

2016-2017 Assessment Final Report

Department: CAPS

CAPS Client Survey

Introduction

Assessment Project Description

This project was undertaken to assess the impact of therapeutic services on CAPS learning outcomes. Surveying was conducted at the end of each academic semester to 200 current CAPS clients as they presented for regular appointments. This served as an assessment to determine any changes in stressing specific learning outcomes as part of CAPS regular treatment processes. Additionally, we will use the results to guide programming for our Mental Health Peer Educators and to assist in developing marketing (i.e., other helpful campus and/or community resources).

Service/Program Student Learning Outcome(s)

Students participating in CAPS direct mental health services will be able to...

- Identify one or more strategies to solve or cope with problems. (Departmental Outcomes #1 & #2)
- Apply identified strategies in addressing and resolving academic concerns or difficulties. (Departmental Outcome #1)
- Identify other helpful campus and/or community resources. (Departmental Outcome #1)
- Recognize own role in managing and adaptively influencing thoughts, behaviors, and/or emotions. (Departmental Outcome #2)
- Practice behaviors that lead to improved relationships with others. (Departmental Outcome #3)

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Population/Sample:

Purposive sample of 200 current CAPS clients.

Assessment Method(s):

Survey which is handed out to students when presenting for a regular therapy appointment. Survey was administered in the four weeks prior to the end of Fall and Spring semesters during the 16-17 academic year.

Summary of Key Findings/Results

Key findings from the project include:

- 84% of CAPS clients agreed or strongly agreed they were better able to identify one or more strategies to solve or cope with problems.
- 78% of CAPS clients agreed or strongly agreed that they were able to apply strategies to address academic difficulties.
- 83% of CAPS clients agreed or strongly agreed that they were better able to understand their own role in managing thoughts, behaviors and/or emotions.
- 62% of CAPS clients agreed or strongly agreed that they were able to identify other helpful campus and/or community resources.
- 62% of CAPS clients reported considerable to a great deal of improvement in managing their lives.

The assessment project answered the questions we asked. We have specific information showing improvement in some areas for our focusing on specific learning outcomes as part of CAPS service delivery process.

Conclusions

Impact of Assessment

Results will be used for training of new trainees (practicum students and interns), and to reinforce our current processes for directly connecting our learning outcomes for students as a regular part of our clinical service delivery process. We had a particular focus on connecting our therapeutic services to improving students' ability to identify

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helpful resources both across KU and in the Lawrence community. The outcome indicates that this focus directly led to students' improvement for that learning outcome. Continually reviewing and emphasizing this connection during clinical consultation and clinical supervision activities within CAPS had an effect. We will continue to do this and will create other processes for keeping the connection between our learning outcomes and the therapeutic process at the fore.

Furthermore, we will use the results of this assessment to guide our outreach/programming efforts, particularly through our Mental Health Peer Educator group. Marketing and programming from this group can directly stem from our learning outcomes.

Lessons Learned

The project proceeded smoothly without any challenges, addressed our question, and reinforced our emphases on our learning outcomes. It may be effective to conduct this assessment again sometime in the future in order to have continual assessment. As of this time, we will look to assessing the efforts of CAPS Mental Health Peer Educators effect on our learning outcomes.