

**Northern Arizona University Fall 2019 - Summer 2020  
Counseling Program Evaluation Plan and Results**

## Introduction

The program evaluation plan represents the NAU counseling program's systematic and empirical evaluation of program objectives, related CACREP standards, and key performance indicators (KPIs). In the plan 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.

**Section I** of this plan 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.

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

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

**Key:**

KPI- Key Performance Indicator

PO- Programmatic Objective

SLPO- Student Learning Program Objective

## Section I

# Evaluation of Student Learning Program Objectives

## **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

<p><b>Student Learning Program Objectives (SLPO) Evaluated:</b></p> <p>1- Become familiar with the requirements for being a professional counselor, including the relevant research and literature pertinent to the discipline.</p> <p>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.</p> <p>13 - Acquire knowledge related to the professional identity, roles, and functions of professional counselors.</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.1: Professional Counseling Orientation And Ethical Practice</p>		
<p><b>Key Performance Indicator (KPI) 1:</b> 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)</p>		
Assessment Criteria and Methods of Collection	Findings	Follow-up and Curricular and Program Improvement
<p><b>KPI 1 Data Point 1 (SLPO – 1,9 - Knowledge):</b> 80% of students will earn at least a score of 80% on the Case Scenario Assignment in EPS 670</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 94% (46/49) passed the KPI with an 80% or higher.</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor                             <ul style="list-style-type: none"> <li>○ Revisit Professional Orientation and Ethical Practice Program Objectives in Spring 2021 based on Advisory Board and faculty feedback in 2020-2021</li> </ul> </li> </ul>
<p><b>KPI 1 Data Point 2 (SLPO - 1,9 - Knowledge):</b> 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</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (75/75) passed the KPI with at least a score of 2 out of 3</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.5 Final mean = 2.86</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 1 Data Point 3 (SLPO- 13 - Skills):</b> 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</p> <p><b>Method:</b> Site Supervisor Assessed via Qualtrics Survey</p>	<p><b>Standard Met</b> 100% (37/37) passed the KPI with a 2 out of 3 points or higher.</p> <p><i>Supplemental Analysis:</i> Midpoint Mean: =2.39 Final mean=2.43</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b> 2 - Become familiar with and knowledgeable about the nature and needs of individuals at all developmental levels.</p>		
<p><b>CACREP Standard(s) Evaluated:</b> II-F.3 Human Growth and Development</p>		
<p><b>Key Performance Indicator 2:</b> Students will demonstrate knowledge and skills applying theories of individual and family development across the lifespan.</p>		
Assessment Criteria and Methods of Collection	Findings	Follow-up and Curricular and Program Improvement
<p><b>KPI 2 Data Point 1 (Knowledge):</b> 80% of students will earn at least a score of 80% on the final examination in EPS 615</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examination</p>	<p><b>Standard Met</b> 91% (73/80) earned at least 80% on the examination.</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 2 Data Point 2 (Skills):</b> 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</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (75/75) earned at least 2 out of 3 on the midterm and final case conceptualization papers.</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.25 Final Mean = 2.5</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b>                  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.</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.2: Social and Cultural Diversity</p>		
<p><b>Key Performance Indicator 3:</b> 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).</p>		
Assessment Criteria and Methods of Collection	Findings	Follow-up and Curricular and Program Improvement
<p><b>KPI 3 Data Point 1 (2.F.2.d - Knowledge):</b>                  80% of students will earn at least 80% on the Cultural Genogram and Reflection Paper in EPS 690</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b>                  95.2% (60/63) earned at least 80% on the Cultural Genogram and Reflection Paper</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 3 Data Point 2 (2.F.2.d - Knowledge):</b>                  80% of students will earn at least 2 out of 3 points on the midpoint and final Case Conceptualization papers in in EPS 692</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b>                  100% (75/75) earned at least 2 out of 3 points on the midpoint and final Case Conceptualization papers</p> <p><i>Supplemental Analysis:</i>                  Midpoint Mean = 2.2                  Final Mean = 2.1</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20                         <ul style="list-style-type: none"> <li>○ 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</li> </ul> </li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• See 9/22/20 counseling program minutes</li> </ul>
<p><b>KPI 3 Data Point 3 (2.F.2.c - Skills):</b>                  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</p> <p><b>Method:</b> Practicum Lab Instructor Qualtrics Survey</p>	<p><b>Standard Met</b>                  100% (75/75) earned at least 2 out of 3 points on the evaluation of students' application of multicultural competencies in practicum</p> <p><i>Supplemental Analysis:</i>                  Midpoint Mean = 2.3                  Final Mean = 2.3</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20                         <ul style="list-style-type: none"> <li>○ Consider learning activities to increase final mean scores from midpoint</li> <li>○ Incorporate broaching article and role play into course, add personal/professional reflection activity informed by socio political environment</li> <li>○ Measure ability to ask questions that are multiculturally effective to inform treatment plan</li> <li>○ Infuse MC competencies into 601, 660, 681, 690, 692 beginning spring 2021</li> <li>○ Develop Skill based evaluations</li> </ul> </li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• See 9/22/20 counseling program minutes</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b>                  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.</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.2: Social and Cultural Diversity</p>		
<p><b>Key Performance Indicator 3:</b> 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).</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>KPI 3 Data Point 4 (2.F.2.c - Skills):</b>                  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.</p> <p><b>Method:</b> Site Supervisor Qualtrics Survey</p>	<p><b>Standard Met</b>                  100% (37/37) 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</p> <p><i>Supplemental Analysis:</i>                  Midpoint Mean = 2.4                  Final Mean = 2.7</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>



<p><b>Student Learning Program Objective Evaluated:</b> 4 - Demonstrate effective counseling skills</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.5: Counseling and Helping Relationships</p>		
<p><b>Key Performance Indicator 4:</b> 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).</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>KPI 4 Data Point 1 (2.F.5.f- Knowledge):</b> 80% of CMHC students will earn at least a score of 80% on the Wampold’s Big 14 quiz in EPS 692 and 80% of SC students will earn at least a score of 80% on the Wampold’s Big 14 quiz in EPS 694</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examination</p>	<p><b>Standard Met</b> 97% (32 out of 33) earned at least 80% on the examination.</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 4 Data Point 2 (2.F.5.f- Knowledge):</b> 80% of students will earn at least a score of 80% on quizzes 2,3, and 6 in EPS 660</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examinations</p>	<p><b>Standard Met</b> 97% (77/79) earned at least 80% on the quizzes.</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 4 Data Point 3 (2.F.2.g - Skills):</b> 80% of students will earn at least 2 of 3 points on the evaluation of students’ application of counseling skills on the summative skills rubric in EPS 660</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (n=127) earned at least 2 out of 3 points on the evaluation of students’ application of counseling skills on the summative skills rubric</p> <p><i>Supplemental Analysis:</i> Mean = 2.4</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b> 5 - Become familiar with studies in group dynamics and to demonstrate effective group counseling skills</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.6: Group Counseling and Group Work</p>		
<p><b>Key Performance Indicator 5:</b> Students will demonstrate skills related to characteristics and functions of effective group leaders (2.F.6.d)</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>KPI 5 Data Point 1 (Skills):</b> 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.</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (30/30) earned at least 2 out of 3 points on the evaluation of students' application of counseling skills</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 5 Data Point 2 (Skills):</b> 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</p> <p><b>Method:</b> Practicum Lab Instructor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% (75/75) 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</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.0 Final Mean = 2.6</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 5 Data Point 3 (Skills):</b> 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.</p> <p><b>Method:</b> Site Supervisor Assessed via Qualtrics Survey</p>	<p><b>Standard Met</b> 100% (63/63) 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</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.37 Final Mean = 2.43</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b> 6 - Understand major theories of career development and related life factors, and to demonstrate effective career counseling skills</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.4: Career Development</p>		
<p><b>Key Performance Indicator 6:</b> Students will demonstrate strategies for assessing abilities, interests, values, personality and other factors that contribute to career development (II-F.4.e)</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>KPI 6 Data Point 1 (Skills):</b> 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)</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 98% (92/94) earned at least 2 out of 3 points on the career guidance project (PCD-7)</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>KPI 6 Data Point 2 (Skills):</b> 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</p> <p><b>Method:</b> Practicum Lab Instructor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% (96/96) 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</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.4 Final Mean = 2.5</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b> 7 - Develop an understanding of assessment processes, and to demonstrate skills in individual and group approaches to assessment and evaluation</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.7: Assessment and Testing</p>		
<p><b>Key Performance Indicator 7:</b> 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)</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>KPI 7 Data Point 1 (II-F.7.b - Skills):</b> 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</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (28/28) earned at least 2 out of 3 points on the evaluation of students' application of intake and assessment counseling skills</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>KPI 7 Data Point 2 (II-F.7.b - Skills):</b> 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</p> <p><b>Method:</b> Practicum Lab Instructor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% (96/96) earned at least 2 out of 3 points on the evaluation of students' application of intake and assessment skills</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.35 Final Mean = 2.54</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>KPI 7 Data Point 3 (II-F.7.k – Knowledge):</b> 80% of students will earn at least 80% on the final examination in EPS 599/688</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examinations</p>	<p><b>Standard Met</b> 100% (75/75) earned at least 80% on the final exam in EPS 599/688</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>KPI 7 Data Point 4 (II-F.7.k - Skills):</b> 80% of students will earn at least 2 of 3 points on the evaluation of students' application of symptoms checklists and appropriate use of tests via the practicum lab instructor's midterm and final surveys administered in EPS 692</p> <p><b>Method:</b> Site Supervisor Assessed via Qualtrics Survey</p>	<p><b>Standard Met</b> 100% (96/96) earned at least 2 out of 3 points on the evaluation of students' application of intake and assessment skills</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.3 Final Mean = 2.5</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b> 8 - Become familiar with research, statistics, and program evaluation as they apply to the practice of counseling.</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.8: Research and Program Evaluation</p>		
<p><b>Key Performance Indicator 8:</b> 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)</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>KPI 8 Data Point 1 (II.F.8.b - Knowledge):</b> 80% of students will earn at least 80% on the final examination in EPS 599/617</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examination</p>	<p><b>Standard Not Met</b> 79% (71/90) passed the examination with an 80% or higher</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Faculty suggestions for program and curriculum modification:                             <ul style="list-style-type: none"> <li>○ Discussed using KPI in one exam for items and not overall score instead consider a focus on “Analysis and use of data” identified questions</li> <li>○ Split the final examination into a midterm and final</li> <li>○ Faculty who teach select items will meet and recommend changes beginning spring 2021                                     <ul style="list-style-type: none"> <li>▪ Drs Aurora and Haberstroh met on 9/25/20 and decided to split the exam into 3 module tests.</li> </ul> </li> </ul> </li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• See 9/22/20 counseling program minutes</li> </ul>
<p><b>KPI 8 Data Point 2 (II.F.8.b - Knowledge):</b> 80% of CMHC students will earn at least 80% on the EBT quiz in EPS 681 and 80% of school counseling students will earn at least 80% on the program development project in EPS 634</p> <p><b>Method:</b> CMHC: Faculty Assessed via BB Learn Rubric School Counseling: Faculty Assessed via BB Learn Examination</p>	<p><b>Standard Met</b> 100% (28/28) of CMHC students passed the examination in EPS 681 with an 80% or higher</p> <p>100% (9/9) of school counseling students passed the program development project with at least a score of 80% in EPS 634</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b>                  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.</p>		
<p><b>CACREP Standard(s) Evaluated: 2.D.5.e:</b> The impact of technology on the counseling process</p>		
<p><b>Key Performance Indicator (N/A):</b> This program objective was not measured via the KPI process in 2019-2020.</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>SLPO 12 Data Point 1 (Knowledge and Skills):</b>                  80% of students will earn at least 2 out of 3 points on the professional disposition evaluation conducted at the end of the fall and spring semesters</p> <p><b>Method:</b> Faculty Assessed via annual Professional Disposition Evaluation</p>	<p><b>Standard Met</b>                  100% (190 faculty evaluations) of students received at least a 2 on the annual professional disposition evaluation for this item</p> <p><i>Supplemental Analysis:</i>                  Mean = 2.1</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>SLPO 12 Data Point 2 (Skills):</b>                  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</p> <p><b>Method:</b> Site supervisor assessed via Qualtrics survey</p>	<p>100% (N=32) of students received at least a 2 on the final site supervisor evaluation administered in EPS 694</p> <p><i>Supplemental Analysis:</i>                  Mean = 2.47</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>

<p><b>Student Learning Program Objective Evaluated:</b>                  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.</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 2.F.1: Professional Counseling Orientation And Ethical Practice</p>		
<p><b>Key Performance Indicator 2:</b> Students will demonstrate <i>knowledge</i> and <i>skills</i> of self-care strategies appropriate to the counselor role (2.F.1.I)</p>		
Assessment Criteria and Methods of Collection	Findings	Follow-up and Curricular and Program Improvement
<p><b>KPI 9 Data Point 1 (Knowledge):</b>                  80% of students will earn 2 out of 3 points on the Self Care Experience Part 1 in EPS 592 for CMHC students and EPS 594 for SC students.</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b>                  100% (24/24) of students received at least a 2 on the Self Care Experience Part 1 in EPS 592 for CMHC students and EPS 594 for SC students</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>KPI 9 Data Point 2 (Knowledge):</b>                  80% of students will earn 2 out of 3 points on the Self Care Experience Part 2 in EPS 669 (Crisis and Trauma Focus)</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p>100% (24/24) of students received at least a 2 on the Self Care Experience Part 2 in EPS 669</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>KPI 9 Data Point 3 (Skills):</b>                  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</p> <p><b>Method:</b> Site Supervisor Qualtrics Survey</p>	<p>100% (37/37) of students received at least a 2 on the site supervisors' midterm assessment of interns' self-care administered in EPS 694</p> <p><i>Supplemental Analysis:</i>                  Midpoint Mean = 3.4                  Final Mean = 3.3</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Consider exploring marginal drop in self-care mean throughout internship</li> <li>Continue to monitor</li> </ul>

## Section II

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



<b>CACREP Standard(s) Evaluated:</b> CMHC V-C.1b: Theories and models related to clinical mental health counseling		
<b>Key Performance Indicator CMHC 1:</b> Students will demonstrate knowledge and skills related to theories and models related to clinical mental health counseling		
<b>Assessment Criteria and Methods of Collection</b>	<b>Findings</b>	<b>Follow-up and Curricular and Program Improvement</b>
<p><b>CMHC-KPI 1 Data Point 1 (Knowledge):</b> 80% of students will earn at 80% on the final exam in EPS 601</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examination</p>	<p><b>Standard Met</b> 84% (109/130) passed final at least 80%</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>CMHC-KPI 1 Data Point 2 (Knowledge):</b> 80% of students will earn at 80% on the final exam in EPS 681 on models and theories of clinical mental health counseling</p> <p><b>Method:</b> Faculty Assessed via BB Learn Examination</p>	<p><b>Standard Met</b> 100% (28/28) passed final at least 80%</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>CMHC-KPI 1 Data Point 3 (Knowledge):</b> 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</p> <p><b>Method:</b> Site Supervisor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% of interns earned at least 2 out of 3 points on the evaluation of students' application of clinical mental health counseling theories and models</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.32 Final Mean = 2.38</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>

<p><b>CACREP Standard(s) Evaluated:</b> V-C.3a: intake interview, mental status evaluation, biopsychosocial history, mental health history, and psychological assessment for treatment planning and caseload management</p>		
<p><b>Key Performance Indicator CMHC -2:</b> Students will demonstrate skills in intake interview, mental status evaluation, biopsychosocial history, mental health history, and psychological assessment for treatment planning and caseload management</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>CMHC-KPI 2 Data Point 1 (Skills):</b> 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</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% of students earned at least 2 out of 3 points on the evaluation of the assessment of their initial session and intake skills</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.3 Final Mean = 2.5</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>CMHC-KPI 2 Data Point 2 (Skills)</b> 80% of students will earn at least 2 of 3 points on the evaluation of students' initial assessment sessions via the internship supervisor's midterm and final surveys administered in EPS 694</p> <p><b>Method:</b> Site Supervisor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% of students earned at least 2 out of 3 points on the evaluation of the assessment of their initial session and intake skills</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.34 Final Mean = 2.42</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<b>CACREP Standard(s) Evaluated:</b> V-G.2a: school counselor roles as leaders, advocates, and systems change agents in P-12 schools		
<b>Key Performance Indicator SC -1:</b> Students will demonstrate knowledge and skills related to school counselor roles as leaders, advocates, and systems change agents in P-12 schools		
<b>Assessment Criteria and Methods of Collection</b>	<b>Findings</b>	<b>Follow-up and Curricular and Program Improvement</b>
<p><b>SC-KPI 1 Data Point 1 (Knowledge):</b> 80% of students will earn at least 2 of 3 points on Project 1 – Interview with school personnel, parents, and other stakeholders</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (22/22) earned at least 2 out of 3 points on Project 1</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>SC-KPI 1 Data Point 2 (Skills):</b> 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</p> <p><b>Method:</b> Site Supervisor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% earned at least 2 out of 3 points on the evaluation of students in advocacy, leadership, and change agent roles in EPS 694</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.5 Final Mean = 2.47</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>

<b>CACREP Standard(s) Evaluated:</b> V-G.30: Use of data to advocate for programs and students		
<b>Key Performance Indicator SC -2:</b> Students will demonstrate knowledge and skills related to use of data to advocate for programs and students		
<b>Assessment Criteria and Methods of Collection</b>	<b>Findings</b>	<b>Follow-up and Curricular and Program Improvement</b>
<p><b>SC KPI 2I- Data Point 1 (Knowledge):</b> 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</p> <p><b>Method:</b> Faculty Assessed via BB Learn Rubric</p>	<p><b>Standard Met</b> 100% (9/9) earned at least 2 out of 3 points on Project 1-C</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>Continue to monitor</li> </ul>
<p><b>SC KPI 2I- Data Point 2 (Skills):</b> 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</p> <p><b>Method:</b> Site Supervisor Qualtrics Survey</p> <p><b>Method:</b> Practicum Lab Instructor Qualtrics Survey</p>	<p><b>Standard Met</b> 100% earned at least 2 out of 3 points on the evaluation of students' use of data in advocacy in EPS 692</p> <p><i>Supplemental Analysis:</i> Midpoint Mean = 2.5 Final Mean = 2.77</p>	<ul style="list-style-type: none"> <li>Reviewed in faculty meeting 9/22/20</li> <li>New items added to the Qualtrics Site Supervisor survey in Fall 2020 to refine measurement of this KPI</li> <li>Continue to monitor</li> </ul>

## 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.

<p><b>Programmatic Objective Evaluated:</b></p> <p>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.”</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 4.B.1: Evaluations in the Program</p>		
<p><b>Programmatic Objective 1:</b> 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.</p>		
Assessment Criteria and Methods of Collection	Findings	Follow-up and Curricular and Program Improvement
<p><b>PO A.1: School Counseling</b> Average <i>site supervisor and employer</i> ratings on each of the domains on the 2018-2019 <i>School Counseling Supervisors' Perceptions of Interns' Knowledge and Skills</i> will average 2 or higher</p> <p><b>Method:</b> Qualtrics Survey</p>	<p><b>Standard Met</b> Each domain averaged 2 or higher on the school counselor version of the survey</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Continue to monitor</li> </ul>
<p><b>PO A.2: Clinical Mental Health Counseling</b> Average <i>site supervisor and employer</i> ratings on each of the domains on the 2018-2019 <i>Clinical Mental Health Counseling Supervisors' Perceptions of Interns' Knowledge and Skills</i> will average 2 or higher</p> <p><b>Method:</b> Qualtrics Survey</p>	<p><b>Standard Not Met</b></p> <p>a) Counseling clients with chemical dependency and</p> <p>b) Knowledge of community resources did not average at least 2 on clinical mental health version of the survey.</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Added these items to the agenda for the CMHC advisory board meeting held on 9/25/20</li> <li>• Advisory board members recommended adding more skills focused activities in EPS 590 and reduce the focus on classes of substances.                         <ul style="list-style-type: none"> <li>○ EPS 590 course lead will recommend infusing motivational interviewing, SBIRT, MAT, and practice with group interventions in all sections of EPS 590 beginning spring 2019</li> </ul> </li> <li>• Community resources: Advisory board members discussed                         <ul style="list-style-type: none"> <li>○ Some of the responsibility falls on the site to provide that training when internship begins</li> <li>○ Invite outside presenters</li> <li>○ General handbook made by practicum students re: community resources by regions</li> <li>○ Resources addressing specific issues</li> </ul> </li> <li>• Continue to monitor</li> </ul>

<p><b>Programmatic Objective Evaluated:</b></p> <p>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.”</p>		
<p><b>CACREP Standard(s) Evaluated:</b> 4.B.1: Evaluations in the Program</p>		
<p><b>Programmatic Objective 1:</b> 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.</p>		
<p><b>Assessment Criteria and Methods of Collection</b></p>	<p><b>Findings</b></p>	<p><b>Follow-up and Curricular and Program Improvement</b></p>
<p><b>PO A.3</b> 80% of graduates will report at least agreeing with (2 out of 3 points) the domains listed on the recent graduates survey</p>	<p><b>Standard Not Met</b> These items scored less than 2 on the survey:</p> <ul style="list-style-type: none"> <li>• Useful counseling technology (Approximately 75% agreed or strongly agreed)</li> <li>• Cohort relationships were cohesive and positive</li> <li>• Relevance of Stats (Approximately 35% agreed or strongly agreed)</li> </ul> <p>* We focused on adding useful technology to the program and restructuring the curriculum to potentially emphasize less focus on statistics.</p>	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• The program has invested in several new technologies including:             <ul style="list-style-type: none"> <li>○ Pilot of and Theravue subscriptions</li> <li>○ Investment in VALT session monitoring system</li> </ul> </li> <li>• The program is proposing to replace intermediate statistics with a course focused on mental health systems and integrated behavioral health. This proposal was discussed in the CMHC Advisory Board meeting on 9/25/20 and the following recommendations were provided:             <ul style="list-style-type: none"> <li>○ Students would really enjoy knowing more about BH care system, and differentiating PHP from IOP, etc</li> <li>○ Seemed to be a consensus in agreement with need for MHCS course with one concern (applicants without Stats course in the past 3 years might need a pre or co requisite course)</li> </ul> </li> <li>• Propose MHCS course for the CMHC program</li> <li>• Continue to monitor</li> </ul>



<p><b>Programmatic Objective Evaluated:</b>                  B. We seek to recruit and retain students who represent the diverse population of the Southwestern U.S.</p>																							
<p><b>CACREP Standard(s) Evaluated:</b> 4.B.1: Evaluations in the Program</p>																							
<p><b>Programmatic Objective 1:</b> The program will review data related to student recruitment and retention and seek to recruit and retain diverse students who represent the population of the southwestern U.S.</p>																							
Assessment Criteria and Methods of Collection	Findings	Follow-up and Curricular and Program Improvement																					
<p><b>PO B.1</b> The program admissions will reflect the demographics of the southwest to serve the communities in this region.</p> <p><b>Method:</b> Using admissions Data and Comparative Census Data for AZ, NM, CO, UT, &amp; NV  <a href="https://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/">https://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/</a>                  We will evaluate admissions data and compare admissions and application data to population trends in the southwest</p>	<p><b>Standard Not Fully Met</b></p> <table border="1"> <thead> <tr> <th>Race/Ethnicity</th> <th>SW Percent</th> <th>NAU Applications</th> </tr> </thead> <tbody> <tr> <td>Hispanic or Latino (of any race)</td> <td>29%</td> <td>22%</td> </tr> <tr> <td>White alone</td> <td>58%</td> <td>63%</td> </tr> <tr> <td>Black or African American alone</td> <td>4%</td> <td>4%</td> </tr> <tr> <td>American Indian and Alaska Native alone</td> <td>3%</td> <td>3%</td> </tr> <tr> <td>Asian alone</td> <td>4%</td> <td>1%</td> </tr> <tr> <td>Native Hawaiian and Other Pacific Islander alone</td> <td>0%</td> <td>1%</td> </tr> </tbody> </table>	Race/Ethnicity	SW Percent	NAU Applications	Hispanic or Latino (of any race)	29%	22%	White alone	58%	63%	Black or African American alone	4%	4%	American Indian and Alaska Native alone	3%	3%	Asian alone	4%	1%	Native Hawaiian and Other Pacific Islander alone	0%	1%	<ul style="list-style-type: none"> <li>• Reviewed in faculty meeting 9/22/20</li> <li>• Discussed in the 9/25/20 CMHC advisory board meeting and the following recommendations were identified:                             <ul style="list-style-type: none"> <li>○ Ask questions about racial bias during interviews of applicants</li> <li>○ Show a commitment and stance on intersectionality, multiculturalism, and social justice work</li> <li>○ Diversifying faculty stream at least in Adjunct pool, and in full-time faculty too</li> <li>○ Promote more diverse student groups on campus (LGTBQ, etc.)</li> <li>○ Sponsor training/seminars or partner with community agencies re: diversity initiatives/education</li> <li>○ Acquire consultative services from POC</li> <li>○ Notion of addressing multiculturalism as a force in theories course</li> </ul> </li> <li>• Discussed in CACREP subcommittee meeting 10/20/20                             <ul style="list-style-type: none"> <li>○ Program admission subcommittee to work NAU with task force to consult to develop recruitment and outreach strategies for Hispanic/Latino students and other populations that represent the diversity of the southwest</li> </ul> </li> </ul>
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