

## 2012 CAPS Triage Survey

### Overview

#### A) Project:

- a. An assessment study using a quantitative, summative, self-report method of data-collection. Students using walk-in services at CAPS completed surveys.

#### B) Purpose and Goals:

- a. Examine students' perception of their Triage experience.
- b. Determine whether attending Triage contributed to:
  - i. An increase in overall emotional health and wellness leading to improved social adjustment
  - ii. An increase in overall motivation towards attending classes and improving school performance leading to academic success for the semester.
- c. Domains assessed include:
  - i. Impact of services on academic success and student emotional well-being
  - ii. Relation to student's decision to remain on campus
  - iii. Students' degree of emotional support and comfort in seeking assistance
  - iv. Areas of improvement for triage services
  - v. Student satisfaction with triage services

### Method

#### C) Data Collection:

- a. Students were invited to take a brief confidential on-line survey, after their triage appointment and before scheduling a follow-up visit.
- b. Data was collected on two computer kiosks in the CAPS/Oasis area utilizing Campus Labs.
- c. Data was collected between February 15, 2012 and March 9, 2012.

#### D) Survey Questions:

- a. Demographic information, followed by self-report questions rated on Likert-type scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree. Space for comments at the end.

### Results

#### E) Sample Demographics:

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Total N	71
GENDER	
Male	43%
Female	57%
Transgender	0%
AGE	
18-21	65%

22-26	21%
27-31	6%
32+	4%
ETHNICITY	
Caucasian	83%
Hispanic	9%
Interracial	3%
Native American	0%
Asian American	3%
African American	3%
CLASS	
Freshman	25%
Sophomore	22%
Junior	19%
Senior	13%
Graduate/Professional	20%
Non-Degree Seeking	0%
REFERRAL SOURCE	
Self-referred	48%
Suggested/recommended	52%
Mandated	1.5%

F) Referral Sources: parents, roommates, friends, Campus Health, professors, and advisors

G) Triage Satisfaction:

	% 4 and 5
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To what extent do you agree/disagree, coming to triage today:	
Walk-in services increased likelihood of coming to CAPS	78%
Found it helpful to talk to a trained professional	85%
Helped me see my problems as being normal	50%
Helped me make sense of what I am dealing with	55%
Increased my sense of hope of things improving	64%
Helped me feel more comfortable about seeking help	82%
Improved my outlook on the future	59%
Increased my awareness of options that could improve my situation	79%

*Note:* 5=strongly agree 4 = agree 3=neither agree/disagree 2=disagree 1 =strongly disagree 0 = don't know/NA

H) Student Comments:

- a. \_\_\_ was very helpful at explaining all of my options!
- b. Great experience. excellent staff
- c. I am transferring treatment from earlier out-of-state providers to campus. I found the entire experience at CAPS Triage quick, easy, and very efficient. It might

- have helped that I knew what I needed, but I found \_\_\_\_ quite helpful and professional. Would definitely recommend this to other graduate students.
- d. I don't think there's a drinking fountain anywhere nearby or on this floor, so I think you guys should look into getting one installed. If there is, then I'm blind so don't worry about it.
  - e. I was very impressed with how easy it was to see someone and with how quickly I was seen.
  - f. Made me feel comfortable and were very helpful.
  - g. Staff was very helpful when I initially phoned to ask how to be seen. I'm looking forward to working through issues here.
  - h. thank you =)
  - i. Very nice staff was helpful and made it a more comfortable experience.
  - j. I don't feel like I had to come to caps today to be successful in my college career but by coming today I know I will be more successful than if I had not come. The triage was also very quick and not very invasive and helped me ease into the caps program.
  - k. I was confused as to who I needed to talk to start triage.
  - l. \_\_\_\_ was wonderful in helping me improve my situation. She also made me believe that there is hope for improvement and that it is something I need to do myself.
  - m. The way my triage made me feel welcomed and less nervous was very helpful.

#### Discussion

Results suggest that students seem to be very satisfied with their experience of Triage Care at CAPS. Generally, students found walk-in services for triage helpful in their decision to come to CAPS. Triage visits were helpful, normalized problems, and instilled hope.

Most comments indicated that students were referred to CAPS by campus health, friends/roommates, parents, and professors. Two comments suggest that some students may have liked clear information about the triage process. Other comments indicated that the triage process was smooth and efficient for students. Comments suggest that students have a positive experience in triage.

The triage survey results will be compared to 2010 results and discussed with staff. A follow-up study will be conducted in Fall, 2012.