Whatcom Community College

Counseling Services Survey

Whatcom Community College is committed to providing quality services to students. Your responses to the following items will be helpful in evaluating overall counseling effectiveness and providing specific feedback to your counselor. Your evaluation comments will remain confidential. Please answer all items.

1. Are You: ☐ Female ☐ Male
2. Type of Service (check all that apply): ☐ Educational Planning ☐ Personal Counseling ☐ Information and/or Referred

Your counselor was:

3. How many times did you meet with: ☐ 1-3 ☐ 4-6 ☐ 7-10 ☐ 11+

Use the following scale to rate your responses:

1	2	3	4	5
strongly disagree	disagree	neutral	agree	strongly agree

	(Rate 1-5)
4. I was able to be seen by my counselor in a reasonable amount of time.	_____
5. The counseling room environment provided privacy.	_____
6. During counseling, I was free to express my feelings, thoughts, and views.	_____
7. My counselor effectively listened to my concerns.	_____
8. My counselor seemed to understand my feelings and concerns.	_____
9. My counselor helped me define the problem(s).	_____
10. My counselor assisted me in developing a plan of action to address my problem(s).	_____
11. My counselor effectively confronted me when appropriate.	_____
12. My counselor seemed knowledgeable.	_____
13. My counselor seemed competent.	_____
14. I feel I benefited from the counseling I received.	_____
15. I am better able to deal effectively with my problem(s).	_____
16. I am satisfied with my counseling experience.	_____

In the spaces provided below, please provide comments about your counseling experience (use the back side of this survey if necessary).

17. What was the most positive aspect of your counseling experience? _____

_____

_____

18. What was the most negative aspect of your counseling experience? _____

_____

_____

Any additional comments? _____

_____

_____

Thanks for your important feedback. Please return this survey by **June 22, 2000** in the envelope provided to **Heidi Mezo**, Educational Services Office, LDC 116, Whatcom Community College, Bellingham, WA 98226.