

uNID: \_\_\_\_\_

**University of Utah Counseling Center Client Survey, Fall 2010**

We strive to provide competent services for individuals of all ages, cultures, ethnicities, genders, gender identities, languages, mental and physical abilities, national origins, races, religions, sexual orientations, sizes and socioeconomic statuses. From your perspective, how are we doing? If possible, please describe a relevant experience or two. Thank you.

| How much do you agree with the following statements?   | <b>Strongly Disagree</b> | <b>Disagree</b> | <b>Somewhat Disagree</b> | <b>Neutral</b> | <b>Somewhat Agree</b> | <b>Agree</b> | <b>Strongly Agree</b> | <b>Too Soon to Tell</b> |
|--|--------------------------|-----------------|--------------------------|----------------|-----------------------|--------------|-----------------------|-------------------------|
| 1. I was thinking of leaving the U of U before counseling (or I was fearful that I would have to leave). | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 2. Counseling has helped me stay at the U of U.  | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 3. Counseling has helped me improve my academic performance.   | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 4. Counseling has enhanced my experience at the U of U.  | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 5. Counseling has helped me think in more complex ways.  | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 6. Counseling has helped with my ability to attend, concentrate, and/or persist at academic tasks.       | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 7. Counseling has helped me improve non-academic areas of my life.                                       | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 8. Counseling has improved my interpersonal skills.  | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 9. Counseling has improved the quality of my relationships.  | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |
| 10. Counseling has improved my ability to "be myself."   | 1                        | 2               | 3                        | 4              | 5                     | 6            | 7                     | TS                      |

Please see reverse for additional questions.

Many people encounter barriers of various types to seeking and obtaining mental health services. As someone who has been able to overcome those barriers and come into counseling, please answer the following.

|   | Which of these issues did you struggle with before seeking counseling?<br>(Check all that apply.) | To what extent do these issues remain? |          |            |       |           |
|---|---|--|----------|------------|-------|-----------|
|   |   | Not at all                             | Somewhat | Moderately | A lot | Extremely |
| I felt I should be able to handle things on my own.   | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I assumed it would be too expensive.  | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I felt embarrassed to seek counseling.  | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I wasn't sure if I really needed help.  | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I didn't think a mental health counselor would understand me.                                       | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I felt I didn't have time to attend counseling.   | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I felt I should be able to handle things on my own.   | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| The nature of my symptoms kept me from coming in (e.g., I was too sad or anxious to leave my home). | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I was concerned about the level of expertise of the counselor.                                      | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I had a negative experience with counseling in the past.  | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| I didn't know services were available to me and/or how to access them.                              | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| Receiving mental health services doesn't fit with my family/cultural values.                        | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| My idea of what therapy is seemed like a bad fit for me.  | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |
| Other. Please describe:   | <input type="checkbox"/>  | 0                                      | 1        | 2          | 3     | 4         |

What could we do to help you reduce these concerns?