The Impact of Counselling

A summary of the feedback from our 'Impact of Counselling Questionnaire' collected from the service Feedback Box in the Counselling and Personal Development Waiting Room 18.04.2016

Quantitative data from six questions, measured by a five point scale with an additional N/A option:

56% of students rated counselling as an important / most important factor in staying at college/university

61% of students rated counselling as an important factor in helping them to do better in their academic work

78% of students rated counselling has an important / most important factor in improving their overall experience of college

67% of students said counselling was the most important factor/important fact in developing skills useful in obtaining future employment

94% of students said counselling was a most significant factor/important factor in helping them grow as a person

86% of students, who were at risk of self harm or suicide said counselling was the most significant factor/important factor in helping them to recover

Qualitative data given to question 7:

"I experienced some dramatic problems last year and would have had a dramatically poorer outcome had counselling not been available"

"I learnt to understand myself and my family better. I have a better level of self belief and feel more positive"

"It helped me to change perspective on who I was, how to cope with stress and deal with trauma. It has helped me to develop coping mechanisms to get through each day with panic attacks using stress relievers. It gave me somewhere safe to talk"

"It helped me to realise how important my own relationship to myself is. It helped me understand why I react to certain situations. I learnt ways to deal with stress and create more balance in my life"

"It greatly helped to express difficult emotions that were buried deep. This gave great relief and resulted on an improvement of well being in the long run. It gave me a better understanding of personal problems which resulted in better control of problems"

"It helped me to deal with the struggles in my life and cope better with personal and school issues. In a sense, I learnt to notice me, to see me, to help me to deal and better face situations"

"Helped to understand myself better, improve my personal confidence, helped with relations in my personal life. It's a good push to move on, good motivation"

"It helped me to make decisions that were best for me and I helped me to understand and not blame myself so much"

"It has helped me understand ways which I can use to cope with my own anxiety"

"It helped me to understand my worries and anxieties and to talk about how they're affecting my everyday life. It helped me to work out strategies and ways of dealing with them. It helped me to understand the link between different emotions and behaviours and how to make my behaviours healthier. Learning the links between how my

difficulties in college have been triggered by other events and habits developed before college has helped me"

"It helped me to express more, to be more proactive and be relaxed"

"Helped me explore myself, use alternative ways to sort out anxiety problems. I really enjoyed the sessions, they were very constructive suggestions. Thank you!"

"Counselling has helped me to develop into the person that I truely am. I have developed self-awareness to know the factors affecting both the positive and negative feelings in my life. I have come to realise my passions, what drives me, who I want to be, what I want to be. I know what I want to do and what not to do."

"Counselling really helped me when I was in a bad place emotionally. It helped me to focus and understand my problem. It gave me coping mechanisms to feel better and helped me deal with my problems. I have been able to get my anxiety under control and to lessen the chronic tension headaches I have been suffering from. As a result I have been able to complete my PhD write-up. I am very grateful for this service"

"I'm more self aware and feel more in control. I have learned new ways to act in a social environment. I feel more comfortable with myself in general"

"Counselling helped me to become stronger and be more confident about myself. It helped me to cope with my problems and find the way to deal with it."

To the last open ended question which asked 'Please tell us any ways in which you found counselling or any aspect of the service unhelpful'

56% said this question was not applicable or was left blank. The remaining students provided the follow qualitative data:

"There were no unhelpful parts. I felt understood and I wasn't being judged. I felt the counsellor was working to help and explain techniques to overcome and deal with my issues and problems"

"Overall, it has helped me relax better and taught me how to look at situations from a different perspective"

"I really enjoyed my sessions. I can't see any negative factors"

"I didn't find the counselling service very helpful at all because I think I wasn't in the right place to get anything out of it. However I would be willing to try it at some point in the future"

"I do not find any negative aspect. I was lucky that my counsellor was so patient and understanding. In a way, I felt that she genuinely cared for me and this helped me to open myself and trust her more. Otherwise, I do not think I could receive a lot but she helped me to

open and receive. I'm very grateful and will recommend counselling services to my friends and colleagues"

"The wait in between sessions is difficult because there is a lot to be done"

"I found the service overall very thorough and efficient. I found the counsellor very experienced and overall an excellent help."

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