

# SOCAT Outreach & Assistance Feedback Survey (2013-14)

## What Do You Think?

During this academic year, a case manager may have worked with you in providing guidance or assistance in accessing resources that can help decrease stressors, improve wellbeing, and enhance academic success.

The path you took to the SOCAT office may have been through a referral from a campus office, an academic department, or a community partner.. or perhaps the Case Manager contacted you directly because someone was concerned about your wellbeing. No matter how you got to outreach services, we'd like to know how things went.

Thank you for your help.

Students of Concern Assistance Team  
(SOCAT)  
Getting Help is No Bull! It's Noble.

## Tell Us About You

We just want to get a brief idea of the persons who are receiving Case Management Services.

Remember, this survey is anonymous; we're just asking for demographics.

### 1. What is your age?

### 2. What is your gender?

Other (please specify)

### 3. What is your academic level at USF?

Other (please specify)

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## 4. How did you hear about Case Management Services and/or the Students of Concern Assistance Team?

- |  |  |   |
|--|--|---|
| <input type="radio"/> SOCAT Case Manager     | <input type="radio"/> Outreach Program/ Event        | <input type="radio"/> Counseling Center       |
| <input type="radio"/> Friend / Other Student | <input type="radio"/> Resident Advisor (RA)          | <input type="radio"/> Student Health Services |
| <input type="radio"/> Flyer or Brochure      | <input type="radio"/> Housing & Residence Life Staff | <input type="radio"/> Other Campus Office *   |
| <input type="radio"/> Website                | <input type="radio"/> Professor / Instructor         |   |
| <input type="radio"/> Presentation           | <input type="radio"/> Academic Advisor               |   |

\*Other (please specify other campus office or referral source)

## Tell us about your experience (part 1):

Please tell us what it was like for you in working with the Student Assistance Case Management staff.

### 5. The SOCAT Case Manager ....

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
.. helped me clarify or identify areas I needed help with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
.. was supportive of me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
.. gave me the right amount of attention to address my needs/concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
.. provided referrals, resources, and/or information that was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please note any comments you have about the above ratings here:

## Tell us about your experience (part 2).

Please let us know how the services you received affected your wellbeing, academic performance and overall USF experience.

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## 6. After the services I received and/ or after my interactions with the SOCAT Case Manager:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
I feel more empowered concerning issues I was/am dealing with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My support resources (family, friends, groups, others) have improved or expanded.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My overall well-being has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please note any comments you have about the above ratings here:

## 7. After the resources I received and/ or after my interactions with the SOCAT Case Manager:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
I was able to improve my grades.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt able to manage or balance my concerns and my academic goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance in reducing or withdrawing from classes helped me address my concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My overall academic success has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please note any comments you have about the above ratings here:

## Referring Self or Others.

### 8. I would feel comfortable contacting the SOCAT Office and its outreach staff if I needed help in the future.

- Strongly Agree     Agree     Neutral     Disagree     Strongly Disagree     Does Not Apply

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## 9. I would refer a friend to see SOCAT's Case Manager.

- Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Does Not Apply

## 10. Overall, I am satisfied with the services I received from the SOCAT program.

- Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Does Not Apply

## Tell Us What You Think

The items below will give you an opportunity to comment on the program in a more detailed way, if you so choose.

## 11. Please give us your feedback about our Outreach, Assistance & Case Management services.

## 12. As we move forward, what other services and resources could or should be offered through the SOCAT Office in order to better support you during your time at USF?

## Thank You.

Thank you for being a part of our improvement process.

We hope that the services you received continue to benefit you and your USF career.

Our focus in USF Student Affairs is: Inspiring Learning, Changing Lives, One student at a time.

Regards,

Students of Concern Assistance Team  
(SOCAT)  
Go Bulls!