

**ASSESSMENT REPORT  
2017-2018**

**Counseling and Guidance**

(Instructional Degree Program)

**M.A.**

(Degree Level)

**Program Mission:**

UNDER CONSTRUCTION

**Student Learning Outcome 1:**

To demonstrate a comprehensive understanding of the knowledge base of the Counseling profession.

**NMHU Trait Specifically Linked to Student Learning Outcome 1**

1. Mastery of content knowledge and skills

**First Means of Assessment for Outcome 1:**

The Counselor Preparation Comprehensive Exam (CPCE) is taken by each student in their first or second semester of their Internship. This exam is a standardized exam constructed by the Center for Credentialing and Education, a branch of the National Board for Certified Counselors (NBCC). The CPCE measures students' mastery of eight areas of the counseling knowledge base including Human Growth and Development, Social and Cultural Foundations, The Helping Relationship, Group Work, Career and Lifestyle Development, Appraisal, Research, and Professional Orientation and Ethics. These eight areas also constitute the content areas on the licensing exams for the Licensed Mental Health Counselor as well as for the School Counselor. The passing score on the CPCE is a raw score of 70. The CPCE is used to *demonstrate a comprehensive understanding of the knowledge base of the Counseling profession.*

**Summary of Data:**

Number of Students Meeting Criterion:	<b>41</b>	Number of Students Not Meeting Criterion:	<b>10</b>
Total Number of Students Assessed:	<b>51</b>	Percent of Students Meeting Criterion:	<b>80%</b>

**Interpretation of Results for Outcome 1:**

The percentage of students meeting the criterion dropped significantly from 93% in 2016-17 to 80% this reporting year. The CPCE was changed from a paper and pencil format to an electronic testing format this year. Some students may have found this challenging and unfamiliar. As is common with professional programs, the post-traditional student populations have many responsibilities/obligations outside of school, which makes it more difficult for students to find the time to study for a comprehensive exam. The lowest scores do come from students who struggle with English as a second language.

**DEMOGRAPHICS (N=50)**

GENDER					
	F	M			
# Students	42	7			
Met	81%	86%			
SITE					
	LV	RR	FM	SF	
# Students	12	24	9	4	
Met	58%	92%	78%	100%	
ETHNICITY or International					
	Hispanic	White	Intl	NA & NA mixed race	African American
# Students	20	19	2	6	3
Met	70%	100%	100%	67%	67%
CONCENTRATION					
	Clinical	ClinReh	Rehab	School	Rehab/School
# Students	25	4	10	10	1
Met	96%	25%	80%	90%	0%

Taking the opportunity to look more closely at the scores and comparing across sites, the Counseling Program has disaggregated the test results into the eight areas of counseling knowledge. A score of 9 could be required in each area to meet the average criterion; however, students actually pass the criterion with an overall score of 70 points. This analysis reveals that the overall rate of achieving a score of at least 9 in a given area is very high. The area with the lowest score is Career. An assessment of the textbook and a review of assignments to see that they are meeting criterion might be helpful. The Career course is often taken early in a student's program. The impact of any change from the 2016-17 year would not be felt immediately. The Career scores remain the lowest. Scores in other areas have dropped. Rio Rancho Center student scores remain mostly high except for Diversity, Career and Research. These courses were switched to an online (synchronous) modality a few semesters back. This modality may be less effective in preparing students for this test. It also may be that several students from this cohort struggle with language issues, not only Native Americans and Spanish speakers, but also international students, that negatively impacts their test-taking success. Students has begun renting more E-Texts for their classes. Without a hard-cover text available, students may not have the materials to review for the exam. It is something the Counseling Department will need to investigate. Students can be encouraged to form test-prep study-groups to prepare. Finally, the most significant change may be the switch of the test administration to an electronic format.

### 2017-18 Disaggregated Scores

SITE	Development	Diversity	Helping	Group	Career	Assessment	Research	Orientation	N
Las Vegas	33%	42%	50%	42%	42%	67%	42%	42%	12
Rio Rancho	92%	71%	92%	92%	58%	92%	71%	100%	24
Farmington	44%	56%	78%	78%	78%	67%	44%	56%	9
Santa Fe	75%	75%	100%	75%	25%	75%	50%	100%	4
<b>OVERALL</b>	66%	62%	80%	74%	54%	80%	58%	68%	49

## 2016-17 Disaggregated Scores

SITE	Development	Diversity	Helping	Group	Career	Assessment	Research	Orientation	N
Las Vegas	78%	78%	89%	100%	78%	56%	78%	89%	9
Rio Rancho	88%	82%	94%	100%	82%	82%	100%	100%	17
Farmington	100%	67%	83%	100%	50%	33%	83%	67%	6
Santa Fe	91%	64%	100%	100%	91%	82%	82%	91%	11
OVERALL	88%	74%	93%	100%	79%	70%	88%	91%	43

### Student Learning Outcome 2:

To demonstrate the effective use of counseling skills.

### NMHU Traits Specifically Linked to Student Learning Outcome 2, First Means of Assessment

1. Mastery of content knowledge and skills
2. Effective communication skills
3. Critical and reflective thinking skills

### **First Means of Assessment for Outcome 2:**

Internship evaluations are completed by the student's Internship site supervisor at midterm and at the end of each semester in which the student is enrolled in the Internship. The evaluations measure professionalism and the effective and appropriate use of the interactive skills that comprise the essence of counseling. The evaluation instrument provides supervisors with a 4 point scale. The target rating is 3. The Supervisor Evaluations are used to *demonstrate the effective use of counseling skills*.

### **Summary of Data**

Number of Students Meeting Criterion:	<b>41</b>	Number of Students Not Meeting Criterion:	<b>4</b>
Total Number of Students Assessed:	<b>45</b>	Percent of Students Meeting Criterion:	<b>91%</b>

### **Interpretation of Results for Outcome 2:**

The Internship site supervisors' evaluations measure the assessment of our students' abilities in the counseling setting as seen by the site supervisor. Since they generally have high professional standards, the fact that our students all pass these evaluations with relatively high scores indicates that they are perceived as having the same standards as their supervisors. By manifesting such standards of practice, our students reveal that they have been adequately trained.

Although the results are consistently positive, with our students meeting criterion, it continues to be an important measure from an outside evaluator to insure that our students are performing appropriately in with the required knowledge, skills and abilities, in their field experiences.

### **DEMOGRAPHICS (N = 43)**

GENDER
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F	M					
37	6					
SITE						
LV	RR	FM	SF			
10	13	5	11			
ETHNICITY						
Hispanic	White	Native+	Intl	African Am		
16	22	3	1	1		
CONCENTRATION						
Clinical	ClinReh	Rehab	School	Clinical/Sch	Clin/Reh	Cert Sch
20	2	5	12	1	2	1

Taking the opportunity to look more closely at the scores and comparing across sites, the Counseling Program has disaggregated the Site Supervisor results into the 18 areas of counseling practice. The same score of 3 is used in each area to meet the criterion. This analysis reveals that students in their final Internship are seen by their supervisors as doing above average to excellent. In the previous year, Farmington scores in three areas were lower than other sites. This academic cycle, scores in Farmington were on par with scores at all other sites. Scores for Santa Fe were lower, but the N was very small, and one student had low scores in several areas impacting the average. One area to look at more closely might be the Group Counseling experience to provide more opportunity for practice prior to field placement.

SITE	Time Commitment	Ethical awareness and conduct	Demonstrates open-mindedness	Response to supervision	Interaction with clients and coworkers.	Clear, concise documentation	Seeks new challenges; works independently	Flexibility	Follows policies and procedures.	Professional skills	Sensitive to needs of diverse groups.	Adds value to your program.	Coordinate educational planning	Work with consultant and experts.	Dependable	Use referral sources	Individual counseling	Group counseling	N
Las Vegas	80%	100%	100%	100%	100%	100%	100%	75%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	5
Rio Rancho	100%	96%	95%	96%	96%	95%	96%	95%	95%	96%	94%	95%	93%	89%	94%	88%	100%	88%	26
Farmington	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%	7
Santa Fe	60%	80%	75%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	67%	5
<b>OVERALL</b>	93%	95%	94%	97%	98%	95%	97%	95%	94%	98%	97%	97%	96%	94%	97%	90%	100%	87%	43

### **NMHU Traits Specifically Linked to Student Learning Outcome 2, Second Means of Assessment**

1. Mastery of content knowledge and skills
2. Effective communication skills

#### **Second Means of Assessment for Outcome 2:**

The Counseling Department has developed inventories to help students and faculty evaluate the dispositions of students. These surveys are used to help students identify strengths and areas for improvement in their dispositions for their professions.

Each disposition (Empathy, Genuineness, Acceptance, Open-Mindedness, Cognitive

Complexity, Psychological Adjustment, Competence, and Sensitive to issues of Diversity) is evaluated on a four point scale, where 3 – Proficient is the expected minimum rating for candidates when they exit the program. As a way of assessing the progression toward Proficient, the target for Practicum is 2.5 and Internship I is 2.75.

**Summary o Data Practicum (Criterion Score = 2.5)**

Number of Students Meeting Criterion:	<b>57</b>	Number of Students Not Meeting Criterion:	<b>5</b>
Total Number of Students Assessed:	<b>62</b>	Percent of Students Meeting Criterion:	<b>92%</b>

**Summary of Data Internship I**

Number of Students Meeting Criterion:	<b>41</b>	Number of Students Not Meeting Criterion:	<b>4</b>
Total Number of Students Assessed:	<b>48</b>	Percent of Students Meeting Criterion:	<b>91%</b>

**Summary of Data Internship II**

Number of Students Meeting Criterion:	<b>37</b>	Number of Students Not Meeting Criterion:	<b>5</b>
Total Number of Students Assessed:	<b>42</b>	Percent of Students Meeting Criterion:	<b>88%</b>

**Interpretation of Results for Outcome 2:**

The site supervisors’ evaluations measure the assessment of our students’ dispositions in the counseling setting as seen by the site supervisor. This is a subjective measure of aspects of an individual’s character and an essential learning tool for counselors-in-training. Results of these measures are useful to insure that our students are performing appropriately in their field experiences. Those who do not meet the criterion can be remediated.

**Student Learning Outcome 3:**

To demonstrate the appropriate application of a counseling theory to a specific problem.

**NMHU Traits Specifically Linked to Student Learning Outcome 3**

1. Mastery of content knowledge and skills
2. Effective communication skills
3. Critical and reflective thinking skills
4. Effective use of technology

**First Means of Assessment for Outcome 3:**

The student verbally gives a Case Presentation in the final semester of Internship. The Case Presentation derives from the student’s Internship and consists of 1) a brief demographic description of a client with whom the student worked, 2) a brief diagnostic description of the problem the client presented with, 3) an overview of the theoretical approach used by the student, 4) a treatment plan formulation, 5) a summary of the sessions, and 6) the treatment outcome. This is a verbal presentation only and it is

assessed simply as pass or fail. The Case Presentation is used to *demonstrate the appropriate application of a counseling theory to a specific problem.*

**Summary of Data**

Number of Students Meeting Criterion:	<b>48</b>	Number of Students Not Meeting Criterion:	<b>0</b>
Total Number of Students Assessed:	<b>48</b>	Percent of Students Meeting Criterion:	<b>100%</b>

**Interpretation of Results for Outcome 3:**

All of our students continue to pass this outcome measure. Students are fully prepared to present their case in the seminar portion of their Internship. They have an outline to follow and they work up a thorough case presentation to show that they've mastered the knowledge base of the counseling profession.

A rubric and score will be implemented for this criterion. It is likely students will continue to pass and meet this criterion, but scoring will give faculty more information to assess the study by and evaluate the program.

**NMHU Trait Summary**

All three measures (CPCE, Supervisor Evaluation, and Case Presentation) evaluate Mastery of Content Knowledge and Skills. 94.7% of the 131 data points meet the established criterion. Both the Supervisor Evaluation and the Case Presentation evaluate Critical and Reflective Thinking Skills and Effective Communication Skills. With each measure, of the 88 data points, 95.5% meet the established criterion.

NMHU Trait	Data points =/> criteria	Data points below criteria	Total Data Points	% Data points =/> criteria
Mastery of Content Knowledge and Skills	264	30	294	90%
Critical and Reflective Thinking Skills	94	0	94	100%
Effective Communication Skills	225	22	247	91%
Effective use of Technology	48	0	48	100%

**Summary of Goals (2018-2019)**

- 1) Prepare and implement use of rubric for the Case Presentation as a more thorough means of assessment with Student Learning Outcome 3 - *To demonstrate the appropriate application of a counseling theory to a specific problem.*
- 2) Prepare and implement use of Research Activity with rubric as the first means of assessment with a new Student Learning Outcome 4 – *To demonstrate the effective use of research tools//technology.*
- 3) Assess drop in scores on CPCE to determine need for study groups for test; change in textbooks; change in methodology with online, synchronous materials; and/or prep to take electronic exams.