Program Evaluation Report
Counseling Program
August 2024

Report Overview

- This 2023-2024 program evaluation report summarizes data gathered during the reporting period (summer 2023 through spring 2024 terms) as well as changes made during the academic year. The report is based on the 2016 CACREP standards.
- This report provides results of continuous, systematic evaluation of the counseling program and its objectives (*CACREP Standard 4.D.*).
- This report identifies program modifications and substantial program changes.
- This report is disseminated to stakeholders each year, including students, program faculty, university administrators, and personnel at cooperating schools and agencies. This report is accessible on the program's website.

Applicant Student Data

Table 1. Applicants, Admitted Students, and Enrolled Students

	Applied	Admitted	Enrolled
Clinical Mental Health Counseling (CMHC)	68	40	27
Rehabilitation Counseling (RC)	8	7	5
School Counseling (SC)	10	8	4
CMHC + RC	11	6	4
SC + CMHC	10	9	7
SC + RC + MH	2	2	1
SC + RC	1	1	1
Total	110	73	49

Table 2. Gender and Race/Ethnicity of Applicants

		Number	Percentage
Gender	Female	88	80%
	Male	22	20%
	Unknown	0	0%
Gender Identity	He/Him	19	17%
	She/Her	73	66%
	They/Them	1	1%
	Unknown	17	15%
Ethnicity	African American/Black	3	3%
	American Indian/Native Alaskan	0	0%
	Asian American/Pacific Islander	5	5%
	Latinx/Latina/Latino	17	15%

	Number	Percentage
Multiracial	2	2%
White	79	72%
Undisclosed	4	4%

Enrolled Student Data

Table 3. Students by Primary Specialization

	Number	Percentage
Clinical Mental Health Counseling (CMHC)	27	55%
Rehabilitation Counseling (RC)	5	10%
School Counseling (SC)	4	8%
CMHC + RC	4	8%
SC + CMHC	7	14%
SC + RC + MH	1	2%
SC + RC	1	2%
Total	49	100%

Table 4. Gender and Race/Ethnicity of Enrolled Students

		Number	Percentage
Gender	Female	38	78%
	Male	11	22%
	Non-Binary	0	0%
Gender Identity	He/Him	11	22%
	She/Her	32	65%
	They/Them	1	2%
	Unknown	5	10%
Ethnicity	African American/Black	3	6%
	American Indian/Native Alaskan	0	0%
	Asian American/Pacific Islander	4	8%
	Latinx/Latina/Latino	10	21%
	Multiracial	2	4%
	White	30	61%
	Undisclosed	0	0%

Counseling Program Objectives

Program Objective	Area
Students will articulate how to provide culturally responsive and socially just counseling that demonstrates reflective practice and combats individual and systemic oppression and privileges	Multicultural and Social Justice
Students will demonstrate commitment to professional, ethical, and legal standards in the practice of counseling	Professional and Ethical
Students will articulate ways to advocate for and empower individuals through openness to clients regardless of identity, dis/ability, or any difference	Advocacy
Students will apply knowledge of historical and contemporary biological, psychological, social, and cultural foundations in the practice of counseling across the lifespan	Biological, Psychological, Social
Students will develop and implement an equity oriented, culturally responsive, and data driven comprehensive school counseling program	School Counseling
Students will deliver clinical mental health counseling services with diverse clients in a variety of settings	Clinical Mental Health Counseling
Students will deliver rehabilitation counseling services with diverse consumers and clients in a variety of settings	Rehabilitation Counseling

The program objectives are evaluated on an annual basis in conjunction with the Key Performance Indicators (KPIs) and student dispositions. The KPI evaluation process is explained in more detail below. This table connects the outcomes from each annual KPI review back to the program objectives. The results from each KPI will inform discussion and critical evaluation of how well the program is meeting each stated objective. All curricular and program changes, as well as consideration of potential changes to program objectives will be noted in the reflections section of this table.

Program Objective	KPIs	Results	Reflections
Students will articulate how to provide culturally responsive and socially just counseling that demonstrates reflective practice and combats individual and systemic oppression and privileges	KPI 2 KPI 6	The program is meeting 100% of the benchmarks for all items assessed in KPIs 2 and 6.	The program continues to meet all of the metrics, with nearly all of them at 100%. As has been noted in previous reports and below in this report this is a strong emphasis on the program even though it is an area where students are performing well. The faculty and a new adjunct re-designed the Diagnosis and Treatment Planning class with a focus on equity as one example of continued efforts in this area.

Students will demonstrate commitment to professional, ethical, and legal standards in the practice of counseling	KPI 4 KPI 5 KPI 7	The program is meeting 100% of the benchmarks for all items assessed in KPIs 4, 5, and 7.	As noted last year, the fourth KPI involving career development continues to be a growth area for the program. The program has demonstrated growth in some areas and slight dips in others on KPI 4. In addition, one metric in each of the other KPIs will continued to be monitored as student mastery has fallen from higher percentages the year before.
Students will articulate ways to advocate for and empower individuals through openness to clients regardless of identity, dis/ability, or any difference	KPI 1	The program is meeting 100% of the benchmarks in this area.	While meeting all targets in this area the metric around the professional development plan continues to be an area of underperformance. The metric did improve slightly in the past year and will continue to be an area of attention in the next year.
Students will apply knowledge of historical and contemporary biological, psychological, social, and cultural foundations in the practice of counseling across the lifespan	KPI 3 KPI 8	The program is meeting 100% of the benchmarks in this area.	The faculty are overall pleased with improved performance in this area. Two metrics were below the target last year and both have improved above the target performance level. The program will continue to monitor this area to ensure prolonged improvement on this objective.
Students will develop and implement an equity oriented, culturally responsive, and data driven comprehensive school counseling program	KPI 10	The program is meeting 100% of the benchmarks in this area.	The program demonstrated improvement on this objective in the past year as a result of the intense, intentional effort from the core faculty responsible for school counseling as well as a primary adjunct professor who is a practicing school counselor. The program is excited about these changes and the continued meeting of this program objective.
Students will deliver clinical mental health counseling services with diverse clients in a variety of settings	KPI 9	The program is meeting 6 of the 7 benchmarks for KPI 9.	A single metric used in KPI 9 and 11 fell below the 85% threshold in the past year. The faculty will closely monitor this metric to

Students will demonstrate the ability to design and execute comprehensive, theoretical case conceptualizations that include assessments, diagnosis, and theoretically based interventions for people with disabilities	KPI 11	The program is meeting 6 of the 7 benchmarks for KPI 11.			determine if this is a one-off experience or a broader concern. Overall, the components that make up KPI 9 have been an area of focus and will continue to be to ensure that graduates are completing the program with knowledge and skills to practice the profession of clinical mental health counseling.

Key Performance Indicators

The tables below describe each of the 11 KPIs and identify the multiple data points that are assessed for each indicator. The blue shading indicates areas where the program is meeting expectations but will be monitored in the upcoming year. Areas shaded in red indicate areas that are not meeting expectations.

KPI 1 – Knowledge – Students will articulate strategies to advocate for clients/students/consumers and the counseling profession

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 200 Intro to Counseling	Advocacy Plan	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		Students demonstrated improvement in submitting and successfully completing the Professional Development Plan in the Practicum course. The less than 100% completion of this metric is again due to students not completing the assignment rather than not passing the assignment. The program will explore making this an assignment that contributes to the student's grade to increase completion of this important activity.
COUN 260 Counseling Practicum	Professional Development Plan	85% of students meeting or exceeding expectations	94% of students met or exceeded expectations	The Practicum Coordinator will continue to work on revising the Blackboard course offerings for this class to ensure that this assignment is clearly present in each version of the course on Blackboard. Some inconsistency in how this was presented to students seems to have contributed to students not getting this assignment done in the proper manner.	

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 290 School Counseling Internship	Supervisor Evaluation, item 7	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Supervisor Evaluation, item 5	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Supervisor Evaluation, item 5	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 3	85% of respondents agree or strongly agree	97% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 3	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Employer Survey	Question 3	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 2 – Knowledge – Students will articulate awareness of the role of power and privilege in counseling

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 221 Methods of Counseling	Tools of analysis	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		This has been an emphasis area in the counseling program since the summer of 2020. As noted in this report last year, the program changed the approach to diversity from the goal of multicultural competence to developing skills and abilities in multicultural and social justice competence. The role of power and
COUN 245 Understanding Diverse Populations	Social privilege	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 290 School Counseling Internship	Supervisor Evaluation, item 8	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health	Supervisor Evaluation, item 6	85% of students meeting or	100% of students met or exceeded expectations		

Assessed In	Assessment	Target	Results	Program Changes	Reflections
Counseling Internship		exceeding expectations			privilege as well as reframing counseling as interactions among individuals with different types of privilege and different marginalized identities draws much more attention to power and privilege in counseling. Further, in the past year the Diagnosis and Treatment Planning class was redesigned with an equity lens, fitting with this KPI. The faculty are proud of student performance in this area.
COUN 292 Rehabilitation Counseling Internship	Supervisor Evaluation, item 6	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 4	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 4	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Employer Survey	Question 4	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 3 – Knowledge – Students will demonstrate knowledge of how biological, psychological, social, and cultural factors affect human development

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 225 Human Development	Developmental (auto) biography	85% of students meeting or exceeding expectations	91% of students met or exceeded expectations	This item declined from 100% the year prior. The faculty will monitor this item to ensure it is not the start of a trend.	Overall students are demonstrating competence on this KPI and are meeting or exceeding on all elements. There continue to be one or two elements each year that warrant continued attention and faculty will monitor these going forward as we make small adjustments to improve student performance and mastery in this area.
COUN 260 Counseling Practicum	Evaluation of Practicum Student item 7	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Clinical Case Presentation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	This was an area of emphasis in the past year. As a result, the number of students meeting or exceeding expectations went from 83% which was below the target to 100% meeting expectations. The	

				program will continue to monitor this for another year to ensure the improvements are maintained.	
COUN 292 Rehabilitation Counseling Internship	Clinical Case Presentation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 290 School Counseling Internship	Supervisor Evaluation, item 9	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Supervisor Evaluation, item 7	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 5	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 5	85% of respondents agree or strongly agree	97% of respondents agreed or strongly agreed	This was another area of emphasis in the past year with improvements in the percentage of students meeting these expectations from both site supervisors and employers.	
Employer Survey	Question 5	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 4 – Knowledge – Students will articulate knowledge of career development models and theories and how individuals navigate the career decision making process

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 220 Career	Your Career Journey	85% of students meeting or exceeding expectations	94% of students met or exceeded expectations	This item dropped from the previous year. This item will be monitored for the next year to watch for any continued drop.	The career styles interview item improved from 95% to 98% and back down to 92% over the past three years. Along with the drop in the Your Career Journey assignment there
COUN 224	Career Styles Interview	85% of students meeting or	92% of students met or exceeded expectations	This metric declined from 98% the year before. This will be	

		exceeding expectations		monitored in the upcoming year to determine if changes are warranted.	continue to be challenges with the content metrics with respect to the career KPI. The faculty will continue to work on this area in the upcoming year.
COUN 290 School Counseling Internship	Supervisor Evaluation, item 10	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 290 School Counseling Internship	Delivery of classroom or small group career intervention; item 11 supervisor evaluation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Clinical case presentation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	This was a strong positive change in the past year. The emphasis on career information in the internship, specifically the case presentation was well received by students as reflected in their ability to improve performance. Overall, this KPI can continue to be strengthened.	Student performance improved on this measure from 75% to 83% to 100% over the past three years.
COUN 291 Clinical Mental Health Counseling Internship	Supervisor Evaluation, item 8	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Clinical case presentation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Supervisor Evaluation, item 8	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 6	85% of respondents	88% of respondents	Two of these three metrics improved	Responses for the graduate survey

		agree or strongly agree	agreed or strongly agreed	and one, from site supervisors, declined in the past year. The faculty will seek to talk with graduates, supervisors, and employers to gather information to increase consistency in how students are performing in this area.	improved from 77% to 84% to 88% over the past three years. Site supervisor ratings declined while employer ratings improved markedly. This KPI is going to be the major focus of program efforts over the upcoming year as the program has seen some gains as well as some backsliding in the metrics that inform performance relevant to career counseling and career knowledge.
Site Supervisor Survey	Question 6	85% of respondents agree or strongly agree	87% of respondents agreed or strongly agreed		
Employer Survey	Question 6	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 5 – Skill – Students will demonstrate mastery of core counseling skills to build rapport and conduct an effective counseling session

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 221 Counseling Methods	Counseling skills rubric	85% of students meeting or exceeding expectations	92% of students met or exceeded expectations	This item declined in the previous year. Faculty will monitor this to determine if this is the start of a trend.	There was a slight dip in this first metric in the past year down from 94% the previous year.
COUN 260 Counseling Practicum	Evaluation of Practicum Student item 9	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		This item returned to 100% of students meeting the metric after a dip the previous year.
COUN 290 School Counseling Internship	Supervisor Evaluation, item 12	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Supervisor Evaluation, item 9	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 7	85% of respondents	100% of respondents		

		agree or strongly agree	agreed or strongly agreed		
Site Supervisor Survey	Question 7	85% of respondents agree or strongly agree	95% of respondents agreed or strongly agreed	This was a slight dip from 100% the year before. The faculty will monitor this item to ensure that it does not signal a negative trend.	
Employer Survey	Question 7	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 6 – Skill – Students will demonstrate the ability to lead or co-lead a theoretically driven and culturally responsive group

Assessed In	*Assessment*	*Target*	*Results*	*Program Changes*	*Reflections*
COUN 236 Group Counseling	Group Work	85% of students meeting or exceeding expectations	98% of students met or exceeded expectations	While meeting this target, the program continues to look to strengthen group counseling experience. The program is exploring adding group facilitators to the COUN 236 course or decreasing the enrollment cap to provide additional support while students develop this important competency.	The program continues to meet all benchmarks in the group counseling KPI. As noted in the program change the students are increasing documentation of their group experience. The program demonstrated small increases in the outcomes for the three survey items (each rose 2-3% from the previous year).
COUN 290 School Counseling Internship	Supervisor Evaluation, item 13	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	The program instituted a reporting change in the past year for group work experience during practicum and/or internship. Students now include a reflection component when they document their leadership or co-leadership	
COUN 291 Clinical Mental Health Counseling Internship	Group leadership experience	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Group leadership experience	85% of students meeting or	100% of students met or exceeded expectations		

			exceeding expectations		experience of group during practicum and/or internship.
Graduate Survey	Question 8	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 8	85% of respondents agree or strongly agree	92% of respondents agreed or strongly agreed	Both of these metrics improved from the previous year with the site supervisor continuing small growth and the employer number reaching 100%.	
Employer Survey	Question 8	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 7 – Skill – Students will demonstrate the ability to prepare for and conduct an initial counseling session

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 224 Assessment	Intake Assessment & Report	85% of students meeting or exceeding expectations	92% of students met or exceeded expectations	This item will be monitored in the upcoming year.	This item declined 6% over the previous year.
COUN 260 Counseling Practicum	Evaluation of Practicum Student item 10	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		This item increase 8% over the previous year.
COUN 290 School Counseling Internship	Supervisor Evaluation, item 14	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Clinical case presentation - session narrative	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	This item improved over last year following efforts from the course instructor to provide additional instruction on how to frame and document narratives from their counseling sessions that are shared in class.	

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 291 Clinical Mental Health Counseling Internship	Supervisor Evaluation, item 10	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Clinical case presentation - session narrative	85% of students meeting or exceeding expectations	100% of respondents agreed or strongly agreed		
COUN 292 Rehabilitation Counseling Internship	Supervisor Evaluation, item 10	85% of students meeting or exceeding expectations	100% of respondents agreed or strongly agreed		
Graduate Survey	Question 9	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 9	85% of respondents agree or strongly agree	97% of respondents agreed or strongly agreed		
Employer Survey	Question 9	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed	This item returned to 100% of recent graduates being rated as meeting or exceeding this metric. It is assumed the dip to 91% was an anomaly last year. The faculty will monitor this item to ensure it remains met or exceeded by graduates.	

KPI 8 – Knowledge – Students will demonstrate the capacity to interpret and critique counseling research

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 201 Research in Counseling	Final research proposal	85% of students meeting or exceeding expectations	87% of students met or exceeded expectations	This item dropped from 100% the previous year to 87%. The instructor noted that two students in one semester did not turn in the assignment impacting the success rate while	Two items in this KPI dropped noticeably, and close to falling below the target threshold. As noted below, substantial effort was put into supporting students on the final research proposal in the

				the percentage successfully passing dropped in the other semester. Faculty will monitor this item to determine if the performance in the past year is the start of a trend or a one off experience.	Research class. The faculty are confident the new instructor will continue to support students in understanding and demonstrating knowledge of research as reflected in this KPI.
COUN 290 School Counseling Internship	Closing the Gap or Curriculum Action Plan	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Evidence Based Practice Critique	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	The training implemented two years ago appears to have had the intended impact as this metric went from 66% to 85% last year to 100% this year.	
COUN 292 Rehabilitation Counseling Internship	Evidence Based Practice Critique	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 10	85% of respondents agree or strongly agree	99% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 10	85% of respondents agree or strongly agree	89% of respondents agreed or strongly agreed	This item dropped noticeably from 100% the previous year. The faculty will monitor this item in the next year to determine if action is warranted.	
Employer Survey	Question 10	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 9 – Skill – Students will demonstrate the ability to design and execute comprehensive, theoretical case conceptualizations that include assessments, diagnosis, and theoretically based interventions

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 216 Theories and Techniques of Counseling	Theoretical Case Conceptualization	85% of students meeting or exceeding expectations	81% of students met or exceeded expectations	The faculty teaching assessment will lead a review and discussion of this assignment in collaboration with the other faculty. The noticeable decline in this item is an area of concern for the faculty as case conceptualization has been the second most prominent area of emphasis after multicultural and social justice competence.	As noted last year, theoretical case conceptualization has been one of the primary areas of emphasis for the past five years. Substantial efforts have been implemented in several courses, including the Theories 216 class. In the past year students have demonstrated in the 216 and Practicum 260 courses as well as the Methods 221 class, to improve students understanding of completing case conceptualizations for their clients. Both site supervisor and employer responses improved for the item that measures this outcome. Of concern is the drop in student performance (93% to 83%) for students' performance on this component of their clinical case presentations during internship. The course instructor will spend additional class time to provide instruction and improve student understanding of this critical skill.
COUN 260 Counseling Practicum	Evaluation of Practicum Student item 12	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 291 Clinical Mental Health Counseling Internship	Clinical case presentation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	This metric has demonstrated consistent improvement over the past three years and students are now performing at the high level expected.	
COUN 291 Clinical Mental Health Counseling Internship	Supervisor Evaluation, item 12	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 11	85% of respondents agree or strongly agree	99% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 11	85% of respondents agree or strongly agree	88% of respondents agreed or strongly agreed	This item has dropped from 93% the previous year and is now getting close to not meeting the target. The	

				faculty will monitor this item over the next year. This KPI has been the most significantly emphasized over the past 5 years with substantial gains on all metrics noted in this report. The faculty are aware of this hard work and good outcome and want to ensure that there is not regression in student performance and program delivery of this important performance indicator.	
Employer Survey	Question 11	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 10 – Skill – Students will design, implement, and evaluate a data driven intervention designed to improve student academic performance, social-emotional learning, attendance, or reduce equity gaps

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 243 Comprehensive School Counseling Program	Lesson/ Professional Development Plan	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 253 School Counseling Program Implementation	School Counseling Program Design and Evaluation for Equity	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 290 School Counseling Internship	Closing the Gap or Curriculum Action Plan	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations	This item has improved to 100% from below the target the previous year. Faculty efforts to add relevant readings and discussions appear	

				to have had the intended impact.	
COUN 290 School Counseling Internship	Supervisor Evaluation, item 16	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 12	85% of respondents agree or strongly agree	93% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 12	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Employer Survey	Question 12	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

KPI 11 – Skill – Students will demonstrate the ability to design and execute comprehensive, theoretical case conceptualizations that include assessments, diagnosis, and theoretically based interventions for people with disabilities.

Assessed In	Assessment	Target	Results	Program Changes	Reflections
COUN 216 Theories and Techniques of Counseling	Theoretical Case Conceptualization	85% of students meeting or exceeding expectations	81% of students met or exceeded expectations	The faculty teaching assessment will lead a review and discussion of this assignment in collaboration with the other faculty. The noticeable decline in this item is an area of concern for the faculty as case conceptualization has been the second most prominent area of emphasis after multicultural and social justice competence.	

COUN 260 Counseling Practicum	Evaluation of Practicum Student item 12	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Clinical case presentation	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
COUN 292 Rehabilitation Counseling Internship	Supervisor Evaluation, item 12	85% of students meeting or exceeding expectations	100% of students met or exceeded expectations		
Graduate Survey	Question 11	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Site Supervisor Survey	Question 11	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		
Employer Survey	Question 11	85% of respondents agree or strongly agree	100% of respondents agreed or strongly agreed		

Student Dispositions

The Counseling Program began measuring and monitoring student dispositions in 2015 tracking six different dispositions across different classes. A complex matrix noted which disposition was measured in each class. The program sought to simplify and focus the disposition evaluation system. The faculty were also concerned about cultural implications of some of the previous dispositions. Specifically, *professionalism*, which was defined as 'attire fitting to setting', has been described as a social construct that reinforces oppression, particularly sexism, racism, and classism (Gray, 2019; Manthey, 2017; Negrete-Lopez et al., 2020; Rios, 2015). The review resulted in a new evaluation system of three dispositions, described below, which are rated by all instructors at the conclusion of each course. This process provides consistent and continual evaluation for all students.

Disposition	Description
Reflection	that demonstrates awareness of self and social identities; of skills, practices, and the profession of counseling; of role and actions in partnership with clients/students/consumers
Openness	to varying perspectives and experiences; to hear, acknowledge, and act upon feedback; to challenge oneself, others, and institutions/systems that are unjust
Commitment	to continuous learning and growth; to professional competence (coming to class prepared and on time; making informed contributions; working collaboratively) to accountability to students/consumers/clients and the counseling profession

Students are rated by instructors on a three-point system from 1 deficient, 2 marginal, and 3 meets. Students are then provided feedback through Starfish a campus wide advising platform. In addition to end of course ratings the ongoing surveys from program graduates and site-supervisors as well as annual surveys of employers provide another opportunity to gather information on dispositions. At the program level mean scores for each disposition are monitored across term as well as in courses where the ratings are highest and lowest. The faculty then review and discuss any curricular or program changes that might be undertaken in response to this data. Disposition information is also monitored over time to track any longitudinal changes. The new dispositions were implemented for the fall 2021 term so it will take several semesters before longitudinal data is available.

Disposition	Source	Mean	Low and High Courses	Reflections
Reflection	Faculty Graduates Site-Supervisors Employer	2.78 2.95 2.97 3.00	Career 2.2; Rehab Internship 2.4; Intro 2.5; Methods 2.6; Research, Ethics, Practicum, MH Internship 2.9; Diversity, School Internship 3.0	The past year repeated the climb in faculty ratings to match graduates, site supervisors, and employers. The highest rated item among faculty is openness which positively reflects the program pushing students to be uncomfortable with different issues and students responding by demonstrating their willingness to hear different perspectives and be open to difficult feedback from faculty and their peers. The very high disposition ratings among graduates, employers, and site supervisor reflect strong agreement that students are demonstrating attributes and dispositions that are appreciated by the field.
Openness	Faculty Graduates Site-Supervisors Employer	2.88 2.96 2.97 3.00	Career 2.3; Intro 2.5; Group 2.6; Methods 2.8; Practicum and all internships 2.9; Diversity 3.0	
Commitment	Faculty Graduates Site-Supervisors Employer	2.81 2.96 2.97 3.00	Career 2.1; Intro 2.5; Theories 2.6; Group 2.7; Methods, Human Development, and Trauma 2.8; MH Internship 2.9; Rehab	

			and School Internship 3.0	

Highlights from the 2023-2024 Academic Year

- The program is meeting the target performance in 86 out of 88 elements we monitor each year. This represents substantial improvement from the previous years. In addition, it is a single metric used in two different KPIs that is below the target and an item with a high performance in past years. The faculty are confident this metric will return to meeting the target in the coming year.
- The program is monitoring an additional eleven items which are at the threshold for meeting or slightly above the threshold. This approach allows us to potentially address areas of concern before performance drops below expected performance. While this is a higher number than in past years it does demonstrate how the program is actively monitoring and using the existing evaluation system to monitor program performance.
- The program evaluation system, revised prior to the 2021-2022 academic year continues to function very well. The faculty are able to monitor all 11 KPIs with actionable data to inform us of areas of concern. The evaluation process facilitates a data driven discussion to allow the faculty to devise and implement program changes with the goal of addressing identified concerns.
- The faculty have begun an additional revision to the evaluation system with the design of student level KPI monitoring and reporting. The faculty look forward to incorporating this new element into the evaluation system and report.
- Disposition ratings from faculty demonstrated continued consistency with faculty ratings now in line with student, supervisor, and employer. The faculty meeting regularly at the end of the term to discuss student concerns and celebrate strong student performance has supported the increased consistency in faculty use and rating in the disposition system.

Action Items for the 2023-2024 Academic Year with Outcomes

Item	Outcome
Program faculty will start working on 2024 standards. In this process COUN 201 research in counseling course standards and assignments will be reviewed and improved	The faculty have mapped the new standards to courses. Design of new assignments and alteration of existing content and assignments will be undertaken in the upcoming year.
Program faculty continues to focus on case conceptualization skills. Practicum instructor met with Diagnosis and Treatment Planning and Theories and Techniques of Counseling course instructors to align expectations regarding case conceptualization. The faculty is considering developing a training module that will be available to students earlier in the program, therefore students can integrate the skills in multiple courses and are more prepared for Practicum and Internship.	The faculty recruited a new course instructor for Diagnosis and Treatment Planning. The new instructor revamped the class with an emphasis on inclusion. In the Theories and Techniques of Counseling course, the textbook was changed from an open access text with a textbook that includes video demonstrations with diverse client/counselor interactions. Longer theory training videos were moved to recommended and more emphasis was placed on the main schools of thought. Case

	Conceptualization discussion moved to earlier in the semester with a review at the end of the semester.
The Equity and Closing the Gap assignments will be monitored in school counseling specific courses as well as in internship for return to higher levels of student performance.	Students demonstrated strong improvement here. The course instructor utilized state resources such as ISCA school counselor and counselor educator webinars and shared resources. More emphasis on practical discussions and examples on navigating state laws and ASCA ethics especially in terms of diversity and equity was provided. Equity and Access assignment rubric was updated and expectations were further clarified with the students.
Program faculty will work to communicate about expectations for dispositions more frequently so that faculty are more familiar and therefore more consistent in their ratings.	The faculty worked throughout the year to carry this out. All faculty received multiple communications and end of term all faculty meetings emphasized this as faculty made their ratings and student performance was discussed. The faculty will continue to practice this to ensure high quality data contributes to tracking student dispositions.
Program faculty will meet over the summer 2023 term to continue to review and devise strategies to address concerns in the career development KPI 4 as well as KPI 8 related to critique and utilization of research.	The faculty met with the instructors of the Career Counseling class and the Research in Counseling class to identify how to strengthen students' capacity in these areas upon completion of the two courses. With a new instructor, more time in the research class has been allotted for supporting students in completion of the final research proposal and students are performing stronger on the proposal. The Career course instructor is also spending more time with students to make sure they have a strong understand of the concepts taught for the Your Career Journey assignment.
The Practicum and Internship coordinator will reach out to site supervisors and employers to explore their specific expectations with respect to career development and career counseling so expectations can be integrated into program instruction.	There was some progress on this goal in the past year. Student performance, particularly in internship was stronger compared to the previous year. This item will remain an area of focus and exploring and strengthening the Career focused KPI is a primary goal for the upcoming year.

Action Items for the 2024-2025 Academic Year

- Following the accreditation review and approval during the past year the faculty will work on developing a new student level KPI tracking system that monitors performance of KPIs at the student level and provides feedback to students, similar to the disposition system, at the end of each term with respect to their performance on each program KPI.
- KPIs will be reviewed based on the 2024 CACREP standards and updated as needed.

- Program faculty will complete review and implementation of the 2024 standards. Faculty will continue the review of COUN 201 Research in Counseling course standards to seek ways to improve the course and student performance.
- Maintain focus on case conceptualization skills given slight decline in one metric on this KPI. The faculty will review changes to the Diagnosis and Treatment Planning course to evaluate how the course overhaul was received by students and the new instructor.
- This item is being carried over from the previous year. The Practicum and Internship coordinator will reach out to site supervisors and employers to explore their specific expectations with respect to career development and career counseling so expectations can be integrated into program instruction.
- The faculty will also continue the review of the career KPI as we have demonstrated improvement in some of the metrics with some backsliding in others.