

# King's Accessibility, Counselling & Student Development Services (ACSD) 2022-2023

Personal Counselling, Accessibility Services, Career Counselling, Learning Skills, Campus Social Work & KAMP



## ACSD 22/23 at a Glance



**Provided 5195 student appointments across all ACSD services**

**This is average of more than 100 appointments a week**

**This is a 13% increase over the 21/22 school year**

**Students choose appointments in person, by phone, by zoom scheduled in advance and same day**



## ACSD Value & Ease of Service



**92% of students reported it was easy or neutral to make an appointment**

**93% of students reported finding reception staff helpful**

**79% of students reported that their service was valuable**

**79% of students would recommend the service they used to a friend**



## ACSD Quality of Services



**89% of accessibility users said that these services played a role in continuing at King's**

**81% of students say their accessibility counsellor was good or excellent**

**73% describing accessibility services as extremely or very important**

**1 in every 2 students using services said personal counselling and the campus social worker were influential for continuing at King's**

**93% of personal counselling users said that the quality of service was good or excellent**