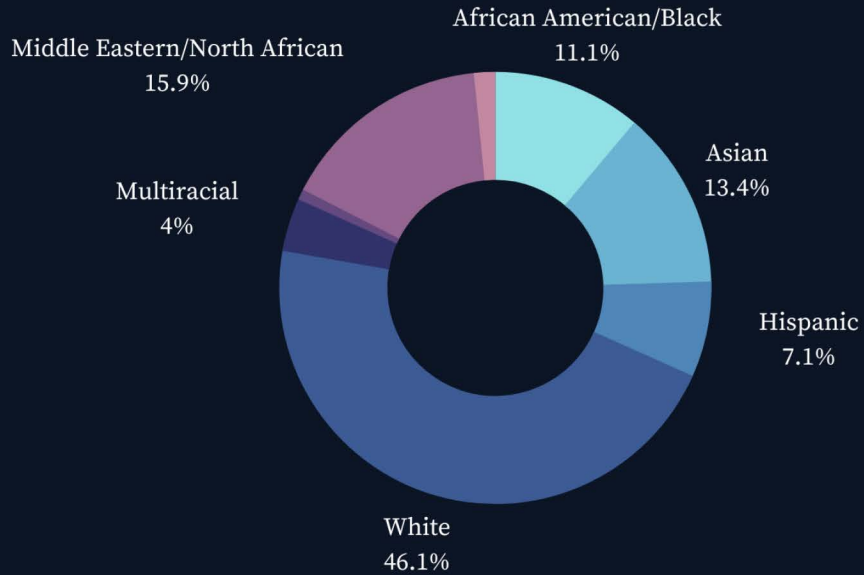
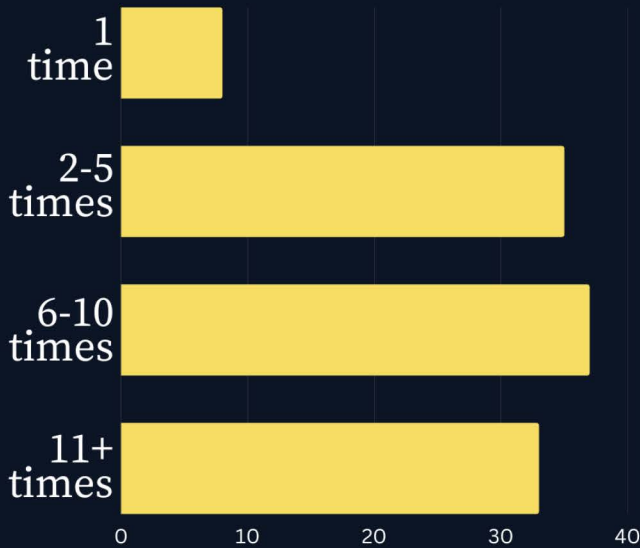


# DEMOGRAPHICS

## Race



## Met with a Counselor...



**90% of clients were offered an intake appointment within the first week of contact.**

## PROCESS



92% of clients felt that their first contact with CAPS was welcoming.



93% of clients felt that appointment and scheduling procedures were clearly communicated.

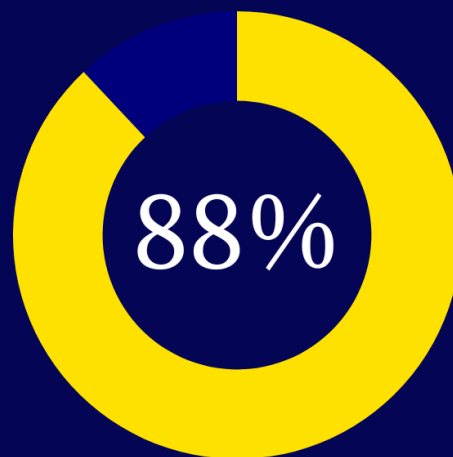


97% of clients felt that CAPS respected their privacy.



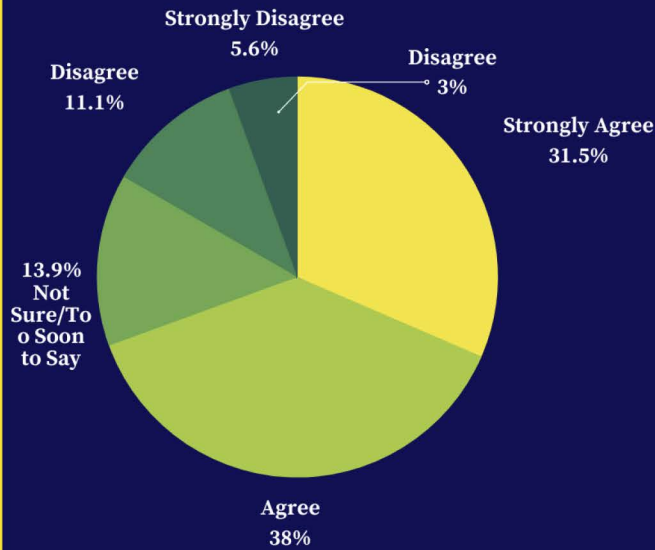
94% of clients felt that the intake process was professional and private.

88% of clients agreed that they were able to access CAPS services within business hours.



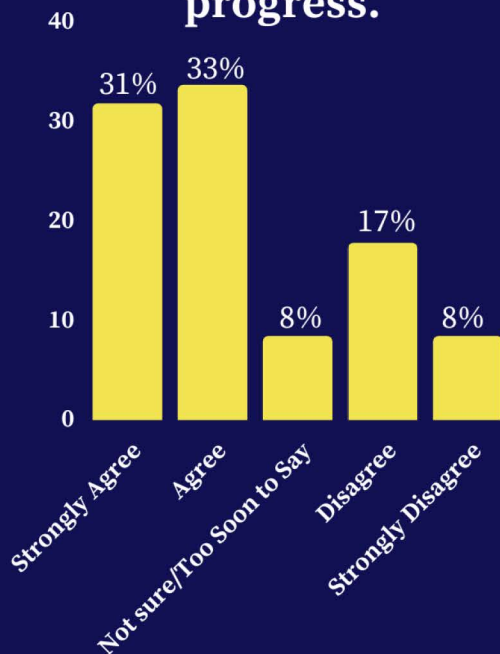
# PROGRESS

I make better decisions.



of clients agree that their treatment at CAPS has been successful.

I am satisfied with my progress.



39% of clients agree that they prefer telehealth appointments.

## MY COUNSELOR...

Discussed my treatment options with me

72%  
agreed

Assisted me in reaching my goals

69%  
agreed

Treated me with dignity and respect

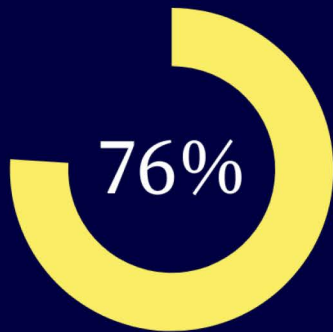
89%  
agreed

Listened to and understood my problems

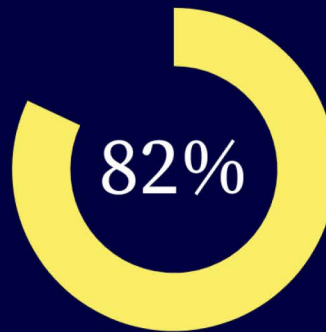
83%  
agreed

Spoke to me using words I understand

95%  
agreed



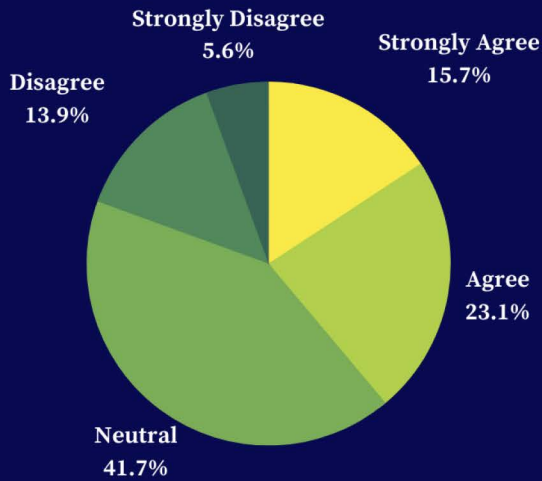
of clients say they would return to CAPS, if needed



of clients say they would recommend CAPS services to other students

## ACADEMIC PROGRESS

### My Academic Performance Improved



43% of clients say they're more likely to continue their education at UM-Dearborn because of CAPS

### CAPS Helped Me Make Decisions About My Academic Future

66% percent of clients say their ability to deal with their problems has improved

