

4. I felt comfortable in the waiting room.	1	2	3	4	5	n/a	
			(5)	(26)	(37)	(1)	4.47
5. As a result of counseling, I developed new or better skills for coping with my concerns.	1	2	3	4	5	n/a	
	(1)	(4)	(8)	(24)	(27)	(5)	4.125
6. The counselor communicated genuine caring for me and a sincere belief in my worth as a person.	1	2	3	4	4.5	5	n/a
			(4)	(9)	(1)	(54)	4.816
7. The counselor communicated their honest feelings, opinion, and reactions.	1	2	3	4	5	n/a	
				(13)	(55)	(1)	4.808
8. The counselor talked about specific feelings and situations directly in language that was meaningful, appropriate, and understandable to me.	1	2	3	4	5	n/a	
			(2)	(12)	(50)	(1)	4.746
9. If the need to speak to someone arises again, I would return to Clarkson Counseling Center.	1	2	3	4	5	n/a	
			(1)	(9)	(57)	(1)	4.869
10. I would recommend Clarkson Counseling Center to others.	1	2	3	4	5	n/a	
			(2)	(14)	(51)	(2)	4.731
11. As a result of counseling, I believe I am more likely to remain in college.	1	2	3	4	5	n/a	
		(1)	(10)	(8)	(30)	(20)	4.367
12. As a result of counseling, I believe I will do better academically.	1	2	3	4	5	n/a	
		(4)	(5)	(23)	(27)	(12)	4.385
13. The length of time to schedule an appointment was reasonable.	1	2	3	4	5	n/a	
		(2)	(5)	(14)	(46)	(2)	4.55
14. I believe that the Counseling Services that I received were offered in a professional, confidential and ethical manner.	1	2	3	4	5	n/a	
			(1)	(7)	(61)		4.869

15. What do you think about the new Counseling Center location vs the old location?

- (a) N/A = New client this year ____
- (b) Confidentiality: ____ Better ____ Worse ____ No Difference
- (c) Waiting Room: ____ Better ____ Worse ____ No Difference
- (d) Office Space: ____ Better ____ Worse ____ No Difference
- (e) Accessibility: ____ Better ____ Worse ____ No Difference
- (f) Safe,
secure environment: ____ Better ____ Worse ____ No Difference

16. Comments:

A. Counselor:

- Great counselor, knew what I was dealing with and how to treat it
- Great person to talk to with the experience needed for advice giving
- Helpful, is very good at communication w/me.

- Helpful, understanding and considerate; doesn't push me towards anything I don't want to do
- Worked well; but didn't have enough openings to be seen as needed
- Good, empathetic, easy to talk to, good personality

B. Overall:

- Everyone has taken good care of me and I have a lot of respect for them.
- Since this is my first time seeing a counselor, I have nothing to compare it to; but overall, it has been a positive experience.
- Friendly staff and easy to schedule appointments; easily worked into my schedule
- It was a good experience and boosted my confidence.
- Everything is done professionally and confidential

C. Suggestions for Improvement:

- I feel that there are more students that need counseling. I know the Counseling Center is very busy at times; but maybe there needs to be more outreach/more counselors. Underclassmen has "first year seminar", but upperclassmen (transfer students) sometimes need extra attention. This is my observation as an RA
- Maybe have the option of half hour appts or full hour appts
- Hire more counselors because they are too busy to handle everyone that needs counseling. Having appointments more regularly with people helps them much more.
- Waiting period for appts and lack of appt availability makes it difficult at times

The comments are a small sampling of what student shared when they filled out the survey.