

2010-2011 Assessment Report for Division of Student Affairs

Department	Counseling Services
Person(s) Submitting Report	Ellen J. Lin, Ph.D.
Date	January 12, 2012
Director Signature	Ellen J. Lin

Please list department learning outcomes (add addl rows if needed)

Learning Outcome #1	Student will learn to know themselves.
Learning Outcome #2	Student will learn to identify, understand, appreciate, and use campus resources
Learning Outcome #3	Students will learn to understand themselves as integrated social and psychological entities who are able to formulate strategies for life-long personal development.
Learning Outcome #4	
Learning Outcome #5	

For Fall 2010, please indicate which learning outcomes were the focus of data collection, type(s) of assessment was/were utilized, and results.

L.O. #	Was data collected in Fall 09? (yes/no)	Type(s) of assessment utilized (rubric, survey, test, focus group, employee evaluations,, etc)	Findings (how many students participated in assessment, most significant findings, summary of themes and/or actual data if available)
1	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	85 students from personal counseling program were asked to complete the SOCE form. In the self survey, students were asked to rate on a Likert scale from 1 (=”Unsatisfactory”) to 5 (=”Excellent”) on 11 items. Question 2, “Helped me understand my issues,” focuses on learning objective #1. Results demonstrate an average rating of 4.9 on this item.
2	No		
3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	85 students from personal counseling program were asked to complete the SOCE form. In the self survey, students were asked to rate on a Likert scale from 1 (=”Unsatisfactory”) to 5 (=”Excellent”) on 11 items. Question 3, “Helped me resolve some of my problems,” focuses on learning objective #3. Results demonstrate an

			average rating of 4.58 on this item.
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For Fall 2010, please indicate if findings noted above were discussed in your department and/or what actions have been taken in response to the findings.

L.O. #	How were findings analyzed? <i>(statistical analysis, generation of common themes, benchmarked with previous data)</i>	How were findings communicated to staff in your department? <i>(staff meeting, retreat, email, etc)</i>	Actions taken as a result of findings <i>(revised training, revised curriculum for workshops, revised materials, development of a new instrument, revised instrument, etc)</i>
1	Statistically analyzed with individual counselor ratings	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department personnel were reminded of the importance of collecting feedback for evaluation.
3	Statistically analyzed with individual counselor ratings	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department personnel were reminded of the importance of collecting feedback for evaluation.

For Spring 2011, please indicate which learning outcomes were the focus of data collection, type(s) of assessment was/were utilized, and results.

L.O. #	Was data collected in Spring 11? <i>(yes/no)</i>	Type(s) of assessment utilized <i>(rubric, survey, test, focus group, employee evaluation, etc)</i>	Findings <i>(how many students participated in assessment, most significant findings, summary of themes and/or actual data if available)</i>
1	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	126 students from personal counseling program were asked to complete the SOCE form. In the self survey, students were asked to rate on a Likert scale from 1 (= "Unsatisfactory") to 5 (= "Excellent") on 11 items. Question 2, "Helped me understand my issues,"

			focuses on learning objective #1. Results demonstrate an average rating of 4.77 on this item.
2	Yes	Self Survey - Student Opinion of Educational Counselor Effectiveness (SOECE)	42 students from educational counseling program were asked to complete the SOECE form. In the self survey, students were asked to rate on a Likert scale from 1 (= "Unsatisfactory") to 5 (= "Excellent") on 7 items. Question 2 of this survey, "Was helpful in explaining University policies and procedures," focuses on learning objective #2. Results demonstrate an average rating of 4.78 on this item.
3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	126 students from personal counseling program were asked to complete the SOCE form. In the self survey, students were asked to rate on a Likert scale from 1 (= "Unsatisfactory") to 5 (= "Excellent") on 11 items. Question 3, "Helped me resolve some of my problems," focuses on learning objective #3. Results demonstrate an average rating of 4.62 on this item.
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For Spring 2011, please indicate if findings noted above were discussed in your department and/or what actions have been taken in response to the findings.

L.O. #	How were findings analyzed? <i>(statistical analysis, generation of common themes, benchmarked with previous data)</i>	How were findings communicated to staff in your department? <i>(staff meeting, retreat, email, etc)</i>	Actions taken as a result of findings <i>(revised training, revised curriculum for workshops, revised materials, development of a new instrument, revised instrument, etc)</i>
1	Statistically analyzed with individual counselor ratings	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department personnel were reminded of the importance of collecting feedback for evaluation.
2	Statistically analyzed with individual	Counselors were provided a summary report of	Coordinators of the department continued to assess the instrument (SOECE)

	counselor ratings	the analysis	The department personnel were reminded of the importance of collecting feedback for evaluation.
3	Statistically analyzed with individual counselor ratings	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department personnel were reminded of the importance of collecting feedback for evaluation.

For Fall 2011, please indicate which learning outcomes will be the focus of data collection and what type(s) of data collection will be utilized.

L.O. #	Will data be collected in Fall 11? (yes/no)	Type of assessment utilized (rubric, survey, test, focus group, evaluations, etc)
1	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)
2	Yes	Self Survey - Student Opinion of Educational Counselor Effectiveness (SOECE)
3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)

Based on your assessment experience in 2010-11, what changes (if any) do you plan to make for 2011-12 related to learning outcomes? (instrument, analysis, communication to staff, etc)

<p>1) Better communication of our learning objectives with an emphasis on assessing whether or not we are meeting them.</p> <p>2) Explore the learning objectives and re-evaluate its alignment with the Department's and University's mission.</p> <p>3) Re-examine and modify current assessment instruments or develop new methods that address our learning objectives.</p>

For 2010-11, please indicate any satisfaction assessments that were completed for your department.

Date and type of assessment (survey, focus group, etc)	What areas were assessed related to satisfaction? (services, service hours, customer service, etc.)	Findings (# of students who responded, response rate, summary of themes, etc)
December 2010; Survey	Effectiveness of Counseling	85 students completed the SOCE form for personal counseling. During the Fall 2010, the department average for the 11 items evaluated ranged from 4.44 to 4.98 on a 1 to 5 Likert Scale, with 5="Excellent."
May 2011; survey	Effectiveness of Personal and Educational Counseling	168 students completed either the SOCE or SOECS forms for personal and educational counseling. During the Spring 2011, the department average for the 11 items evaluated on SOCE (personal counseling) ranged from 4.56 to 4.92 on a 1 to 5 Likert Scale, with 5="Excellent." The department average for SOECS (educational counseling) ranged from 4.66 to 4.78 on a 1 to 5 Likert Scale, with 5="Excellent."

For 2010-11, please indicate any other assessment activities that took place in your department (usage, demographics, event participation, etc).

Usage: Counseling Services tracks number of appointments through an electronic database/scheduling program. Outgoing calls and emails are also documented. Consultations with campus and community members regarding student issues are also documented.

Demographics: Counseling Services tracks demographics in multiple categories

Events Participation: Counseling Services tracks attendance at educational counseling workshops, group counseling sessions, and outreach and class presentations.

Assessment reports for 2010-11 are due September 30, 2011 to Sharon Willey with a copy to department's Associate Vice President. Thank you.