

2012-2013 Assessment Report for Division of Student Affairs

Department	Counseling Services
Person(s) Submitting Report	Ellen J. Lin, Ph.D.
Date	September 26, 2013
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 2012, 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 12? (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)	177 students in personal counseling were asked to complete the SOCE form. In the self survey, students were asked to rate 11 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 2, "Helped me understand my issues," focuses on learning objective #1. Results demonstrate an average rating of 4.79 on this item.
2	Yes	Workshop Evaluations	31 students filled out workshop evaluation forms after attending workshops on Campus and Community Resources. In the evaluations, students were asked to rate 8 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 5, "information was useful/applicable" focuses on learning objective #2. Results demonstrate an average rating of 4.61.
3	Yes	Self Survey - Student	177 students in personal counseling

		Opinion of Counselor Effectiveness (SOCE)	were asked to complete the SOCE form. In the self survey, students were asked to rate 11 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 3, "Helped me resolve some of my problems," focuses on learning objective #3. Results demonstrate an average rating of 4.43 on this item.
3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	40 students in educational counseling 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 their opinions on 11 items. Question 4, "Helped me with making decisions or provided me with more information so I could make the decision later" also addresses Learning Objective #3. Results demonstrate an average rating of 4.70 on this item.
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For Fall 2012, 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 per individual counselor ratings, benchmarked with their results from previous semester. Individual counselor's results were also compared to departmental average.	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department was reminded of the importance of the instrument in evaluation.
2	Statistically analyzed per	Counselors were provided a	The department was reminded of the importance of these workshops,

	individual counselor ratings.	summary report of the analysis.	and workshops will be continued in coming semester.
3	Statistically analyzed per individual counselor ratings, benchmarked with their results from previous semester. Individual counselor's results were also compared to departmental average.	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department was reminded of the importance of the instrument in evaluation.

For Spring 2013, 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 13? <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)	201 students were asked to complete the SOCE form. In the self survey, students were asked to rate 11 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 2, "Helped me understand my issues," focuses on learning objective #1. Results demonstrate an average rating of 4.66 on this item.
2	Yes	Workshop Evaluations	26 students filled out workshop evaluation forms after attending workshops on Campus and Community Resources. In the evaluations, students were asked to rate 8 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 5, "information was useful/applicable" focuses on learning objective #2. Results demonstrate an average rating of 4.84.

3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	201 students were asked to complete the SOCE form. In the self survey, students were asked to rate 11 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 3, "Helped me resolve some of my problems," focuses on learning objective #3. Results demonstrate an average rating of 4.53 on this item.
3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)	40 students in educational counseling were asked to complete the SOCE form. In the self survey, students were asked to rate 11 items on a Likert scale from 1-unsatisfactory to 5-excellent. Question 4, "Helped me with making decisions or provided me with more information so I could make the decision later" also addresses Learning Objective #3. Results demonstrate an average rating of 4.70 on this item.
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5			

For Spring 2013, 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 per individual counselor ratings, benchmarked with their results from previous semester. Individual counselor's results were also compared to departmental average.	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department was reminded of the importance of the instrument in evaluation.
2	Statistically	Counselors were	The department was reminded of

	analyzed per individual counselor ratings	provided a summary report of the analysis	the importance of these workshops and workshops will be continued in coming semester.
3	Statistically analyzed per individual counselor ratings, benchmarked with their results from previous semester. Individual counselor's results were also compared to departmental average.	Counselors were provided a summary report of the analysis	Coordinators of the department continued to assess the instrument (SOCE) The department was reminded of the importance of the instrument in evaluation.

For Fall 2013, 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 13? (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	Workshop and/or group evaluations
3	Yes	Self Survey - Student Opinion of Counselor Effectiveness (SOCE)

Based on your assessment experience in 2012-13, what changes (if any) do you plan to make for 2013-14 related to learning outcomes? (instrument, analysis, communication to staff, etc)

For 2012-13, 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 2012; Survey	Effectiveness of Personal and Educational Counseling	208 students completed the SOCE forms for educational and personal counseling. During the Fall 2012, the department mean for the 11 items evaluated ranged from 4.59 to 4.9 on a 1 to 5 Likert Scale.
May 2013; survey	Effectiveness of Personal and Educational Counseling	227 students completed the SOCE forms for educational and personal counseling. During the Spring 2013, the department mean for the 11 items evaluated ranged from 4.64 to 4.93 on a 1 to 5 Likert Scale.

For 2012-13, 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.

Demographics: Counseling Services tracks demographics in multiple categories

Events Participation: CS tracks attendance at educational counseling workshops as well as group counseling sessions.

Assessment reports for 2012-13 are due October 31, 2013 to Sharon Willey with a copy to department's Associate Vice President. Thank you.