Student Support Services

Counselling Service Feedback questionnaire

We would appreciate you taking a few minutes to give feedback on the service you have received from us. We are grateful to have both positive and negative feedback so please feel able to give us your honest view.

1. To what extent are/were you considering leaving your course because of your problems?

- o Not at all
- o Only occasionally
- o Often
- o Most or all of the time

2. To what extent would you say your problems are/were affecting your study (e.g. attendance/assessments)?

- o Not at all
- o Only occasionally
- o Often
- o Most or all of the time

3. To what extent would you say your problems are/were affecting your overall experience of university?

- o Not at all
- o Only occasionally
- o Often
- o Most or all of the time

4 To what extent would you say that counselling has helped/is helping you do better at your academic work?

- o This was not an issue for me
- o To a limited extent
- o One of many factors
- o An important factor
- o The most significant factor

5. To what extent would you say that counselling has helped/is helping you to stay at university

- o This was not an issue for me
- o To a limited extent
- o One of many factors
- o An important factor
- o The most significant factor

6. To what extent would you say that counselling has improved/is improving your overall experience of university?

- o This was not an issue for me
- o To a limited extent
- o One of many factors
- o An important factor
- o The most significant factor

7 To what extent would you say counselling has helped/is helping you develop skills that might be useful in obtaining future employment (e.g. self-understanding, understanding of others, managing difficult feelings better, increased confidence, assertiveness)?

- o This was not an issue for me
- o To a limited extent
- o One of many factors
- o An important factor
- o The most significant factor

8. To what extent would you say counselling has improved your self-esteem (how you feel about yourself)?

- o This was not an issue for me
- o To a limited extent
- o One of many factors
- o An important factor
- o The most significant factor

9. To what extent do you feel that counselling has helped you feel more positive about the future?

- o This was not an issue for me
- o To a limited extent
- o One of many factors
- o An important factor
- o The most significant factor

10 Would you recommend the Counselling Service to a friend?

Yes No

11 Please tell us any ways in which you found counselling or any aspects of the service unhelpful. *(Optional)*

12 Any further comments you would wish to make that have not been covered in the previous questions?

Can we use the comments you have made in this feedback in reports and publicity that we produce about our service?

These would always be anonymous as you cannot be identified from this questionnaire.

Yes No

This is the end of the questionnaire. Thank you for your feedback.