

2017-2018 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 and client academic performance improvement. Surveying was conducted at the end of each academic semester to 400 current CAPS clients as they presented for regular appointments.

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)

Population/Sample:

Purposive sample of 400 current CAPS clients.

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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 17-18 academic year.

Summary of Key Findings/Results

Key findings from the project include:

- 81% of CAPS clients agreed or strongly agreed they were better able to identify one or more strategies to solve or cope with problems.
- 75% of CAPS clients agreed or strongly agreed that they were able to apply strategies to address academic difficulties.
- 81% of CAPS clients agreed or strongly agreed that they were better able to understand their own role in managing thoughts, behaviors and/or emotions.
- 65% of CAPS clients agreed or strongly agreed that they were able to identify other helpful campus and/or community resources.
- 64% of CAPS clients reported considerable to a great deal of improvement in managing their lives.

Conclusions

Impact of Assessment

Our sustained focus to educate clients on campus and community resources to improve and assist with academic performance continues to show impact. Again we observed an increase in the percentage of students being able to identify other helpful campus and/or community resources. Another area in which we can apply this data is through the work of our Mental Health Peer Educator group. Their outreach and programming activities can include information from our learning outcomes data, particularly as part of the listening hours. This can also include specific information related to another increase observed in the data related to managing students managing their lives in



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general. Specific programming content and strategies can be developed to further this learning objective.

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.