5 Year Comparison

APPOINTMENTS
Initial Consultations

Increase in the number of Initial appointments from 2018: 15%

Overall increase in the number of Initial appointments from 2015: 147%
Increase in the number of Urgent Walk Ins from 2018: 45%

Overall Increase in the number of Urgent Walk Ins from 2015: 54%

<table>
<thead>
<tr>
<th>Year</th>
<th>Fall 2015</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
<th>Fall 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>104</td>
<td>167</td>
<td>235</td>
<td>110</td>
<td>160</td>
</tr>
</tbody>
</table>
Individual Counseling

- Increase in the number of Individual Counseling sessions from 2018: 1%
- Overall increase in the number of Individual Counseling sessions from 2015: 114%
Increase in the number of Group Screenings from 2018.

Overall increase in the number of Group Screenings from 2015.

<table>
<thead>
<tr>
<th>Year</th>
<th>Fall 2015</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
<th>Fall 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>37</td>
<td>31</td>
<td>38</td>
<td>64</td>
<td>84</td>
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</tbody>
</table>

Increase: 31%
Overall: 127%
Group Cumulative Total

- Increase in Group Participation from 2018: 11%
- Overall increase in Group Participation from 2015: 223%

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<thead>
<tr>
<th></th>
<th>Fall 2015</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
<th>Fall 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation</td>
<td>123</td>
<td>178</td>
<td>141</td>
<td>358</td>
<td>397</td>
</tr>
</tbody>
</table>

Fall 2015: 123
Fall 2016: 178
Fall 2017: 141
Fall 2018: 358
Fall 2019: 397
Consultation & Referral/Case Mgmt.

*Case Management is a service first offered in Fall 2019 which primarily replaces Consultation & Referral services. There were 107 attended Case Management appointments during the Fall semester in addition to 17 Consultation & Referrals.*
Clinical Consultation

Decrease in the number of Consultation & Referrals from 2018.

Overall decrease in the number of Consultation & Referrals from 2015.

<table>
<thead>
<tr>
<th></th>
<th>Fall 2015</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
<th>Fall 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult</td>
<td>526</td>
<td>520</td>
<td>274</td>
<td>191</td>
<td>174</td>
</tr>
<tr>
<td>Referrals</td>
<td>64</td>
<td>67%</td>
<td>9%</td>
<td>67%</td>
<td>67%</td>
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</tbody>
</table>
Survey Scoring

PACS Client Satisfaction Survey asks students to rate their experience using the following scoring:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

The results on the following slides reflect the percentage of **Strongly Agree/Agree** and **Strongly Disagree/Disagree**.
Accessing Services

I was able to schedule an appointment in a reasonable amount of time. 91% 2%

The staff were professional, courteous and helpful. 97% >1%

It was easy for me to find out about PACS services. 89% 2%
Clinical Services

85% 2%
I believe my experience at PACS will help me to succeed at UNH.

88% 1%
I was understood and affirmed by my therapist.

72% 2%
I made progress toward my stated counseling goals.

93% >1%
I would recommend PACS services to a friend.
Reception

- 98% My information was treated in a respectful and confidential manner.
- 93% The PACS office was conveniently located and easily accessible.
“Life changing. Helped me relax and enjoy everyday life more.”

“A great place to feel comfortable and not judged!”

“A lifeline, way to talk to someone without feeling bad.”

“I learned a lot about myself and faced some things that were hard to deal with but did it anyway because I know I had support.”

“Super helpful. I’ve had depression and anxiety for a longtime and I feel like I can be myself.”

“Very helpful. I’ve had depression and anxiety for a longtime and I feel like I can be myself.”

“A very positive environment with staff who truly care.”

“Very good. I wish I started to come to PACS my freshman year. Sad I am a senior.”

“Very good. Connected well with my therapist and feel I can make good progress. I feel very supported and understood.”
Constructive Comments

“I feel as though it would be more effective to have more counselors so that therapy sessions aren’t so far apart.”

“More accessible psychiatry; non-traditional student focused help.”

“Grief counseling with a specific target toward it. Therapy is helpful but if there was a grief counselor I think that could be good.”

“Option to schedule an appointment online.”

“Better emergency services for when students have panic attacks.”

“More group therapy opportunities.”

“More than 8 sessions per year.”

“More online resources.”
OUTREACH

Fall 2019
Areas of Focus

**EDUCATION**
- Trainings
- Workshops

**CONSULTATIONS**
- Let’s Talk Programs
- Department Liaisons
- Panels/Discussions

**PRESENTATIONS**
- Faculty and Staff
- Students
- Administration

**MEDIA ENGAGEMENT**
- Interviews
- Articles
- Newsletters
- Digital Media

**VISIBILITY**
- Orientations
- Events
- Meetings
- Open House
- Meet-Ups
- Assemblies
- Dinners

**TOTAL NUMBER OF EVENTS:** 301

- Education: 13% (40)
- Consultations, 20% (59)
- Presentations: 6% (18)
- Media Engagement: 3% (10)
- Visibility: 58% (174)