

Direct Client Quotes

LEARNING GOAL

WELL-BEING

RESILIENCE: Students will be able to believe in oneself and overcome adversity.

SENSE OF BELONGING: Students will be able to develop/experience a sense of belonging to a greater community through engaging in social activities that are reflective of one's values and sense of purpose.

INTRODUCTION

In order to continuously improve the services we provide to our clients, SAP evaluates client satisfaction. Since services can vary by student need, we evaluate SAP services in general, not the individual advocacy or intervention types. We started to use new survey from April, 2020.

NEW SURVEY

1. Termination/Client Satisfaction Survey

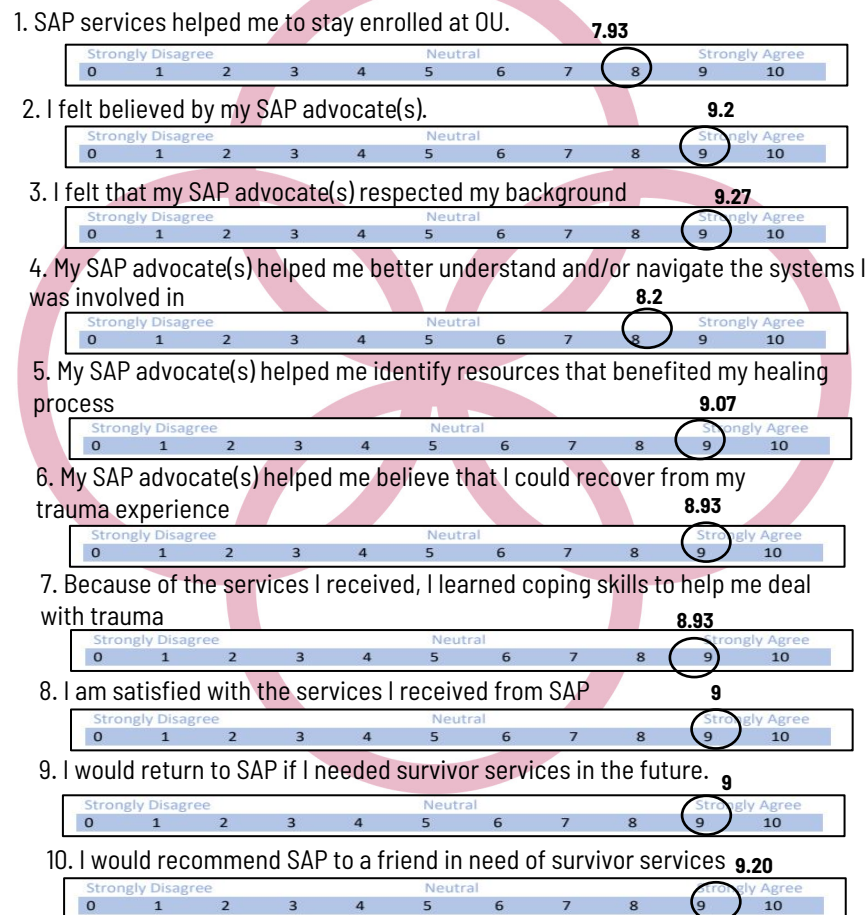
- Clients are asked to complete the survey upon termination/completion of services
- 10 multiple choices questions & one open text option.
- Qualtrics survey (online based)
- Data reviewed amongst department semesterly & reported out annually

2. Monthly Client Progress Survey/Check In

- 3 questions
- Paper Based
- Data not compiled, added to client chart and only shared between client, advocate, and clinical supervisor

ANALYSIS

Termination/Client Satisfaction Survey



"My SAP advocate was available whenever I needed, and if it weren't for her, I'm not very sure where I would be right now."

"This has been the most helpful experience of my life. I am so thankful for everything SAP has done for me. Without them I don't know where I would be."

"My advocate was amazing. She truly held the space for me to share intimate details of my experiences I haven't been comfortable sharing anywhere else. I would've liked some coping mechanisms or exercises but regardless it was a great and enriching experience."

"There are no words that could express how much appreciation and love I have for the Survivor Advocacy Program. Every single person I've met and/or worked with in the organization wanted nothing but to help me and anyone else I've known to go to SAP seeking help ..."

NEXT STEPS

We can review the data once or twice per semester during department meetings to improve our services. We also can use the comments as a method of advertising to promote the students' accessibility of SAP services.

We can analyze the answers section by section and use the data to improve advocate performance and the overall services.

We can use the data to guide onboarding and training of new GA's.

TEAM MEMBERS

- YEJIN SOHN, MSW, LSW
- KIMBERLY CASTOR, LISW-S
- KRISTIN WALTZ, LISW