

Spring 2025 Service Area Outcomes (SAOs)

Merritt College Wellness Center

Faculty/Staff/Administrator Name:	Stefani de Vito
Program/Unit being assessed:	Merritt College Wellness Center
Year and Semester:	Spring 2025
Which SLO/SAO is being assessed:	SAO #1/1

SLO/SAO Title and Description:

- **Title:** Student Satisfaction Survey of Merritt Wellness Center
- **Description:** Students will provide feedback on the mental health services received from the Merritt Wellness Center.

What assessment method will you use?

- **Method:** Student Satisfaction Survey of Mental Health Services
- **Description:** Using a Likert scale, multiple choice and an optional text box, students will respond to a 14-question survey that asks them to rate their satisfaction with the mental health services they received during the 2024-25 school year.

Criteria for Success:

At least 75% of respondents will select “Very Satisfied” in response to the question: “Overall, how satisfied are you with the counseling you received from the Merritt College Wellness Center.”

Once data has been collected, complete the following questions:

How many students utilized your service this year? 188

How many students responded to the survey? 23

What were the results of the assessment? See survey questions and results pasted below.

For each statement below, rate your level of agreement:

● Strongly Agree ● Agree ● Disagree ● Strongly Disagree

It was easy for me to get an appointment with a Wellness Center counselor.



Strongly Agree 78%; Agree 22%

My counselor listened and understood my concerns.



Strongly Agree 91%; Agree 9%

My counselor treated me with respect.



Strongly Agree 96%; Agree 4%

My counselor's approach and communication style was effective for me.



Strongly Agree 91%; Agree 9%

My counselor gave me adequate support and feedback.



Strongly Agree 96%; Agree 4%

My counselor shared resources to help me manage my mental health.



Strongly Agree 70%; Agree 26%; Disagree 4%

I felt better after meeting with my counselor.



Strongly Agree 91%; Agree 9%

I am better able to cope with problems as a result of Wellness Center counseling.



Strongly Agree 91%; Agree 9%

I make better choices as a result of Wellness Center counseling.



Strongly Agree 75%; Agree 17%; Disagree 4%; Strongly Disagree 4%

Wellness Center counseling helped me to manage my stress and improve my mental health.



Strongly Agree 83%; Agree 17%

Wellness Center counseling helped me stay enrolled and be a better student.



Strongly Agree 78%; Agree 22%

I would recommend Wellness Center counseling to a friend.

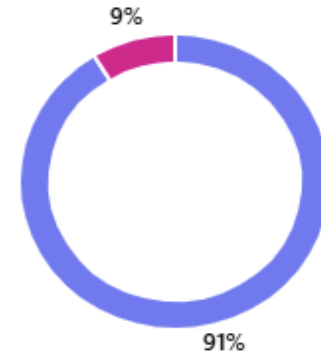


Strongly Agree 91%; Agree 9%

100% 0%

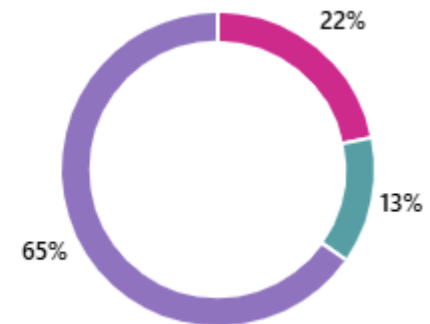
Overall, how satisfied are you with the counseling you received from the Merritt College Wellness Center?

● Very Satisfied	21
● Satisfied	2
● Neither Satisfied nor Dissatisfied	0
● Dissatisfied	0
● Very Dissatisfied	0



Which Wellness Center counselor did you work with?

● Jalen Strahan	0
● Ritu Sen	5
● Rocky Myint	3
● Stefani de Vito	15
● Other	0



**OPTIONAL: In the box below, share more about your experience with the Merritt College Wellness Center!
What was good? What can we improve?**

1	anonymous	My counselor was so good to me. We understood each other, I felt no judgment or pressure, and most of all she was authentic. I wish I could have her as a regular counselor because she gets me!
2	anonymous	It was a great experience for me, and I really appreciate Ritu for her support. She helped me see things in myself more clearly and encouraged me in many positive ways. Her guidance truly made a difference.
3	anonymous	Since I've met Ms.Stefani de Vito, she's been nothing but kind, compassionate, understanding to my feelings and situation of my academic growth and very still supportive. I'm forever grateful for her and her support.
4	anonymous	Ritu was AWSOME! Every session I walked away with something meaningful. No regrets how you recommended... pure diplomacy. Thanks
5	anonymous	The only complaint I have is that I couldn't have stayed longer. The Wellness Center isn't set up for long term treatment, which is fine. It's just that students are never free from stress, so it would have been nice to have gotten to keep seeing the counselor I worked with.
6	anonymous	The Wellness Center helps support me staying in school and be a good student.
7	anonymous	I used the Wellness Center to assist me in assessing my need for SAS and the Wellness Center was able to connect me with a SAS Counselor to access the assistance that I need to perform at my best in college.
8	anonymous	I've met with Ms. Stefani once for an issue I was having, and meeting her that once, I've highly recommend her to all of my classmates who I feel will benefit from counseling and others
9	anonymous	I think Ms Steffany save my life thank you
10	anonymous	More sessions, very helpful for people struggling with mental health.
11	anonymous	The Wellness Center at Merritt College is an invaluable resource to all students. Stefani de Vito is a gem - she is professional, supportive, thoughtful. She has change the way I view and approach mental health

		counseling and therapy. One thing that could be improved: ability to make, change or cancel appointments online.
12	anonymous	Everything was good I love how you guys go above and beyond for your students. Being in the wellness center makes me want to bring more people in so they can get the help they need too
13	anonymous	Stefani was profoundly helpful to me during Spring 2025 semester when I was completely overwhelmed and stressed about a class and my life. She has a gift to put people at ease and helped me ponder and come up with new outlooks on big shifts happening in my life. My education direction and sense of self really improved and I'm very grateful for her support and guidance.
14	anonymous	I would not have graduated without the help i got from the wellness center
15	anonymous	Stefani has been truly amazing I can only hope that I'm as good as ger. We need so many more therapist like her. She is so easy to speak with and give you the tools to navigate through. She is one of the most sincere people I have encountered and he level Of understanding and listening is outstanding I'm so grateful for her. She gives you ideas along with questions to make you grow and have a deep clarity of yourself and how to help yourself when help is not around. She is truly amazing
16	anonymous	Ritu is compassionate, supportive and encouraging

What is your evaluation of these results?

- The number of Merritt College students requesting mental health services has more than doubled since our last assessment cycle. In 2021-22, we served 81 clients. In 2024-25, we served 188. This is an increase of 132% in a 3-year span.
- Overall, students continue to voice satisfaction with the mental health services they receive from the Merritt Wellness Center, with 91% selecting "Very Satisfied" and 9% selecting "Satisfied." This far exceeded our goal of 75% choosing "Very Satisfied" and also exceeds overall satisfaction rates from three years ago, when 72% chose "Very Satisfied" and 28% chose "Satisfied."

- We created a new Satisfaction Survey this year after researching and comparing surveys used in other therapy practices and school-based mental health clinics. The new survey yields information specific to the content and impact of the counseling, as well as the competence, professionalism and warmth of the counselor. Students agreed or strongly agreed with nearly all 12 statements, such as “I am better able to cope with problems as a result of Wellness Center counseling,” “My counselor treated me with respect,” and “I would recommend Wellness Center counseling to a friend.”
- Of particular relevance is the statement “Wellness Center counseling helped me stay enrolled and be a better student,” to which 78% strongly agreed and 22% agreed. This result was a pleasant surprise: while we typically sense that our services improve student well-being, we had no evidence until now that our services also promote student retention and persistence.

What issues/gaps/problems were identified? Where does your program need to improve?

- Given that the Satisfaction Survey was emailed to all 188 students served in 2024-25, the fact that only 23 (12%) responded is disappointing. A likely culprit is timing: the survey wasn’t developed and distributed until September, three months *after* the end of the semester being assessed.
- Several respondents noted in the optional comments box that they wish they could have had *more* Wellness Center counseling sessions. As one noted, *“The only complaint I have is that I couldn’t have stayed longer. The Wellness Center isn’t set up for long term treatment, which is fine. It’s just that students are never free from stress.”* This feedback echoes comments received in our last assessment cycle, when we had one FT counselor (30 hours/week) and one PT intern (12 hours/week). By Fall 2024, we had doubled our office space and tripled our capacity, now employing three interns who each work 20 hours/week in addition to the FT counselor. We optimized our ability to reach students by offering their choice of “in-person” or remote sessions. Collectively, we delivered 199 initial consults and 776 mental health therapy sessions, yet the sense of “it’s not enough” still persists.

What actions can be taken to address these gaps/issues?

- Now that the survey exists and can be easily replicated, we plan to conduct these assessments a minimum of twice annually: toward the end of each Fall and Spring semester. That way, problems can be identified and addressed sooner, and a larger response rate will improve the reliability of the data.
- Personnel and space limitations make it impossible to offer students an unlimited number of individual therapy sessions, so we are currently developing a new service – Mental Health Navigation – that will help students find therapists in the community who

offer long-term treatment. It should be noted that *not all* Wellness Center clients want or need long-term therapy, but for the subset that does, Mental Health Navigation helps students persevere through the challenges of accessing services.

We established this new service through a partnership with the Step-Up Program at Ohlone College, which trains community college students to be mental health navigators and peer advocates. As of Fall 2025, the Wellness Center employs two Merritt students working as Mental Health Navigators. In coordination with Wellness Center counselors, Navigators meet with students to help them enroll in Medi-Cal or other insurance, interpret their benefits, sift through provider directories and persist until they have secured a therapist for ongoing, long-term work.

Next Assessment: Spring 2028

Merritt College Wellness Center Satisfaction Survey

This 3-minute survey is 100% anonymous, so you can be 100% honest! You used our mental health counseling services at least once in the last year, so tell us what you liked and didn't like. We thank you so much for helping us grow!

1. For each statement below, rate your level of agreement: *

	Strongly Agree	Agree	Disagree	Strongly Disagree
It was easy for me to get an appointment with a Wellness Center counselor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My counselor listened and understood my concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My counselor treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My counselor's approach and communication style was effective for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My counselor gave me adequate support and feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My counselor shared resources to help me manage my mental health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt better after meeting with my counselor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I am better able to cope with problems as a result of Wellness Center counseling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I make better choices as a result of Wellness Center counseling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellness Center counseling helped me to manage my stress and improve my mental health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellness Center counseling helped me stay enrolled and be a better student.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Wellness Center counseling to a friend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Overall, how satisfied are you with the counseling you received from the Merritt College Wellness Center? *

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

3. Which Wellness Center counselor did you work with? *

Jalen Strahan

Ritu Sen

Rocky Myint

Stefani de Vito

Other

4. OPTIONAL: In the box below, share more about your experience with the Merritt College Wellness Center! What was good? What can we improve?

Enter your answer