Western Carolina University Counseling Program Annual Report
2018-2019

The mission of the Western Carolina University (WCU) Counseling program is to subscribe to the standards of the Council for Accreditation of Counseling and Related Education Program (CACREP) and prepare ethically-bound professional counselors for entry-level positions in clinical and school settings. During the 2018-2019 academic year, approximately 68 students were enrolled in both the Clinical Mental Health Counseling and Professional School Counseling tracks. Twenty-four students graduated (90% completion rate due to three students withdrawing due to personal reasons), and 96% of graduates were employed as professional counselors within three months of graduation. One-hundred percent passed the National Counselor Exam (N = 23), 100% passed the Counselor Preparation Comprehensive exam (N = 24), and 100% passed the North Carolina Praxis-II (Counseling portion) exam (N = 7).

The WCU Counseling program's objectives and student learning outcomes (SLO) are as follows: The counselor-in-training demonstrates knowledge and skill in:
1) Ethical practice
2) Social and cultural diversity
3) Human development
4) Career development
5) Individual counseling
6) Group counseling
7) Assessment, diagnosis, and treatment planning
8) Research and program evaluation
9) Specialty area: Clinical Mental Health Counseling or School Counseling
10) Professional dispositions and behaviors

The WCU Counseling program faculty conduct continuous, systematic program evaluation, both formally and informally, to determine how student learning outcomes are being met. Quantitative and qualitative data were collected and analyzed, both semesters (Fall 2018 and Spring 2019), and included: (a) faculty end-of-semester review of each student, (b) site supervisor evaluations, (c) graduate exit survey, (d) Counselor Preparation Comprehensive exam (CPCE) scores, (e) National Counselor Exam (NCE) scores, (f) NC Praxis-II (Counseling portion) exam scores, and (g) employer surveys.

The Faculty End-of-Semester Review is conducted by Counseling program faculty of each student, each semester (Fall and Spring). Performance measures include academic performance, counseling skills, and professionalism, with a scale of 0 – 3 (0 = harmful, 1 = below expectations, 2 = meets expectations, and 3 = exceeds expectations).

Site-Supervisor Evaluations (Fall 2018) are conducted by site-supervisors in schools and agencies. Each student is measured on attitude/professional behaviors, personal characteristics, counseling skills, counseling process, ethical sensitivity, and use of supervision/supervision relationship, on a 1 -5 scale (1 = considerably below expectations, 2 = slightly below expectations, 3 = at expected level, 4 = slightly above expectations, and 5 = considerably above expectations).

Site-Supervisor Evaluations (Spring 2019) are conducted by site-supervisors in schools and agencies. Each student is measured all 10 student learning outcomes, with a scale of 0 – 3 (0 = harmful, 1 = below expectations, 2 = meets expectations, and 3 = exceeds expectations). Note: This form was redesigned from Fall 2018, with a new rating scale to better align with the Faculty End-of-Semester Review rating scales and measure SLO.

Graduate Exit Surveys are given to students at the end-of-the-semester they graduate. Measures of graduates' self-report include preparedness in terms of knowledge and skill for all 10 student learning outcomes, and their perceptions of the quality of instruction, supervision, and advisement they received. Ratings are on a 1 - 5 scale (1 = strongly agree, 2 = agree, 3 = not Sure, 4 = strongly disagree, and 5 = disagree); the rating scale for perceptions of program quality is a 1 – 5 scale (1 = highly satisfactory, 2 = satisfactory, 3 = not sure, 4 = unsatisfactory, and 5 = highly unsatisfactory).

Employer Surveys are given to attendees at two program-offered conferences, each year. Employers measure students on all 10 student learning outcomes, with a scale of 1 = 5 (1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent).

Assessment	Data Collected & Analyzed by Faculty
Faculty End-of-Semester Review of each student	136 total; 73 students reviewed Fall 2018, 63 students reviewed Spring 2019
Site-Supervisor Evaluations	27 total; 13 students Fall 2018, 14 students Spring 2019
Graduate Exit Survey	23 sent to graduates in December 2018 and May 2019, 15 received (65% completion rate)
CPCE scores	25 of 25 students passed exam (Fall 2018 and Spring 2019)
NCE scores	21 of 21 students passed exam (Spring 2018 and Fall 2018; Spring 2019 scores not available at time of report)
NC PRAXIS-II (counseling portion)	5 of 5 professional school counseling students (Fall 2018 and Spring 2019)
Employer Surveys	2 received from clinical mental health employers Fall 2018

Following is an aggregated report on each SLO, a program modification plan by the Counseling program faculty to maintain or modify curricular offerings, and an Appendix that identifies SLO, methods of measurement, and assessors.

SLO #1: The counselor-in-training demonstrates knowledge and skill in Ethical Practice

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	4 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.4 (meets expectations level = 2)
CPCE	Above national average
NCE	Met national average
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in ethical practice
Employer surveys	5 (excellent)

Summary: The aggregate data indicate students met or exceeded expectations in knowledge and skills in Ethical Practice. One unethical issue noted by faculty, however, was three cases of plagiarism from three students.

Action Plan: Faculty will continue teaching and assessing students' knowledge and skills related to professional orientation and ethical practice. To address plagiarism issues, faculty meet with identified students to address plagiarism, students take an exam on plagiarism in the COUN 602: Professional Orientation and Ethics course, and all faculty will continue to monitor each student, each semester.

SLO #2: The counselor-in-training demonstrates knowledge and skill in Social and Cultural Diversity

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	3.7 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.2 (meets expectations level = 2)
CPCE	Above national average
NCE	Met national average
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in social and cultural diversity
Employer surveys	5 (excellent)

Summary: The aggregate data indicate students met or exceeded expectations in knowledge and skills in Social and Cultural Diversity.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills related to social and cultural diversity.

SLO #3: The counselor-in-training demonstrates knowledge and skill in Human Development

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	4.2 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.4 (meets expectations level = 2)
CPCE	Above national average
NCE	Met national average*
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in human development
Employer surveys	4 (good)

Summary: The aggregate data indicate students met or exceeded expectations in knowledge and skills in human development. Of the data analyzed, clinical mental health counseling students exceeded scores on the NCE for human development; however, professional school counseling students scored slightly below the national average. It was noted, however, that 91% of graduates' responses on the exit survey indicated the COUN 625: Developmental Perspectives of Counseling course was rated as a strong, preparatory course in their preparation as a counselor.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills related to human development, with special attention to professional school counseling students in the COUN 625: Developmental Perspectives of Counseling course. Faculty will review their academic performance on this SLO with the end-of-semester review and site supervisor evaluations.

SLO #4: The counselor-in-training demonstrates knowledge and skill in Career Development

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	SLO not specifically assessed
Site-Supervisor Evaluations- Spring 2019	2.4 (meets expectations level = 2)
CPCE	Above national average
NCE	Met national average
Graduate Exit Surveys	82% students strongly agree/agree feeling prepared in knowledge and skill in career development; 18% reported they were not sure
Employer surveys	4 (good)

Summary: The aggregate data indicate students met or exceeded expectations in career development.

Action Plan: Because the Graduate exit survey revealed the lowest rating on the item "I am prepared in terms of knowledge and skill in career development" compared to other SLOs, a needs assessment was introduced in Summer 2019 and results will guide the faculty of the

COUN 650: Career Counseling course in creating an intervention for the Summer 2020 course to improve student learning and outcomes. This course is only offered one time per year, however, and all faculty will continue to assess this SLO with other data collected. Also, because the Fall 2018 Site-Supervisor evaluation did not assess for knowledge and skills in career development, the evaluation form was redesigned and now assesses for this SLO.

SLO #5: The counselor-in-training demonstrates knowledge and skill in Individual Counseling

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	3.9 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.4 (meets expectations level = 2)
CPCE	Above national average
NCE	Above national average (Helping Relationships subsection)
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in individual counseling
Employer surveys	5 (excellent)

Summary: The aggregate data indicate students exceeded expectations in individual counseling.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in individual counseling.

SLO #6: The counselor-in-training demonstrates knowledge and skill in Group Counseling

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	3.9 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.4 (meets expectations level = 2)
CPCE	Above national average
NCE	Above national average
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in group counseling
Employer surveys	4.5 (excellent/good)

Summary: The aggregate data indicate students exceeded expectations in group counseling.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in group counseling.

SLO #7: The counselor-in-training demonstrates knowledge and skill in Assessment, Diagnosis, and Treatment Planning

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	Not assessed
Site-Supervisor Evaluations- Spring 2019	2.2 (meets expectations level = 2)
CPCE	Above national average
NCE	Above national average
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in assessment, diagnosis, and treatment planning
Employer surveys	4.5 (excellent/good)

Summary: The aggregate data indicate students exceeded expectations in assessment, diagnosis, and treatment planning.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in assessment, diagnosis, and treatment planning. Also, because the Fall 2018 Site-Supervisor evaluation did not assess for knowledge and skills in assessment, diagnosis, and treatment planning, the evaluation form was redesigned and now assesses for this SLO.

SLO #8: The counselor-in-training demonstrates knowledge and skill in Research and Program Evaluation

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	Not assessed
Site-Supervisor Evaluations- Spring 2019	2.2 (meets expectations level = 2)
CPCE	Above national average
NCE	Above national average
Graduate Exit Surveys	91% students strongly agree/agree feeling prepared in research and program evaluation; 9% (one graduate) reported he/she was not sure
Employer surveys	3 (average)

Summary: The aggregate data indicate students met or exceeded expectations in research and program evaluation.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in research and program evaluation. The Fall 2018 Site-Supervisor evaluation did not assess for knowledge and skills in assessment, diagnosis, and treatment planning, the evaluation form was redesigned and now assesses for this SLO. And, because it is difficult to generalize results from the low response rate from Employer surveys, we will continue our attempts to increase the number of completed surveys received from employers.

SLO #9: The counselor-in-training demonstrates knowledge and skill in Specialty area: Clinical Mental Health Counseling

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	4.1 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.2 (meets expectations level = 2)
NCE	100% pass rate
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in clinical mental health counseling
Employer surveys	5 (excellent)

Summary: The aggregate data indicate students exceeded expectations in the specialty area of clinical mental health counseling.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in clinical mental health counseling.

SLO #9: The counselor-in-training demonstrates knowledge and skill in Specialty area: School Counseling

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	4.1 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.2 (meets expectations level = 2)
NC PRAXIS-II	100% pass rate
Graduate Exit Surveys	100% students strongly agree/agree feeling prepared in knowledge and skill in school counseling
Employer surveys	No surveys received

Summary: The aggregate data indicate students exceeded expectations in the specialty area of professional school counseling.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in professional school counseling. Faculty will continue attempts to increase the number of surveys received from employers.

SLO #10: The counselor-in-training demonstrates knowledge and skill in Professional dispositions and behaviors

Faculty End-of-Semester Review of Students	2.2 (meets expectations level = 2)
Site-Supervisor Evaluations- Fall 2018	4.1 (expected level = 3)
Site-Supervisor Evaluations- Spring 2019	2.6 (meets expectations level = 2)
Employer surveys	5 (excellent)

Summary: The aggregate data indicate students exceeded expectations in professional dispositions and behaviors.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' professional dispositions and behaviors.

Additional data: From the Graduates Exit survey, students' measure the quality of the instruction, supervision, and advisement received during the program. All graduates (N = 11) reported 100% satisfaction (either highly satisfactory or satisfactory) in overall quality of instruction in content courses by counseling faculty, and in overall quality of supervision in field experiences by counseling faculty. Additionally, faculty meet with a Counseling Program Advisory Board, each year, and discuss student and program outcomes and initiatives, and seek feedback and suggestions for improvements. Data analyzed from the Board led to the revision of Site-Supervisor evaluation forms.

Program Modifications Based on Data Findings

In addition to the above action plans, faculty will continue to ensure accurately assessing SLO across data points by better aligning the rating scales of the Graduate Exit and Employer Surveys with the Faculty End-of-Semester Review and Site-Supervisor Evaluation forms. We also will continue efforts to increase the number of completed Employer surveys received.

The Counseling program also purchased cameras for the group counseling course to enhance students' training and access to equipment, and to ensure privacy of group counseling recordings. In addition, the professional school counseling faculty created a supervision course for school personnel, offered in Summer 2019, to address recent legislative changes and requirements for professional school counselors. Finally, faculty have an ongoing review of our process to identify and address student concerns that may lead to additional supervision or remediation plans. No changes were made to the remediation process during the 2018 – 2019 academic year. All of these actions will help to ensure best practices in student training and gatekeeping of our profession.

Appendix

Student Learning Outcomes	Measures of Assessment	Assessor(s)
SLO #1: The counselor-in-training demonstrates knowledge and skill in Ethical Practice	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Professional Orientation and Ethics	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsection of Professional Orientation and Ethical Practice	National Board of Certified Counselors (NBCC)
	Employer Survey item #1	Employers of WCU Counseling graduates
SLO #2: The counselor-in-training demonstrates knowledge and skill in Social and Cultural Diversity	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Social and Cultural Foundations	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsection of Social and Cultural Diversity	National Board of Certified Counselors (NBCC)
	Employer Survey item #2	Employers of WCU Counseling graduates
SLO #3: The counselor-in-training demonstrates knowledge and skill in Human Development	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Human Growth and Development	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsection of Human Growth and Development	National Board of Certified Counselors (NBCC)
	Employer Survey item #3	Employers of WCU Counseling graduates
SLO #4: The counselor-in-training demonstrates knowledge and skill in Career Development	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Career and Lifestyle Development	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsection of Career Development	National Board of Certified Counselors (NBCC)
	Employer Survey item #4	Employers of WCU Counseling graduates
SLO #5: The counselor-in-training demonstrates knowledge and skill in Individual Counseling	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Helping Relations	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsections of Helping	National Board of Certified Counselors (NBCC)

	Relationships and Counseling Process	
	Employer Survey item #5	Employers of WCU Counseling graduates
SLO #6: The counselor-in-training demonstrates knowledge and skill in Group Counseling	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Group Work	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsections of Group Work	National Board of Certified Counselors (NBCC)
	Employer Survey item #6	Employers of WCU Counseling graduates
SLO #7: The counselor-in-training demonstrates knowledge and skill in Assessment, Diagnosis, and Treatment Planning	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Appraisal, Research, and Program Evaluation	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsections of Assessment and Diagnostic & Assessment Services	National Board of Certified Counselors (NBCC)
	Employer Survey item #7	Employers of WCU Counseling graduates
SLO #8: The counselor-in-training demonstrates knowledge and skill in Research and Program Evaluation	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Comprehensive exam subsection on Research and Program Evaluation	Center for Credentialing & Education (CCE)
	National Counselor Exam (NCE) subsection of Research & Program Evaluation	National Board of Certified Counselors (NBCC)
	Employer Survey item #8	Employers of WCU Counseling graduates
SLO #9: The counselor-in-training demonstrates knowledge and skill in Specialty area: Clinical Mental Health Counseling --OR--	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	National Counselor Exam (NCE) overall score	National Board of Certified Counselors (NBCC)
	Employer Survey item #9	Employers of WCU Counseling graduates
SLO #9: The counselor-in-training demonstrates knowledge and skill in Specialty area: School Counseling	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Praxis II: Professional School Counselor exam overall score	Educational Testing Service (ETS)
	Employer Survey item #9	Employers of WCU Counseling graduates

SLO #10: The counselor-in-training demonstrates knowledge and skill in Professional dispositions and behaviors	Faculty End-of-Semester Review	COUN faculty
	Site Supervisor evaluations	Site supervisors
	Employer Survey item #10	Employers of WCU Counseling graduates