



Master of Arts in Counseling Program Review - 2024

Key Performance Indicator 1

Establish an understanding of the overall counseling profession.

- Measured by the CPCE, Professional Orientation and Ethical Practice section, MNU students' mean score for Spring 2023 was 11.98 compared to the national mean of 11.09. For the Spring of 2024 MNU student mean was 12.89 compared to the national mean of 10.82.
- Measured by the final exam in the Counselor Orientation and Ethics course, students averaged a grade of 89.42%
- Measured by a specific item of the Graduate Survey ("Students will have knowledge about the profession of counseling including history, professional roles, organizational structures, ethics, standards and credentialing."), 53 students selected "Strongly Agree", 28 students selected "Agree", and 1 student selected "Disagree", and 2 selected "Strongly Disagree"
- Measured by Case Presentation scores in the Internship 3 course, students averaged a grade of 96.45%
- Measured by a specific item of the Graduate Survey ("Demonstrate the ability to apply and adhere to ethical and legal standards of professional counseling."), 52 students selected "Strongly Agree", 24 students selected "Agree", and 1 student selected "Disagree", and 1 selected "Strongly Disagree."
- Measured by an employer survey looking at "the employee establishes an understanding of the overall counseling profession", 96.4% of employers or post-graduate supervisors marked meets or exceeds expectations.

Feedback/Recommendations:

- Some data missing due to transition from ExamSoft to Moodle for Data retrieval. Recently re-formatted the course and instituted intermittent quizzes throughout the course. Likely we will see this data trend upward due to the new format.

Key Performance Indicator 2

Establish an understanding of multicultural counseling competencies.

- Measured by the CPCE, Social and Cultural Diversity section, MNU students' mean score was 11.01 compared to the national mean score of 10.23 for the Spring of 2023 and for the Spring of 2024 MNU Student mean was 10.66 compared to a national mean of 10.03
- Measured by the Immersion Experience assignment in the Multicultural Counseling course, students averaged a grade of 99%.
- Measured by a specific item of the Graduate Survey ("Students will have knowledge of social and cultural diversity including the cultural context of relationships, issues and trends in multicultural society."), 35 students selected "Strongly Agree", 39 students selected "Agree", and 9 students selected "Disagree", and 2 students selected "Strongly Disagree".

- Measured by a specific item of the Practicum Evaluations by Site Supervisor (“Awareness of social and cultural factors in conceptualization of cases.”), 88 of 88 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations,
- Measured by a specific item of the Practicum Evaluations by Faculty Supervisor (“Awareness of social and cultural factors in conceptualization of cases.”), 86 of 86 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Internship 2 Evaluations by Site Supervisor (“Awareness of social and cultural factors in conceptualization of cases.”), 81 of 81 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Internship 2 Evaluations by faculty supervisor (“Awareness of social and cultural factors in conceptualization of cases.”), 95 of students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Internship 3 Evaluations by Site Supervisors (“Awareness of social and cultural factors in conceptualization of cases.”), 92 of 92 students were evaluated as meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Graduate Survey (“Provide Effective Services to clients in a multicultural society.”), 31 students selected “Strongly Agree”, 41 students selected “Agree”, and 9 students selected “Disagree”, and 2 students selected “Strongly Disagree”.
- Measured by an employer survey looking at “The employee establishes an understanding of multicultural counseling competencies.”, 92.8% of employers or post graduate supervisors agreed or strongly agreed with the item.

Feedback/Recommendations

- Use Quizzes or final to measure the knowledge aspect of this KPI
- Incorporate diversity with guest lecturers
- Cover in a Master’s Symposium

Key Performance Indicator 3

Establish an understanding of the nature and needs of persons across the lifespan.

- MNU students’ mean score was 11.42 compared to the national mean score of 10.47 for the Spring of 2023 and for the Spring of 2024 MNU Student mean was 11.92 compared to a national mean of 11.72.

- Measured by the Interaction With Self assignments in the Lifespan Development course, students averaged a grade of 90.67%
- Measured by a specific item of the Graduate Survey (“Students will have knowledge of human growth and development in order to understand the nature and needs of individuals at all developmental levels, and in multicultural contexts.”), 49 students selected “Strongly Agree”, 33 students selected “Agree”, and 1 student selected “Disagree”, and 2 students selected “Strongly Disagree”
- Measured by a specific item of the Internship 2 Evaluation by Site Supervisor (“Shows Knowledge of the nature and needs of individuals throughout the stages of human development and possesses knowledge of related human behavior.”), 81 of 81 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations.
- Measured by a specific item of the Internship 3 Evaluation by Site Supervisors (“Shows Knowledge of the nature and needs of individuals throughout the stages of human development and possesses knowledge of related human behavior.”), 84 of 84 students were evaluated as meeting expectations, or exceeding expectations.
- Measured by a specific item of the Internship 2 Evaluation by Faculty Supervisor (“Shows Knowledge of the nature and needs of individuals throughout the stages of human development and possesses knowledge of related human behavior.”), 86 of 86 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by Case Presentation scores in the Internship III course, students averaged a grade of 97.40%
- Measured by an employer survey looking at “The employee establishes an understanding of the nature and needs of persons across the lifespan.”, 100% of employers or post-graduate supervisors agreed or strongly agreed with the item.

Feedback/Recommendations:

- None noted

Key Performance Indicator 4

Establish an understanding of career development.

- Measured by the CPCE, Career Development section, MNU students’ mean score was 11.31 compared to the national mean score of 10.39 for the Spring of 2023 and for the Spring of 2024 MNU Student mean was 11.73 compared to a national mean of 11.01
- Measured by the Midterm Exam in the Career Counseling course, students averaged a grade of 86.89%
- Measured by a specific item of the Graduate Survey (“Students will have knowledge and understanding of career development as it relates to life factors.”), 31 students selected “Strongly Agree”, 40 students selected “Agree”, and 12 students selected “Disagree”, and 2 students selected “Strongly Disagree”.
- Measured by a specific item of the School Counseling Internship 2 Site Evaluations (“Advocates for the appropriate academic experiences in order to promote the academic, career, and

personal/social development of students.”), 12 of 12 students were evaluated as meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.

- Measured by a specific item of the School Counseling Internship 2 Site Evaluations (“Engages parents, guardians, and families to promote the academic, career and personal/social development of students.”), 10 of 12 students were evaluated as meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations, 2 students were not observed.
- Measured by a specific item of the Mental Health Internship 2 Evaluation by Site Supervisors (“Demonstrates an ability to incorporate career development appropriately when working with clients.”), 28 of 28 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the School Counseling Internship 3 Evaluation by Site Supervisor (“Advocates for the appropriate academic experiences in order to promote the academic, career, and personal/social development of students.”), 9 of 9 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations
- Measured by a specific item of the School Counseling Internship 3 Evaluation by Site Supervisor (“Engages parents, guardians, and families to promote the academic, career and personal/social development of students.”), 11 of 11 students were evaluated as meeting expectations or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Mental Health Internship 3 Evaluation (“Demonstrates an ability to incorporate career development appropriately when working with clients.”), 30 of 30 students were evaluated as meeting expectations or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the School Counseling Internship 2 Evaluation by Faculty Supervisor (“Advocates for the appropriate academic experiences in order to promote the academic, career, and personal/social development of students.”), 12 of 12 students were evaluated as meeting expectations or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the School Counseling Internship 2 Evaluation by Faculty Supervisor (“Engages parents, guardians, and families to promote the academic, career and personal/social development of students.”), 10 of 12 students were evaluated as meeting expectations or exceeding expectations. No students were evaluated as not meeting expectations, 2 students were not observed.
- Measured by a specific item of the Mental Health Internship 2 Evaluation by Faculty Supervisor (“Demonstrates an ability to incorporate career development appropriately when working with clients.”), 27 of 27 students were evaluated as approaching, meeting , or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by Case Presentation scores in the Internship III course, students averaged a grade of 98.2%

- Measured by graduate survey, “Students have the ability to conceptualize for clients the impact of career and life factors,” 24 students “strongly agreed”, 50 students “agreed”, 7 of them “disagreed”, and 2 students “strongly disagreed.”
- Measured by an employer survey looking at “The employee establishes an understanding of career development.”, 86% of employers or post-graduate supervisors rated graduates meets, or exceeds expectations, none of them were rated as “below or does not meet expectation.”

Feedback/Recommendations:

- Consider moving the career sooner in the program
- Consider student feedback is suggestive of lack of interest, perception of importance.

Key Performance Indicator 5

Establish and maintain an effective counseling relationship.

- Measured by the CPCE, Helping Relations section, MNU students’ mean score was 11.94 compared to the national mean score of 9.84 for the Spring of 2023 and for the Spring of 2024 MNU Student mean was 12.35 compared to a national mean of 10.85
- Measured by the Working Stage Video in the Helping Skills course, students averaged a grade of 93.13%
- Measured by a specific item of the Graduate Survey (“Students will have knowledge of the helping relationship to include an understanding of the counseling process in a multicultural society.”), 54 students selected “Strongly Agree”, 29 students selected “Agree”, 1 student selected “Disagree”, and 1 “strongly disagree”.
- Measured by 95 evaluations on 10 different skills of the Practicum Site Evaluations (“Rapport, Attending, reflections, Probes, Paraphrasing, Summaries, Clarification, Challenge, Immediacy, Collaboration.”), 948 of 948 skills were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No skills were evaluated as not meeting expectations,
- Measured by 70 evaluations on 10 different skills of the Practicum Faculty Evaluations (“Rapport, attending, reflections, Probes, Paraphrasing, Summaries, Clarification, Challenge, Immediacy, Collaboration.”), 712 of 712 skills were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No skills were evaluated as not meeting expectations.
- Measured by a specific item of the Internship 2 Site Evaluations (“Establish and maintain therapeutic relationship through the use of basic helping skills.”), 84 of 84 students were evaluated as approaching expectations, meeting expectations or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Internship 3 Site Evaluations (“Establish and maintain therapeutic relationship through the use of basic helping skills.”), 115 of 115 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Internship 2 Faculty Evaluations (“Establish and maintain therapeutic relationship through the use of basic helping skills.”), 94 of 94 students were evaluated as approaching expectations, meeting expectations, or exceeding expectations. No students were evaluated as not meeting expectations.
- Measured by a specific item of the Graduate Survey (“Apply effective strategies for treatment, planning and intervention in a counseling relationship.”), 29 students selected “Strongly Agree”,

45 students selected "Agree", and 7 students selected "Disagree", and 2 students selected "Strongly Disagree".

- Measured by an employer survey looking at "The employee establishes and maintains an effective counseling relationship.", 92.8% of employers or post-graduate supervisors rated graduates as "exceeds or Meets Expectations. No graduates were rated "below or does not meet expectations."

Feedback/Recommendations

- None noted