

## Counselor Education 2019-2020 Assessment Report

### Elements reviewed:

- Counselor Preparation Competency Exam (CPCE) scores: The CPCE is a comprehensive examination covering the core areas outlined by our accrediting body, CACREP (Council for the Accreditation of Counseling and Related Educational Programs).
- Level of Mastery of CACREP Core and Specialty Standards: The counseling program collects data on all students' mastery of each of the CACREP core and specialty standards
- Survey Data from Recent Graduates, Site Supervisors, and Employers. Each year we survey recent graduates, practicum and internship supervisors and employers of our graduates. (Summary below)
- Feedback and Suggestions given through an Advisory Board Survey administered in March of 2020. This was done in lieu of an Advisory Board meeting due to the COVID-19 pandemic.

### Survey data from recent alumni, site supervisors, and employers:

#### **Site Supervisors**

Results of the 2020 Site Supervisor Survey indicate positive preparation in core areas for PSU supervisees. The majority of supervisors perceive their supervisees to possess the adequate knowledge and skills in a number of specialty areas, and overall comments reflect supervisees are well prepared for their future work as professional counselors. Although supervisors primarily scored their supervisees as “very much” or “adequately” prepared in all areas, lower scores noted were related to self-reflection and preparedness for utilizing assessment instruments.

#### **Alumni**

Overall scores for both programs in the 2020 Alumni survey indicated a large percentage felt at least “adequately” prepared in multiple areas, with many “very much” scores. Results further indicate most alumni believe the program prepared them for their current positions as professional counselors. However, lower scores, and thus areas of need were identified with regard to program evaluation, assessment, and career counseling. In addition, School Counseling alumni reported a desire for greater leadership training, while Clinical Mental Health Counseling (CMHC) alumni reported interest in additional training for professional issues.

#### **Employers**

The 2020 Employer survey had employers of graduates from both programs indicating very high scores for their employees' preparedness for their role. Employer results support that our graduates are knowledgeable and skilled in both CMHC and School Counseling specialty and core areas.

## **Data Review:**

In all, the data collected and reviewed suggests an effective counseling program even with the unique challenge the end of the 2020 academic year posed. That said, the faculty are committed to continuous improvement. Noted strengths and areas for continual improvement follow.

### **Strengths**

- Students and adjuncts reported satisfaction with the department's transition to online courses due to the COVID pandemic, with accolades made to the flexibility demonstrated by course instructors and the high level of departmental communication.
- Student performance on the **CPCE** remains consistently higher than the national means for each of the eight sections. The 26 students who took the exam in 2019-2020 had an average z score of +.47, scoring significantly above the national mean. The pass rate for 2019-2020 was 96%.
- Students are generally successfully meeting **CACREP core and specialty standards**. On average 96%-100% of all students meet standards in each class. Faculty are asked to focus on specific CACREP standards for each course, in both delivery and assessment, and this appears to be successful.
- Feedback from **Advisory Board** Site Supervisors, Employers, and Alumni was generally positive regarding the training and preparation of students.
- **Survey data** from recent alumni, site supervisors, and employers support the general strength of the Counselor Education programs.
- **Employment data** shows continued high levels of post-graduate employment for graduates from both programs. In addition, reports from CMHC students continue to show very high pass rates for the NCMHCE – used as the licensure examination by New Hampshire.

### **Recommendations for Continued Improvement**

- Students have expressed a greater focus in Professional Leadership. To address this, a new concentration in professional leadership will be created using courses from the Organizational Leadership program.
- Site supervisors noted a need for greater self-reflection in supervisees. One of the main ways this will be addressed is through increased focus on supervisory relationships in the development of a site supervisor training, and the sharing of student professional and wellness goals with site supervisors.
- Program faculty have identified a need for better construction of surveys. The

information that was received from the site supervisor, alumni, and employer surveys was often vague and less helpful than it could be in driving program decisions. This will be addressed through a revamping of survey items and utilization of key performance indicators, more detailed answer choices, and greater opportunity for expanding on answers in a written format.

- In addition to the above, the advisory board for counseling programs will go back to being a group meeting, even if it needs to be done over a virtual platform. The large survey that was used this past year provided a large number of responses, but there was little consensus among them, and so it was very difficult to find trends and patterns that could then be addressed through programmatic changes. Consensus and patterns are often better reached when this is done in person or a group format, so that will be the emphasis from now on.
- There was a desire for additional trainings, professional topics, and such listed in the multiple surveys we administered. We plan to address this through an additional focus on professional development workshops, lectures, etc., available to both students, site supervisors, and alumni.