



Research Briefs from Crafton Hills Office of Research and Planning

Marriage and Family Therapists Evaluations Spring 2010

Overview: In Spring 2010, the Crafton Hills College Health and Wellness Center (HWC) distributed anonymous feedback forms following sessions with the Marriage and Family Therapists. This evaluation was intended to collect information from students regarding the satisfaction of and need for these services on the Crafton Hills College campus. The purpose of this brief is to provide the findings of the one hundred thirty-six 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 asked to indicate the name of the therapist and date of appointment. In addition, there were two Likert scale questions regarding their satisfaction, followed by four dichotomous questions to assess the need of offering this service on campus. Finally, one open-ended asked respondents to provide suggestions, compliments, requests, or complaints.

RESULTS

Sample: Between January and August 2010, 136 respondents participated in a marriage and family therapy session and submitted a one-page evaluation.

Summary of Results:

- 89% rated their session a 5 on a scale of 1-5 with 5 being the best.
- 95% stated that the therapist understands their concerns or needs at the level of a 5 on a scale of 1-5 with 5 being best.
- 83% of the respondents felt the counseling services provided at CHC are beneficial.
- 88% of the respondents indicated that it would be inconvenient to obtain this service off campus.
- 91% indicated it would be a financial hardship to obtain this service off campus.
- 78% would not be able to receive counseling if it were not available on campus.

Table 1: Student satisfaction of service

On a scale of 1-5, (5 being best)		
How would you rate your session today?		
Rating	N	%
1	0	0.0
2	0	0.0
3	3	2.2
4	12	8.8
5	121	89.0
Total	136	100.0
Did you feel your therapist understood your concerns and needs?		
Rating	N	%
1	0	0.0
2	0	0.0
3	1	0.7
4	6	4.4
5	129	94.9
Total	136	100.0

Table 2: Student needs assessment of service

Do you feel as though the counseling services provided have been a benefit to you?		
	N	%
No	2	1.5
Yes	113	83.1
Missing	21	15.4
Total	136	100.0
It is convenient for me to obtain counseling services OFF campus		
	N	%
No	120	88.2
Yes	13	9.6
Missing	3	2.2
Total	136	100.0
It is a financial hardship for me to obtain counseling services OFF Campus		
	N	%
No	10	7.4
Yes	124	91.2
Missing	2	1.5
Total	136	100.0
I would not be able to receive counseling if it were OFF campus		
	N	%
No	29	21.3
Yes	106	77.9
Missing	1	0.7
Total	136	100.0

Suggestions

- More therapists, day/times available in the HWC would help. More students would use services if more was available.
- The counselors office should be made more fit for clients, more relaxing, less clinical environment
- Would you consider taking insurance, please!
- Have (Name) on campus more days or hours.

Compliments

- (Name) is amazing. Very caring & provides insight. Thank you so much for having her here!
- I don't want (Name) to go! Please keep her on staff she's a blessing to us as students.
- Thank you for hearing me vent out my stress I'm so blessed!
- (Name) has helped me with many of my situations. Without her I would be lost.
- Blessed
- I've been blessed
- Good Job!
- Thank you for this service!
- Always a blessing to have the HWC! You guys ROCK!!
- Awesome
- I liked that she listened to me and I actually feel like she is helping me.
- Thank you for having this available. It has saved my life!
- Thank you but I'm doing just fine.
- I am so glad to see the counselor, she really is a big help for myself.
- Thank you for everything!
- She's the best!
- Thank you
- Thank You
- Thank you for saving my sanity
- Thank you for helping me!
- I am very thankful to have this service provided at school! I couldn't imagine how different I'd be right now if I had not gone through this process!
- Everything that has been done has been very helpful. Thank you, keep up the good work.
- (Name) Mondragon is a great therapist. She has helped me so much.
- I am so thankful for the help that is provided here. It has helped me tremendously and others as well.
- Thank you!
- This service has been extremely beneficial for me. I have improved so much and I am in a much better place than I otherwise would have been in if it wasn't for this counseling. Please continue this service. It is a benefit to those of us with little funds but with great need. As a woman, I would have found it difficult to speak with a man about my issues. She has helped me broach many previously disturbing points. And I am extremely grateful for this service. Thank you.

- Very understanding & helpful
- (Name) was really great to work with and I know I can always come back and see her if I need to.
- (Name) is great & very helpful
- (Name) is great. It was very helpful to have her listen & provide constructive feedback. She is very understanding.
- Thank you so much for helping me with this problem.
- She's amazing! I feel great because of her!
- (Name), you're the best!
- Counseling session really helps me to identify my problems and work on how to manage them.
- Thank you so very much for being here for me!
- After my session, I already feel better.
- This has helped beyond anything! Thank you so much!!
- She really opened my eyes. From this one visit I feel hopeful. Thank you so much!
- This counseling service has been amazing help.
- I enjoy (Name) very much and am grateful to have her as my counselor.
- (Name) Mondragon is wonderful!!
- Great learning skills.
- (Name) is wonderful every time I come in to see her. I feel relieved and satisfied. She is great and I appreciate her a lot.
- Thank you (Name), you get me!
- (Name) is an outstanding therapist
- Thank you (Name), you're the best!
- **You provide a service that many need but few can afford.** Thank you
- (Name) was a great help today and she understood my problems very well.
- Service was greatly appreciated! Thanks
- (Name) really works with me to find the best solutions that will work best for my situation.
- Thank you (Name). You're the best!
- Thank you for helping me!!! I have hope now!
- Thank you for all your help.
- You have no idea the blessing you bring the students and make us realize there's hope.
- Please leave the name of where you'll be going. I'd like to send my children and my family, too.
- Thank you for helping me feels normal.
- You have to find a way to have (Name) M. stay on staff. I'm willing to make financial contributions in order to keep her.
- I have heard that (Name) may not be with us very much longer and that worries me! I can't begin to explain where my life would be without (Name)'s help! She has been a God send to me! Without her help not only me but friends & family would be in a very different place. Please keep her on, please!
- I appreciate everything (Name) and the HWC provide.