4	2	10	6	23	13	129	75	6	4	172	100
6. If the services provided by Health and Wellness Center were not available at CHC, I would not be able to get the services somewhere else	4	2	16	9	29	17	118	69	5	3	172	100

Compliments/Suggestions

- [Name] is very helpful & understanding.
- Keep it up/ Thank you!!!!
- I find this service extremely helpful!!! Most students would definitely benefit from seeing a counselor.
- I loved this counseling session!
- I have no health insurance so the free & low cost services are beneficial to me.
- I felt comfortable with [name].
- Knows exactly what I need to hear.
- I really enjoy our sessions.
- Very satisfied!
- [Name] has been very beneficial to me!
- Thank you!
- Keep it up! Thanks!!
- Really help me get to a happy point in life.
- Would like to say thanks for the services.
- Thank you :)
- Thank you [name], for everything and God bless you double for what you did for me and others :)
- It is nice just to have someone sit and listen to my problems. Thanks :)
- Keep it up! Thanks!
- The therapist was very kind, understanding, intelligent, and helpful.
- Thanks keep it up:)
- Thank you!
- I love when [Name] schedules my apt's: she is pleasantly refreshing :) [Name] is the best at her job. :)
- Health Center Staff Rule!! Keep them all on staff!!
- Keep it up!!
- Great session
- She's always help and always gives me my confidences
- Keep it up thanks!
- Good, really helped!
- Thank you for this Blessed opportunity for health.
- Thank you [name] for everything. God Bless you!
- Keep it up / Thanks
- Very happy with our talk.
- Thank you for everything!
- Keep it up!
- I feel this therapy session is really going to make all the difference :) Thank you!
- [Name] is an excellent therapist.

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- I wish the [position] would be more approachable :) Smiles are contagious!
- Thank you!
- [Name] is great & very helpful.
- Thank you!!!
- Thank you!
- This is great keep it up
- Thank you!
- Thanks keep it up!!
- She is a keeper!
- Thank you ALL Soo much! The whole office is full of Angels!! You do so much good!! Thank you!!
Thank you!!!
- Thanks ... I really need this ..!
- You gave me some very good ideas, I will be sure to use them. Thanks :)
- Thank you so very much, [name] for everything. :)
- Thank you for being there for me.
- Thank Keep it up.
- Understanding exactly what is going on. Thank you
- Thank you!
- Thanks
- [Name] was amazing and made me think more positive about life!
- Thank you for your help.
- Everything went smooth. Very nice, consoler.
- Things went just fine, thank you.
- You guys are doing a great job & I thank you for being here. Plus, [name] is a wonderful therapist.