

Background

It has been reported that racial/ethnic minority students are less likely to seek help and adhere to treatment, due to barriers such as:

- Beliefs about treatment effectiveness
- Familiarity with other treatment users
- Lack of knowledge about insurance coverage¹

Minority providers treat a higher proportion of minority clients in mental health than white providers³.

Training a more diverse workforce to improve racial/ethnic matches between patients and providers is crucial to increase satisfaction when using mental health resources².

Objectives

To evaluate and assess if hiring more diverse racial/ethnic providers in UCSD's Counseling and Psychological Services will increase student satisfaction levels when using those mental health resources

Methods

We conducted a quantitative study with self-reported Google Forms surveys at UCSD during April/May 2022 (n=103).

- Dependent variable: Student satisfaction levels
- Independent variable: Exposure to racial/ethnic diversity of CAPS providers



Results

Sex	
Female	62.1%
Male	33%
Non-Binary	2.9%
Other	1.9%
Race	
White	21.4%
Black or African American	6.8%
Asian	55.3%
American Indian or Alaskan Native	1.9%
Native Hawaiian or other Pacific Islander	3.9%
Other	20.3%
Hispanic Ethnicity	24.3%
Age	
<18	1%
18-20	34%
21-23	52.4%
24-26	10.7%
≥ 27	1.9%
Year in College	
Undergraduate - 1st year	17.5%
Undergraduate - 2nd year	6.8%
Undergraduate - 3rd year	23.3%
Undergraduate - 4th year	35%
Undergraduate - 5th year	4.9%
Graduate	9.7%
Other	2.9%

“CAPS continues to challenge itself to develop and promote **equity, diversity, and inclusion** in its offerings, including clinical services, outreach, consultation, training, and research”

“CAPS offers high quality, **culturally-sensitive**, and confidential counseling services”

Figure 1. Students current satisfaction with the racial/ethnic diversity of CAPS providers

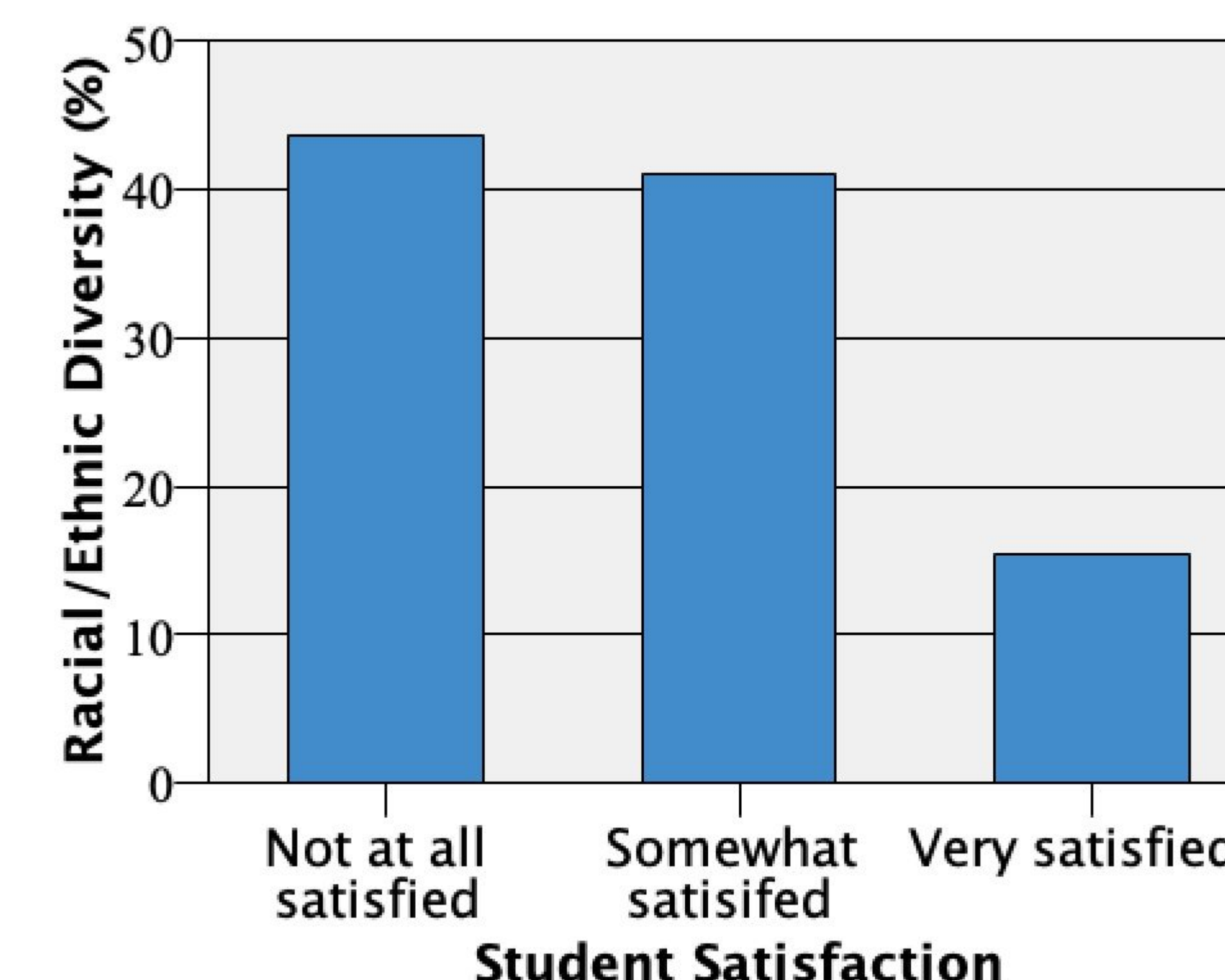
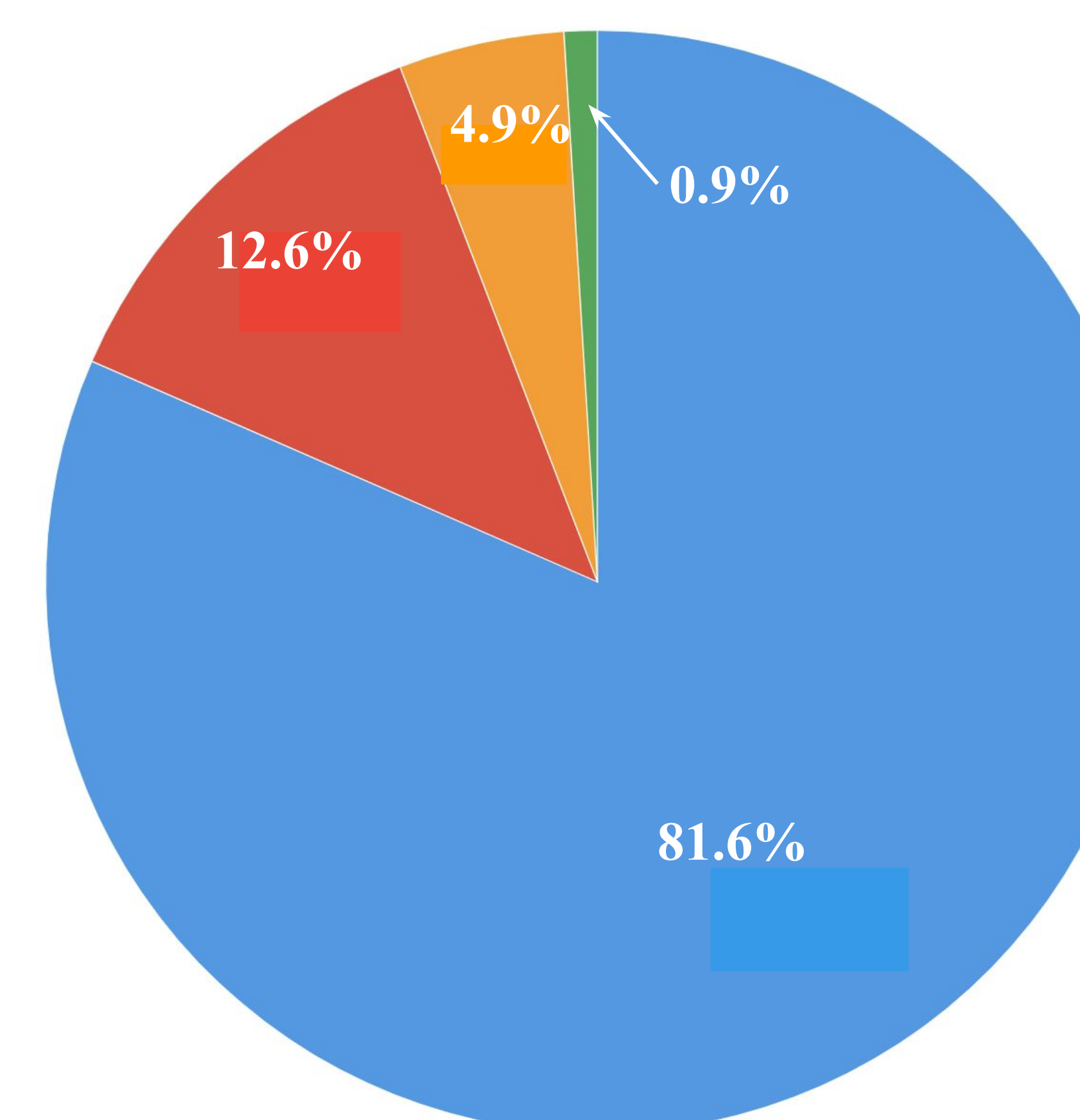


Figure 2. Increase in student satisfaction levels if racial/ethnic diversity of CAPS increases.



● Increase in satisfaction levels
● Don't know
● No change in satisfaction levels
● Decrease in satisfaction levels

Conclusions

There was a relationship observed between the lack of diversity of CAPS providers and the lack of satisfaction with CAPS services among students.

81.6% of respondents indicated that they believe there will be an increase student satisfaction levels if there was an increase in racial/ethnic diversity in CAPS providers.

Policy Implications

We need comprehensive policies that underline the demand and urgency to hire diverse mental health professionals in UCSD's CAPS.

This is pertinent in addressing gaps in the unmet mental health needs of university students of color.

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References

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