2007 Counseling Center Satisfaction Measure

The percentages following the survey item indicate the degree to which the respondents indicated “Agree” or Strongly Agree” to the item.

My initial experience of the SNC Counseling Center was positive. 92.6%
The receptionist staff provides assistance in a friendly manner. 96.3%
I feel comfortable in the waiting area. 87.7%
I was able to get an initial appointment in a reasonable amount of time. 97.5%
I feel sure that information about me would be kept confidential. 95.1%
The counselor provides an environment in which I feel comfortable discussing my concerns. 98.8%
The counselor shows warmth and attentiveness during our sessions. 98.8%
The counselor shows respect and concern for me and my welfare. 100.0%
The counselor listens to my thoughts and feelings. 97.5%
The counselor helps me understand and clarify my concerns. 93.8%
The counselor helps me to identify alternatives and to set goals. 96.3%
The counselor helps me to develop useful plans to meet my goals. 90.1%
The counselor supports and encourages me in making my own decisions. 97.5%
The counselor is expert and professional. 97.5%
Overall I found that the counseling I receive is helpful. 96.3%

Through my interactions with the SNC Counseling Center, I am better able

to cultivate a personal spirituality. 50.6%
to communicate assertively. 81.5%
to listen with understanding. 85.2%
to understand when I am physically and emotionally healthy. 92.6%
to value living a balanced lifestyle. 88.9%
to participate in activities that promote a healthy lifestyle. 82.7%