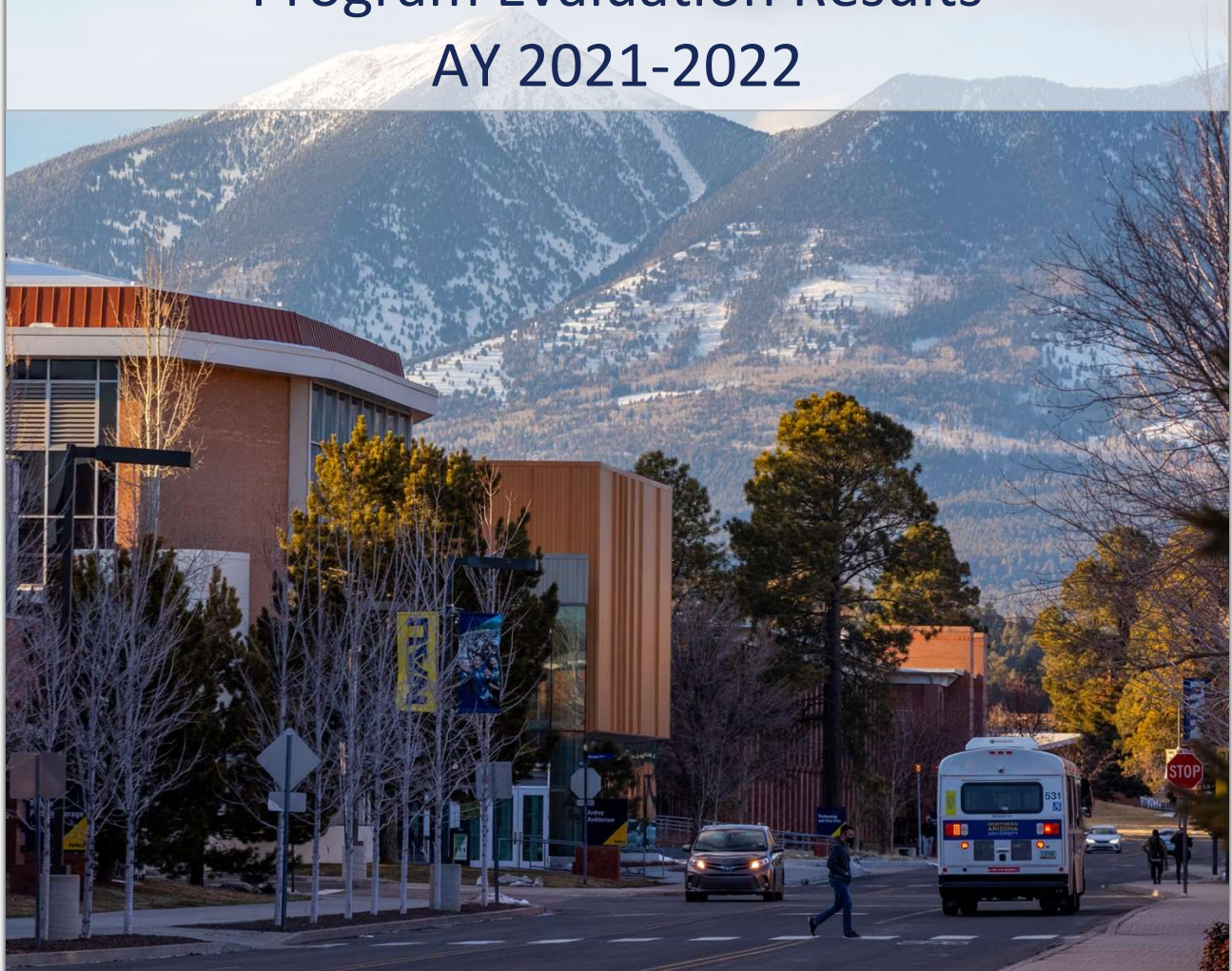# NAU NORTHERN ARIZONA UNIVERSITY

## Department of Educational Psychology

CACREP Accredited Counseling Programs
Student Learning and
Program Evaluation Results
AY 2021-2022

# Introduction

The Program Evaluation Report represents the NAU counseling program's systematic and empirical evaluation of program objectives, related CACREP standards, and key performance indicators (KPIs).  In the report we identify a) baseline criteria for each objective measured, related KPIs indicating a measurement of skills and/or knowledge, b) methods of data collection, c) findings, and d) how the data are used for curricular and program improvements.  Documented outcomes are noted in bold in the Follow Up and Program Improvement section and reflect initiated program changes. This report follows the processes outlined in the 2021-2022 Program Evaluation Plan.

**Section I** of this report organizes evaluation activities by the 14 program **student-focused learning objective** (SLPOs) required by all students as the main heading with associated Core CACREP and KPI standards and objectives and reports on the data collected, the analysis and review of the data, and how the data informed program improvement.

If less than 80% of students do not meet the criteria established for a SLPO, PO, or KPI metric, the counseling program institutes a required review of the course, evaluation activity, and student performance to discuss and develop program and curricular changes. Items that show a trend of mixed student performance are discussed in the faculty meetings and recommendations for program or curricular changes may be instituted.

**Section II** of this plan organizes evaluation activities by the CACREP standards associated with the **clinical mental health and school counseling** specialty areas as the main heading with related KPI standards and objectives.

**Section III** of this report organizes evaluation activities by the 2 overall program-level objectives.

**Key:**
KPI- Key Performance Indicator
PO- Programmatic Objective
SLPO- Student Learning Program Objective
CMHC – Clinical Mental Health Counseling
SC- School Counseling

## Student Learning Program Objectives Evaluated

1. Become familiar with the requirements for being a professional counselor, including the relevant research and literature pertinent to the discipline.
2. Become familiar with and knowledgeable about the nature and needs of individuals at all developmental levels.
3. Develop a thorough understanding of knowledge and competencies related to issues and trends in a multicultural and pluralistic society, and to effectively demonstrate multicultural counseling competencies.
4. Demonstrate effective counseling skills.
5. Become familiar with studies in group dynamics and to development and related life factors, and to demonstrate effective career counseling skills.
6. Understand major theories of career development and related life factors, and to demonstrate effective career counseling skills.
7. Develop an understanding of assessment processes, and to demonstrate skills in individual and group approaches to assessment and evaluation.
8. Become familiar with research, statistics, and program evaluation as they apply to the practice of counseling.
9. Develop a clear sense of professional identity in counseling, which includes professional ethics, legal responsibilities, professional preparation standards, participating in professional organizations, and obtaining necessary credentials.
10. Acquire knowledge about counseling supervision, and to experience peer, site supervisor and faculty supervision that allow students to integrate and apply the knowledge and skills that they have acquired to practice.
11. Experience continuous course-related and overall program-related feedback to enhance their professional development as they become professional counselors.
12. Acquire knowledge and skills related to the ways that counselors use a variety of technologies designed to assist students, clients, and the systems they work within.
13. Acquire knowledge related to the professional identity, roles, and functions of professional counselors.
14. Practice ongoing assessment of one's own skills, strengths, weaknesses, professional and personal development as related to counseling professional identity, counseling ethics, and the principles of ethics of client autonomy, non-maleficence, beneficence, justice, and fidelity

# Section I

# Evaluation of Student Learning
# Program Objectives
# and
# Key Performance Indicators

**Student Learning Program Objectives (SLPO) Evaluated:**

1- Become familiar with the requirements for being a professional counselor, including the relevant research and literature pertinent to the discipline.

9 - Develop a clear sense of professional identity in counseling, which includes professional ethics, legal responsibilities, professional preparation standards, participating in professional organizations, and obtaining necessary credentials.

13 - Acquire knowledge related to the professional identity, roles, and functions of professional counselors.

**CACREP Standard(s) Evaluated:** 2.F.1: Professional Counseling Orientation And Ethical Practice

**Key Performance Indicator (KPI) 1**: Students will demonstrate knowledge and skills applying ethical standards of professional counseling organizations and credentialing bodies, and applications of ethical and legal considerations in professional counseling (2.F.1.i)

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 1 Data Point 1 (SLPO – 1,9 - Knowledge):** 80% of students will earn at least a score of 80% on the Case Scenario Assignment in EPS 670<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (65/65) passed the KPI with an 80% or higher. | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |
| **KPI 1 Data Point 2 (SLPO - 1,9 - Knowledge):** 80% of students will at least a score of 2 out of 3 points on each of the two the Case Conceptualization Papers in EPS 692<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (41/41) passed the KPI with at least a score of 2 out of 3 | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |
| **KPI 1 Data Point 3 (SLPO- 13 - Skills):** 80% of students will earn at least a score of 2 out of 3 points on the mid-point site supervisor evaluation of students' ethical behavior on the site supervisor survey administered in EPS 694<br><br>**Method:** Site Supervisor Assessed via Qualtrics Survey | **Criteria Met** 100% (55/55) passed the KPI with a 2 out of 3 points or higher. | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |

**Student Learning Program Objective Evaluated:**
2 - Become familiar with and knowledgeable about the nature and needs of individuals at all developmental levels.

**CACREP Standard(s) Evaluated:** II-F.3 Human Growth and Development

**Key Performance Indicator 5**: Students will demonstrate knowledge and skills applying theories of individual and family development across the lifespan.

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 5 Data Point 1 (Knowledge):** 80% of students will earn at least a score of 80% on the final examination in EPS 615<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met**<br>100% (56/56) earned at least 80% on the examination. | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |
| **KPI 5 Data Point 2 (Skills):** 80% of students will earn at least a score of 2 out of 3 on the midterm and final case conceptualization papers applying human development and lifespan knowledge with practicum clients in EPS 692<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>100% (41/41) earned at least 2 out of 3 on the midterm and final case conceptualization papers. | • Revise KPIs and Propose New Evaluation Tracking Software<br>• Continue to Monitor |

| Student Learning Program Objective Evaluated: |
| --- |
| 3 - Develop a thorough understanding of knowledge and competencies related to issues and trends in a multicultural and pluralistic society, and to effectively demonstrate multicultural counseling competencies. |

| CACREP Standard(s) Evaluated: 2.F.2: Social and Cultural Diversity |
| --- |

| Key Performance Indicator 4: Students will demonstrate knowledge of the impact of heritage, attitudes, beliefs, understandings and acculturative experiences on an individual's views of others (2.F.2.d), and students will demonstrate skills in applying multicultural competencies in practicum and internship (II-F.2.c). |
| --- |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| --- | --- | --- |
| **KPI 4 Data Point 1 (2.F.2.d - Knowledge):** 80% of students will earn at least 80% on the Broaching Assignment in EPS 690<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (68/68) earned at least 80% on the broaching assignment | • Continue to monitor<br>  o **Outcome: The Broaching activity was added in 20-21 as a result of program modifications from the 19-10 program evaluation plan.** |
| **KPI 4 Data Point 2 (2.F.2.d - Knowledge):** 80% of students will earn at least 2 out of 3 points on the midpoint and final Case Conceptualization papers in in EPS 692<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (41/41) earned at least 2 out of 3 points on the midpoint and final Case Conceptualization papers |   o Consider learning activities to increase final mean scores from midpoint- Faculty discussed including broaching articles in EPS 660, EPS 692, and other courses, beginning spring 2021<br>    ▪ **Outcome: The broaching activity was added in 20-21 as a result of program modifications from the 19-10 program evaluation plan.**<br>**Documentation**<br>• See counseling program minutes |
| **KPI 4 Data Point 3 (2.F.2.c - Skills):** 80% of students will earn at least 2 of 3 points on the evaluation of students' application of multicultural competencies via the practicum lab instructor's midterm and final surveys administered in EPS 692<br><br>**Method:** Practicum Lab Instructor Qualtrics Survey | **Criteria Met** 100% (41/41) earned at least 2 out of 3 points on the evaluation of students' application of multicultural competencies in practicum | • The broaching activity was added in 20-21 as a result of program modifications from the 19-10 program evaluation plan.<br><br>**Documentation**<br>• See counseling program minutes |

| Student Learning Program Objective Evaluated: |
|---|
| 3 - Develop a thorough understanding of knowledge and competencies related to issues and trends in a multicultural and pluralistic society, and to effectively demonstrate multicultural counseling competencies. |

| CACREP Standard(s) Evaluated: 2.F.2: Social and Cultural Diversity |
|---|

| Key Performance Indicator 4: Students will demonstrate knowledge of the impact of heritage, attitudes, beliefs, understandings and acculturative experiences on an individual's views of others (2.F.2.d), and students will demonstrate skills in applying multicultural competencies in practicum and internship (II-F.2.c). |
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| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 4 Data Point 4 (2.F.2.c - Skills):** 80% of students will earn at least 2 of 3 points on the evaluation of students' application of multicultural competencies via the internship site supervisor's midterm and final surveys administered in EPS 694.<br><br>**Method:** Site Supervisor Qualtrics Survey | **Criteria Met** 100% (55/55) earned at least 2 out of 3 points on the evaluation of students' application of multicultural competencies via the internship site supervisor's midterm and final surveys | • Continue to monitor |

| **Student Learning Program Objective Evaluated:** |
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| 4 - Demonstrate effective counseling skills |

| **CACREP Standard(s) Evaluated:** 2.F.5: Counseling and Helping Relationships |
|---|

| **Key Performance Indicator 7**: Students will demonstrate knowledge of the counselor characteristics and behaviors that influence the counseling process (2.F.5.f), and application of essential interviewing, counseling, and case conceptualization skills (2.F.5.g). |
|---|

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 7 Data Point 1 (2.F.5.f - Knowledge):** 80% of students will earn at least a score of 80% on the Wampold quiz in EPS 592 (CMHC) and EPS 594 (SC)<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met** 98.4% (63/64) earned at least 80% on the examination. | • Continue to monitor |
| **KPI 7 Data Point 2 (2.F.5.f - Skills):** 80% of students will earn at least a score of meets expectations on the practicum supervisor evaluation of counseling skills in EPS 692<br><br>**Method:** Faculty Assessed via Qualtrics | **Criteria Met** 100% (73/73) earned at least 80% on the quizzes. | • Continue to monitor |
| **KPI 7 Data Point 3 (2.F.2.g - Skills):** 80% of students will earn at least a score of meets expectations on the internship supervisor evaluation of counseling skills in EPS 694<br><br>**Method:** Site Supervisor Assessed via Qualtrics | **Criteria Met** 100% (143/143; mean =2.49/3) earned at least 2 out of 3 points on the evaluation of students' application of counseling skills on the summative skills rubric | • Continue to monitor |

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|---|---|
| **Student Learning Program Objective Evaluated:**<br>5 - Become familiar with studies in group dynamics and to demonstrate effective group counseling skills | |
| **CACREP Standard(s) Evaluated:** 2.F.6: Group Counseling and Group Work | |
| **Key Performance Indicator 8**: Students will demonstrate skills related to characteristics and functions of effective group leaders (2.F.6.d) | |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 8 Data Point 1 (Skills):**<br>80% of students will earn at least 2 of 3 points on the evaluation of students' students' application of group counseling skills in EPS 661.<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>100% (72/72) earned at least 2 out of 3 points on the evaluation of students' application of counseling skills | • Continue to monitor |
| **KPI 8 Data Point 2 (Skills):**<br>80% of students will earn at least 2 of 3 points on the evaluation of students' application of group counseling skills via the practicum lab instructor's midterm and final surveys administered in EPS 692<br><br>**Method:** Practicum Lab Instructor Qualtrics Survey | **Criteria Met**<br>100% (41/41) earned at least 2 out of 3 points on the evaluation of students' application of counseling skills via the practicum instructor's supervisor's midterm and final surveys administered in EPS 692 | • Continue to monitor |
| **KPI 8 Data Point 3 (Skills):**<br>80% of students will earn at least 2 of 3 points on the evaluation of students' students' application of group counseling skills via the internship site supervisor's midterm and final surveys administered in EPS 694.<br><br>**Method:** Site Supervisor Assessed via Qualtrics Survey | **Critera Met**<br>100% (55/55) earned at least 2 out of 3 points on the evaluation of students' application of group counseling skills via the internship site supervisor's midterm and final surveys administered in EPS 694 | • Continue to monitor |

| Student Learning Program Objective Evaluated: |
| :--- |
| 6 - Understand major theories of career development and related life factors, and to demonstrate effective career counseling skills |

| CACREP Standard(s) Evaluated: 2.F.4: Career Development |
| :--- |

| Key Performance Indicator 6: Students will demonstrate strategies for assessing abilities, interests, values, personality and other factors that contribute to career development (II-F.4.e) |
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| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| :--- | :--- | :--- |
| **KPI 6 Data Point 1 (Knowledge):**<br>80% of students will earn at least 2 of 3 points on the evaluation of students' students' performance on the career guidance project (PCD-7)<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>100% (33/33) earned at least 2 out of 3 points on the career guidance project (PCD-7) | • Continue to monitor |
| **KPI 6 Data Point 2 (Skills):**<br>80% of students will earn at least 2 of 3 points on the evaluation of students' application of career counseling skills via the practicum lab instructor's midterm and final surveys administered in EPS 692<br><br>**Method:** Practicum Lab Instructor Qualtrics Survey | **Criteria Met**<br>100% (41/41) earned at least 2 out of 3 points on the evaluation of students' application of career counseling skills via the practicum instructor's supervisor's midterm and final surveys administered in EPS 692 | • Continue to monitor |

| Student Learning Program Objective Evaluated: |
| :--- |
| 7 - Develop an understanding of assessment processes, and to demonstrate skills in individual and group approaches to assessment and evaluation |

| CACREP Standard(s) Evaluated: 2.F.7: Assessment and Testing |
| :--- |

| Key Performance Indicator 9: Students will demonstrate skills related to methods of effectively preparing for and conducting initial assessment meetings initial assessment (II-F.7.b), and knowledge and skills in the use of symptom checklists, and use of personality and psychological testing (II-F.7.k) |
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| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| :--- | :--- | :--- |
| **KPI 9 Data Point 1 (II-F.7.b - Skills):** 80% of students will earn at least 2 of 3 points on the evaluation of students' application of intake and assessment skills on the summative skills rubric in EPS 660<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (73/73) earned at least 2 out of 3 points on the evaluation of students' application of intake and assessment counseling skills | <ul><li></li><li>Continue to monitor</li></ul> |
| **KPI 9 Data Point 2 (II-F.7.b - Skills):** 80% of students will earn at least 2 of 3 points on the evaluation of students' application of intake and assessment skills via the practicum lab instructor's midterm and final surveys administered in EPS 692<br><br>**Method:** Practicum Lab Instructor Qualtrics Survey | **Criteria Met** 99% (55/55) earned at least 2 out of 3 points on the evaluation of students' application of intake and assessment skills | <ul><li></li><li>Continue to monitor</li></ul> |

| Student Learning Program Objective Evaluated: |
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| 8 - Become familiar with research, statistics, and program evaluation as they apply to the practice of counseling. |

| CACREP Standard(s) Evaluated: 2.F.8: Research and Program Evaluation |
|---|

| Key Performance Indicators 11,12,13,14: Students will demonstrate knowledge and skills in the identification of evidence-based counseling practices (II.F.8.b) and analysis and use of data in counseling (II.F.8.i) |
|---|

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 11 Data Point 1 (II.F.8.b - Knowledge):** 80% of CMHC students will earn at least 80% on the final examination in EPS 599/617<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met** 100% (45/45) passed the examination with an 80% or higher. | <ul><li></li><li>Faculty suggestions for program and curriculum modification:<ul><li>Dr. Kolodinsky and Dr. Aurora will investigate: Dr. Aurora will conduct an item analysis of the quizzes, incorporate feedback from students, and create a pool of questions for a 50 question final exam.</li></ul></li></ul>**Documentation**<ul><li>See counseling program minutes</li></ul> |
| **KPI 11 Data Point 2 (II.F.8.b - Knowledge):** 80% of CMHC students will earn at least 80% on the evidence based practices (EBP) paper in EPS 681<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (69/69) of CMHC students passed the EBP paper assignment in EPS 681 with an 80% or higher | <ul><li></li><li>Continue to monitor</li></ul> |
| **KPI 11 Data Point 3 (II.F.8.b - Knowledge):** 80% of CMHC students will earn at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling in EPS 694.<br><br>**Method:** Site Supervisor Assessed via Qualtrics Survey | **Criteria Met** 100% (55/55) of CMHC students received at least a 2 of 3 in EPS 694 on the site supervisor evaluation. | <ul><li></li><li>Continue to monitor</li></ul> |

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|---|---|---|
| **KPI 12 Data Point 1 (II.F.8.b - Knowledge):** 80% of SC students will earn at least 80% on the final examination in EPS 599/617<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met** 100% (24/24) passed the examination with an 80% or higher. | • Faculty suggestions for program and curriculum modification:<br>   o Dr. Kolodinsky and Dr. Aurora will investigate: Dr. Aurora will conduct an item analysis of the quizzes, incorporate feedback from students, and create a pool of questions for a 50 question final exam.<br>        ■ **Outcome: Test scores and KPI performance Improved in 2020-2021 after the test was split into 3 quizzes based on the 2019-2020 Program Evaluation Report**<br>**Documentation**<br>• See counseling program minutes |
| **KPI 12 Data Point 2 (II.F.8.b - Knowledge):** 80% of SC students will earn with at least a score of 80% on the school counseling program development project (Items A-C) in EPS 634<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met** 100% (57/57) of school counseling students passed the program development project (Items A-C) with at least a score of 80% in EPS 634 | • Continue to monitor |
| **KPI 12 Data Point 3 (II.F.8.b - Skills):** 80% of SC students will earn at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling in EPS 694.<br><br>**Method:** Site Supervisor Assessed via Qualtrics Survey | **Criteria Met** 100% (8/8) of school counseling students passed the program development project (Items A-C) with at least a score of 2 in EPS 634 | • Continue to monitor |
| **KPI 13 Data Point 1 (II.F.8.b - Skills):** 80% of CMHC students will earn at least 2 of 3 points on the evaluation of students' use of data in counseling in EPS 660 using the SRS and ORS.<br><br>**Method:** Faculty Assessed via BBLearn Rubric | **Criteria Met** 100% (66/66) of CMHC students earned at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling in EPS 660 using the SRS and ORS. | •<br>• Continue to monitor |

| | | |
|---|---|---|
| **KPI 13 Data Point 2 (II.F.8.b - Skills):** 80% of CMHC students will earn at least 2 of 3 points on the evaluation of students' use of data in counseling in EPS 692 using the SRS, ORS, and client satisfaction surveys.<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (35/35) of CMHC students earned at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling in EPS 692 using SRS, ORS, and client satisfaction surveys. | • <br> • Continue to monitor |
| **KPI 13 Data Point 3 (II.F.8.b - Skills):** 80% of CMHC students will earn at least 2 of 3 points on the site supervisors' evaluation of students' use of data in internship during EPS 694.<br><br>**Method:** Site Supervisor Assessed via Qualtrics Survey | **Criteria Met** 100% (51/51) of CMHC students earned at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling during internship in EPS 694. | • <br> • Continue to monitor |
| **KPI 14 Data Point 1 (II.F.8.b - Skills):** 80% of SC  students will earn at least 2 of 3 points on the evaluation of students' use of data in counseling in EPS 660 using the SRS and ORS<br><br>**Method:** Faculty Assessed via Qualtrics Survey | **Criteria Met** 100% (23/23) of SC students earned at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling in EPS 692 using SRS, ORS, and client satisfaction surveys. | • Continue to monitor |
| **KPI 14 Data Point 2 (II.F.8.b - Skills):** 80% of SC students will earn at least 2 of 3 points on the evaluation of students' use of data in counseling in EPS 692 using the SRS, ORS, and client satisfaction surveys.<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (6/6) of SC students earned at least 2 of 3 points on the evaluation of students' use of data in counseling in EPS 692 using SRS, ORS, and client satisfaction surveys. | • Continue to monitor |
| **KPI 14 Data Point 3 (II.F.8.b - Skills):** 80% of SC students will earn at least 2 of 3 points on the site supervisors' evaluation of students' use of data in internship during EPS 694.<br><br>**Method:** Site Supervisor Assessed via Qualtrics Survey | **Criteria Met** 100% (5/5) of SC students earned at least 2 of 3 points on the site supervisors' evaluation of students' use of data in counseling during internship in EPS 694. | • Continue to monitor |

**Student Learning Program Objective Evaluated:**
9 - Acquire knowledge about counseling supervision, and to experience peer, site supervisor and faculty supervision that allow students to integrate and apply the knowledge and skills that they have acquired to practice.

**CACREP Standard(s) Evaluated:** 3.C:  Formative and summative evaluations of the student's counseling performance and ability to integrate and apply knowledge are conducted as part of the student's practicum and internship.

**Key Performance Indicator:**  This program objective was not measured via the KPI process in 2021-2022.

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **SLPO 9 Data Point 1 (II.F.8.b - Knowledge):** Students report that practicum supervisors scored on average at least a 3 on a 5 point scale evaluating the following questions on the Student Evaluation of Practicum Supervisors: <br>• Provided useful feedback relative to my strengths and weaknesses. <br><br>• Taught me new professional approaches in working with clients. <br><br><br>**Method:** Qualtrics Survey | **Criteria Met** <br>22 students completed the evaluation during the Fall 2021- Summer 2022 semesters the results are as follows: <br><br>Provided useful feedback relative to my strengths and weaknesses: Mean = 4.58 <br><br>Taught me new professional approaches in working with clients. Mean = 4.83 | • Faculty suggestions for program and curriculum modification: <br>    ○ **Outcome: Included a new question on the alumni survey  specifically addressing this SLPO for 2022-2023.** |

| Student Learning Program Objective Evaluated: |
|---|
| 10 - Experience continuous course-related and overall program-related feedback to enhance their professional development as they become professional counselors. |
| **CACREP Standard(s) Evaluated:** 3.C: Formative and summative evaluations of the student's counseling performance and ability to integrate and apply knowledge are conducted as part of the student's practicum and internship. |
| **Key Performance Indicator:** This program objective was not measured via the KPI process in 2020-2021. |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **SLPO Data Point 10 (II.F.8.b - Knowledge):** Students report that practicum supervisors scored on average at least a 3 on a 5 point scale evaluating the following questions on the Student Evaluation of Practicum Supervisors:<br><br>• Helped me to identify and achieve work goals.<br><br>• Encouraged me to engage in professional behavior<br><br>**Method:** Qualtrics Survey | **Criteria Met**<br>22 students completed the evaluation during the fall 2021-Summer 2022 semesters the results are as follows:<br><br>Helped me to identify and achieve work goals.<br>Mean = 4.75<br><br>Encouraged me to engage in professional behavior<br>Mean = 4.8 | • Continue to monitor |

**Student Learning Program Objective Evaluated:**

12 - Acquire knowledge and skills related to the ways that counselors use a variety of technologies designed to assist students, clients, and the systems they work within.

**CACREP Standard(s) Evaluated: 2.D.5.e:** The impact of technology on the counseling process

**Key Performance Indicator (N/A):** This program objective was not measured via the KPI process in 2020-2021.

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **SLPO 12 Data Point 1 (Knowledge and Skills):** 80% of students will earn at least 2 out of 3 points on this item in the final site supervisor evaluation administered in EPS 694<br><br>**Method:** Site supervisor assessed via Qualtrics survey | **Criteria Met** 98% (n=146/148) of site supervisor evaluations of students received at least a 2 on the annual professional disposition evaluation for this item | • Continue to monitor |

**Student Learning Program Objective Evaluated:**

14 - Practice ongoing assessment of one's own skills, strengths, weaknesses, professional and personal development as related to counseling professional identity, counseling ethics, and the principles of ethics of client autonomy, non-maleficence, beneficence, justice, and fidelity.

**CACREP Standard(s) Evaluated:** 2.F.1: Professional Counseling Orientation And Ethical Practice

**Key Performance Indicators: KPI 2 (CMHC); KPI 3 (SC)**: Students will demonstrate *knowledge* and *skills* of self-care strategies appropriate to the counselor role (2.F.1.l)

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
|---|---|---|
| **KPI 2 Data Point 1 (Knowledge):**<br>80% of students will earn 2 out of 3 points on the Self Care Experience Part 1 in EPS 592 for CMHC students.<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>95.2% (40/42) of students received at least a 2 on the Self Care Experience Part 1 in EPS 592 for CMHC students | • Continue to monitor |
| **KPI 2 Data Point 2 (Knowledge):**<br>80% of CMHC students will earn 2 out of 3 points on the Self Care Experience Part 2 in EPS 669 (CMHC Crisis and Trauma Focus)<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>100% (52/52) of students received at least a 2 on the Self Care Experience Part 2 in EPS 669 | • Continue to monitor |
| **KPI 2 Data Point 3 (Skills):**<br>80% of CMHC students will earn 3 out of 4 points on the evaluations from site supervisors' midterm assessment of interns' self-care administered in EPS 694<br><br>**Method:** Site Supervisor Qualtrics Survey | **Criteria Met**<br>100% (51/51) of students received at least a 2 on the site supervisors' midterm assessment of interns' self-care administered in EPS 694 | • Continue to monitor |
| **KPI 3 Data Point 1 (Knowledge):**<br>80% of SC students will earn 2 out of 3 points on the Self Care Experience Part 1 in EPS 594.<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>100% (24/24) of SC students received at least a 2 on the Self Care Experience Part 1 in EPS 594 | • Continue to monitor |

| | | |
|---|---|---|
| **KPI 3 Data Point 2 (Knowledge):**<br>80% of students will earn 2 out of 3 points on the Self Care Experience Part 2 in EPS 669 (SC Crisis and Trauma Focus)<br><br><br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met**<br>100% (23/23) of SC students received at least a 2 on the Self Care Experience Part 1 in EPS 594 | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |
| **KPI 3 Data Point 3 (Skills):**<br>80% of students will earn 3 out of 4 points on the evaluations from site supervisors' midterm assessment of interns' self-care administered in EPS 694<br><br><br>**Method:** Site Supervisor Qualtrics Survey | **Criteria Met**<br>100% (8/8) of SC students received at least a 2 on the Self Care Experience Part 1 in EPS 594 | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |

# Section II

# Evaluation of Clinical Mental Health and School Counseling Specialty Areas Student Learning Objectives

| CACREP Standard(s) Evaluated: CMHC V-C.1b: Theories and models related to clinical mental health counseling |
| --- |
| Key Performance Indicator 15 (CMHC): Students will demonstrate knowledge and skills related to theories and models related to clinical mental health counseling |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| --- | --- | --- |
| **CMHC-KPI 15 Data Point 1 (Knowledge):** 80% of students will earn at 80% on the final exam in EPS 601<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met** 98% (67/68) passed final at least 80% | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |
| **CMHC-KPI 15 Data Point 2 (Knowledge):** 80% of students will earn at 80% on the final exam in EPS 681 on models and theories of clinical mental health counseling<br><br>**Method:** Faculty Assessed via BB Learn Examination | **Criteria Met** 100% (71/71) passed final at least 80% | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |
| **CMHC-KPI 15 Data Point 3 (Skills):** 80% of students will earn 2 out of 3 points on the evaluations from site supervisors' final assessment of interns' use of clinical mental health counseling theories and models in EPS 694<br><br>**Method:** Site Supervisor Qualtrics Survey | **Criteria Met** 100% (81/81) of interns earned at least 2 out of 3 points on the final evaluation of students' application of clinical mental health counseling theories and models | • Continue to monitor<br>• Revise KPIs and Propose New Evaluation Tracking Software |

| CACREP Standard(s) Evaluated: V-C.3a: intake interview, mental status evaluation, biopsychosocial history, mental health history, and psychological assessment for treatment planning and caseload management |
| --- |
| Key Performance Indicator 16 (CMHC): Students will demonstrate skills in intake interview, mental status evaluation, biopsychosocial history, mental health history, and psychological assessment for treatment planning and caseload management |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| --- | --- | --- |
| **CMHC KPI 16 Data Point 1 (Skills):** 80% of students will earn at least 2 of 3 points on the evaluation of students' initial assessment sessions via the practicum lab instructor's midterm and final surveys administered in EPS 692<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (55/55) of students earned at least 2 out of 3 points on the evaluation of the assessment of their initial session and intake skills | • Continue to monitor |
| **CMHC KPI 16 Data Point 2 (Skills)** 80% of students will earn at least 2 of 3 points on the evaluation of students' use of CMHC theories and Models effectively administered in EPS 694<br><br>**Method:** Site Supervisor Qualtrics Survey | **Criteria Met** 100% (50/50) of students earned at least 2 out of 3 points on the evaluation of the assessment of their initial session and intake skills | • Continue to monitor |

| CACREP Standard(s) Evaluated: V-G.2a: school counselor roles as leaders, advocates, and systems change agents in P-12 schools |||
|---|---|---|
| **Key Performance Indicator 17 (SC)**: Students will demonstrate knowledge and skills related to school counselor roles as leaders, advocates, and systems change agents in P-12 schools |||
| **Assessment Criteria and Methods of Collection** | **Aggregate Findings** | **Follow-up and Curricular and Program Improvement** |
| **SC KPI 17 Data Point 1 (Knowledge):** 80% of students will earn at least 2 of 3 points on Project 1 – Interview with school personnel, parents, and other stakeholders<br><br>**Method:** Faculty Assessed via BB Learn Rubric | **Criteria Met** 100% (24/24) earned at least 2 out of 3 points on Project 1 | • Continue to monitor |
| **SC KPI 17 Data Point 2 (Skills):** 80% of students will earn at least 2 of 3 points on the site supervisor's evaluation of students in advocacy, leadership, and change agent roles in EPS 694<br><br>**Method:** Site Supervisor Qualtrics Survey | **Criteria Met** 100% (5/5) earned at least 2 out of 3 points on the evaluation of students in advocacy, leadership, and change agent roles in EPS 694 | • Continue to monitor |

| CACREP Standard(s) Evaluated: V-G.3O: Use of data to advocate for programs and students |
| --- |
| Key Performance Indicator 18 (SC): Students will demonstrate knowledge and skills related to use of data to advocate for programs and students |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| --- | --- | --- |
| SC KPI 18- Data Point 1 (Knowledge): 80% of students will earn at least 2 of 3 points on 80% of students will earn at least 2 of 3 points on Project 1-C in EPS 634<br><br>Method: Faculty Assessed via BB Learn Rubric | Criteria Met 100% (40/40) earned at least 2 out of 3 points on Project 1-C | • Continue to monitor |
| SC KPI 18- Data Point 2 (Skills): 80% of students will earn at least 2 of 3 points on the evaluation of students' application of students use of data in advocacy in EPS 694<br><br>Method: Site Supervisor Qualtrics Survey | Criteria Met 100% (5/5) earned at least 2 out of 3 points on the evaluation of students' use of data in advocacy in EPS 692 | • Reviewed in January and February 2022 faculty meetings<br>  o **Outcome: New items added to the Qualtrics Site Supervisor survey in Fall 2020 to refine measurement of this KPI**<br>• Continue to monitor |

# Section III

# Evaluation of Program-Level Objectives

# Programmatic Objectives Evaluated

1. Our Clinical Mental Health and School Counseling Programs regularly gather and "reflect input from all persons involved in the conduct of the program, including counselor education program faculty, current and former students, and personnel in cooperating agencies."
2. We seek to recruit and retain students who represent the diverse population of the Southwestern U.S.

| Programmatic Objective Evaluated: |
| :--- |
| A. Our Clinical Mental Health and School Counseling Programs regularly gather and "reflect input from all persons involved in the conduct of the program, including counselor education program faculty, current and former students, and personnel in cooperating agencies." |

| CACREP Standard(s) Evaluated: 4.B.1: Evaluations in the Program |
| :--- |

| **Programmatic Objective 1**: The program will obtain data follow-up studies of graduates, site supervisors, and employers of program graduates to make program and course adjustments based on this input. |
| :--- |

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| :--- | :--- | :--- |
| **PO A.1: School Counseling** Average *site supervisor and employer* ratings on each of the domains on the *2021-2022 School Counseling Supervisors' Perceptions of Interns' Knowledge and Skills* will average 2 or higher<br><br>**Method:** Qualtrics Survey | **Criteria Met** Each domain averaged 2 or higher on the school counselor version of the survey | • Continue to monitor |
| **PO A.2: Clinical Mental Health Counseling** Average *site supervisor and employer* ratings on each of the domains on the *2021-2022 Clinical Mental Health Counseling Supervisors' Perceptions of Interns' Knowledge and Skills* will average 2 or higher<br><br>**Method:** Qualtrics Survey | **Criteria Met** a) Each of the items measured by the survey averaged 2.5 or higher. | • Advisory board members recommended adding more skills focused activities in EPS 590 and reduce the focus on classes of substances.<br>　o **Outcome: Screening, Assessment, and MI skills enhanced in EPS 590**<br>• Continue to monitor |

| Programmatic Objective Evaluated: |
| --- |
| A. Our Clinical Mental Health and School Counseling Programs regularly gather and "reflect input from all persons involved in the conduct of the program, including counselor education program faculty, current and former students, and personnel in cooperating agencies." |

**CACREP Standard(s) Evaluated:** 4.B.1: Evaluations in the Program

**Programmatic Objective 1**: The program will obtain data follow-up studies of graduates, site supervisors, and employers of program graduates to make program and course adjustments based on this input.

| Assessment Criteria and Methods of Collection | Aggregate Findings | Follow-up and Curricular and Program Improvement |
| --- | --- | --- |
| **PO A.3**<br>80% of graduates and students in their last semester will report at a rating of 3 out of 5 on the domains listed on the recent graduates survey<br><br>**Method:** Qualtrics Survey | **Criteria Partially Met**<br>Less than 80% of students report at a rating on 1 item scored less than on the survey:<br><ul><li>Relevance of Stats (Approximately 76% reported at least 3 out of 5 on the survey)</li></ul> | <ul><li>The program replaced intermediate statistics with a course focused on mental health systems.<ul><li>**Outcome: MHCS Course Now being taught as a core course Plan. Stats are an elective. This survey of alumni represented the transition to this new plan. Follow up and continue to monitor.**</li></ul></li></ul> |

| **Programmatic Objective Evaluated:** |
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|    B.  We seek to recruit, retain, and graduate students who represent the diverse population of the Southwestern U.S. |

| **CACREP Standard(s) Evaluated:** 4.B.1: Evaluations in the Program |
|---|

| **Programmatic Objective 1**: The program will review data related to student recruitment, retention, and graduation and seek to recruit, retain, and graduate diverse students who represent the population of the southwestern U.S. |
|---|

| **Assessment Criteria and Methods of Collection** | **Aggregate Findings** | **Follow-up and Curricular and Program Improvement** |
|---|---|---|
| **PO B.1** The program admissions will reflect the demographics of the southwest and NAU as a HSI.<br><br>**Method:** Comparison of admitted counseling student demographics and NAU overall demographics.<br><br>**PO B.2** Evaluations of student demographics as provided by NAU Institutional Research (IRA) will show equitable rates of retention and graduation for underrepresented groups (URM). If retention and graduation rates drop below 80%, the program will institute mandatory changes and improvements.<br><br>**Method:** Comparison of 2 year retention rates and 3 year graduation rates between URM groups and non URM students.<br><br>**PO B.3** Based on historically lower KPI performance for EPS 617, grade distributions will show equitable rates for URM students.<br><br>**Method:** Using IRA data we will evaluate the comparison of grade distributions between URM and non URM groups to evaluate equity in grading for EPS 617. | **Criteria Met**<br>**P.O. B.1.** Based on the CACREP site visit, these program objectives and activities are now measured in two subcommittees focused on attracting and retaining diverse faculty and students.<br><br>**P.O. B.2.** Based on the CACREP site visit, these program objectives and activities are now measured in two subcommittees focused on attracting and retaining diverse faculty and students.<br><br>**Criteria Met**<br>**P.O. B.3.**<br>Based on the CACREP site visit, these program objectives and activities are now measured in two subcommittees focused on attracting and retaining diverse faculty and students. | • Reviewed in CACREP subcommittee meeting on 2/22/2022- discussed the role of leave of absences and advising. Consider including more and advising opportunities beyond the first year. Explore case by case situations and discuss in faculty meetings.<br>• Recruit more representative faculty across campuses as evidenced by new faculty recruitment activities.<br>    o **Outcome: new preferred qualifications for faculty recruiting: Demonstrated efficacy in working with people from a variety of diverse backgrounds (e.g., culture, gender/sexuality, language, disability, class); and understanding of the diversity of rural and southwest communities**<br>• Invite Chi Sigma Iota to discuss and implement potential mentoring opportunities for new students.<br>• Please see the faculty developed plans and activities documentation for attracting and retaining diverse faculty and students. |