

Department of Professional Counseling
M.A. Counseling w/emphasis in Clinical Mental Health Counseling
Charleston, Columbia, Myrtle Beach SC
Webster University
AY 2018-19

In brief:

Students are performing satisfactorily in the program, and the program is meeting all of its outcomes as evidenced by the results of this report.

Recommendations and proposed changes as a result of this report:

- No new recommendations at this time.

Aggregate student assessment data

Student Learning Outcomes

1. Apply ethical and legal standards, as well as knowledge of public mental health policy, financing, and regulatory processes, to mental health counseling. (CACREP 2016 2.F.1.)

- Measures: All PSE items under section D “fitness to practice.”
- Administrations: COUN 5020, COUN 5100, COUN 5610, COUN 5230, COUN 6100/6200, COUN 6500
- Results:

PSE Section D

Outcome Name	N	Mean
Establishes Therapeutic Relationship	153	
COUN 5020	5	2.000
COUN 5100	1	1.000
COUN 5610	20	2.400
COUN 6500	77	2.325
practicum	50	2.320
Case Conceptualization	142	
COUN 5020	4	2.000
COUN 5100	1	1.000
COUN 5230	4	3.000
COUN 5610	10	2.700
COUN 6500	79	1.949
practicum	44	2.182
Practices Within Scope	145	
COUN 5020	3	2.000
COUN 5100	1	1.000
COUN 5230	4	3.000
COUN 5610	10	2.700

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

COUN 6500	77	2.234
practicum	50	2.280
Therapeutic Confrontation	119	
COUN 5020	3	2.000
COUN 5100	1	1.000
COUN 5610	10	2.600
COUN 6500	74	1.932
practicum	31	2.065
Understands DSM	115	
COUN 5020	3	2.000
COUN 5100	1	1.000
COUN 5230	5	2.600
COUN 5610	1	2.000
COUN 6500	69	1.957
practicum	36	2.222
Management of SI HI	89	
COUN 5020	4	2.000
COUN 5100	1	1.000
COUN 5610	8	2.750
COUN 6500	47	2.085
practicum	29	2.241
Reports Abuse	83	
COUN 5020	3	2.000
COUN 5610	7	2.714
COUN 6500	45	2.156
practicum	28	2.250
Substance Abuse Tx	83	
COUN 5020	3	2.000
COUN 5100	1	1.000
COUN 6500	47	2.064
practicum	32	2.219
Cultural Sensitivity	158	
COUN 5020	5	2.000
COUN 5100	11	2.000
COUN 5230	5	3.000
COUN 5610	10	2.700
COUN 6500	78	2.333
practicum	49	2.224
Case Notes	87	
COUN 5020	3	2.000
COUN 5230	4	3.000
COUN 5610	8	3.000
COUN 6500	49	2.143
practicum	23	2.217
Referral and Termination	81	
COUN 5020	3	2.000

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

COUN 5610	8	2.875
COUN 6500	48	2.042
practicum	22	2.364
Code of Ethics	156	
COUN 5020	5	2.000
COUN 5100	10	2.000
COUN 5230	5	3.000
COUN 5610	9	2.889
COUN 6500	77	2.312
practicum	50	2.280
Boundary Maintenance	141	
COUN 5020	4	2.000
COUN 5610	9	2.778
COUN 6500	78	2.244
practicum	50	2.200
Overall Fitness	160	
COUN 5020	5	2.000
COUN 5100	11	1.909
COUN 5230	5	2.800
COUN 5610	10	2.600
COUN 6500	79	2.152
practicum	50	2.260

Analysis and Actions

Indicate what you determined about student learning of the outcome from the results of the measure.

As expected, students tend to score lower on these measures earlier in their program (COUN 5020 and COUN 5100) and higher in later courses such as COUN 6500. Students got higher than expected scores in COUN 5610 Techniques of Counseling, which may reflect an issue with interrater reliability. All scores reflect satisfactory performance at program level. Students are performing at or above expectations on this objective.

Indicate the specific steps you will take to strengthen student learning experiences for this outcome.

Ethics exam will be included in the 20-21 administration.

Indicate how you will communicate results and actions to faculty and students.

This report will be posted on the department website and stakeholders will be notified.

2. Implement mental health counseling principles and practices associated with education, prevention, consultation, and intervention. (CACREP 2016 2.F.5., 2.F.6.)

- Measures:

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

- Grow Your Own Human paper
- Career Case Analysis
- Items under section C of PSE concerning counseling skills
- Administrations:
 - COUN 5050
 - COUN 5700
 - COUN 5610, COUN 5230, COUN 6100/6200, COUN 6500
- Results:

COUN 5050 Grow Your Own Human

Learning Outcome	Mean	N	Standard Deviation
Identify topic	2.529412	34	0.50664
Review literature	2.176471	34	1.028992
Timeline	2.411765	34	0.701412
HGD content knowledge	2.352941	34	0.773906
Relevance and implications	2.323529	34	0.80606
Conclusion	2.352941	34	0.8836
Writing quality	2.088235	34	0.865768
Research and scholarship	1.911765	34	1.025955

COUN 5700 Career Case Analysis

Learning Outcome	Mean	N	Standard Deviation
Genogram	2.333333	12	0.778499
Client worldview	2.333333	12	0.778499
Information gaps	2.333333	12	0.492366
Career theory	2.5	10	0.707107
Interventions	2	12	0.603023
Cultural competency	2.166667	12	0.717741
Integration	2.666667	12	0.651339
Writing quality	1.833333	12	0.389249
Research and scholarship	2	12	0.426401

PSE Section C

Learning outcome	N	Mean
Awareness of own cultural values	198	
COUN 5020	17	1.941
COUN 5100	16	1.938
COUN 5230	10	2.500
COUN 5610	27	2.407
COUN 6500	78	2.359
practicum	50	2.260
Cultural Awareness	195	
COUN 5020	17	1.941
COUN 5100	16	1.938
COUN 5230	6	2.833
COUN 5610	27	2.444

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

COUN 6500	79	2.367
practicum	50	2.280
Respect for Cultural Differences	193	
COUN 5020	17	1.941
COUN 5100	16	1.938
COUN 5230	6	2.833
COUN 5610	27	2.370
COUN 6500	77	2.403
practicum	50	2.260
Basic Counseling Skills 1	167	9.767
COUN 5020	11	1.818
COUN 5100	1	1.000
COUN 5610	27	2.407
COUN 6500	79	2.316
practicum	49	2.224
Basic Counseling Skills 2	166	
COUN 5020	12	1.833
COUN 5100	1	1.000
COUN 5610	27	2.333
COUN 6500	78	2.179
practicum	48	2.188
Basic Counseling Skills 3	161	
COUN 5020	12	1.833
COUN 5100	1	1.000
COUN 5610	27	2.296
COUN 6500	78	2.077
practicum	43	2.000
Infers Unstated Meaning	156	
COUN 5020	5	2.000
COUN 5100	1	1.000
COUN 5610	27	2.185
COUN 6500	78	1.872
practicum	45	1.778
Boundaries	162	
COUN 5020	5	2.000
COUN 5100	1	1.000
COUN 5610	27	2.407
COUN 6500	79	2.177
practicum	50	2.260
Elicits Information	164	
COUN 5020	6	2.000
COUN 5100	1	1.000
COUN 5230	1	2.000
COUN 5610	27	2.333
COUN 6500	79	2.152
practicum	50	2.160

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

Aware of Theories	149	
COUN 5020	4	2.000
COUN 5100	1	1.000
COUN 5610	18	2.444
COUN 6500	79	2.076
practicum	47	1.936
Informed Consent	159	
COUN 5020	4	2.000
COUN 5100	1	1.000
COUN 5610	25	2.360
COUN 6500	79	2.278
practicum	50	2.160
Overall Basic Counseling Skills	164	
COUN 5020	5	2.000
COUN 5100	3	1.667
COUN 5610	27	2.259
COUN 6500	79	2.152
practicum	50	2.220

Analysis and Actions

Indicate what you determined about student learning of the outcome from the results of the measure.

Students are performing at or above expectations on this objective. As expected, students tend to score lower on the PSE measures earlier in their program (COUN 5020 and COUN 5100) and higher in later courses such as COUN 6500. Students are performing within expected standards on the Grow Your Own Human paper and the Career Case Analysis.

Indicate the specific steps you will take to strengthen student learning experiences for this outcome.

COUN 5200 Theory paper will be included in the 20-21 administration

Indicate how you will communicate results and actions to faculty and students.

This report will be posted on the department website and stakeholders will be notified.

3. Describe how living in a multicultural society impacts clients and apply effective advocacy strategies to enhance mental health services (CACREP 2016 2.F.2.)
 - Measures: PSE scores for the following items:
 - C01 “Demonstrates awareness of own belief system, values, needs, and biases”
 - C02 “Demonstrates awareness of own cultural, ethnic, and racial identity”

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

- C03 “Respects cultural, individual, and role differences including but not limited to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language and SE status.”
- Administrations: COUN 5020, COUN 5100, COUN 5610, COUN 5230, COUN 6100/6200, COUN 6500
- Results:

PSE Items C01, C02, and C03

Learning outcome	N	Mean
Awareness of own cultural values	198	
COUN 5020	17	1.941
COUN 5100	16	1.938
COUN 5230	10	2.500
COUN 5610	27	2.407
COUN 6500	78	2.359
practicum	50	2.260
Cultural Awareness	195	
COUN 5020	17	1.941
COUN 5100	16	1.938
COUN 5230	6	2.833
COUN 5610	27	2.444
COUN 6500	79	2.367
practicum	50	2.280
Respect for Cultural Differences	193	
COUN 5020	17	1.941
COUN 5100	16	1.938
COUN 5230	6	2.833
COUN 5610	27	2.370
COUN 6500	77	2.403
practicum	50	2.260

Analysis and Actions

Indicate what you determined about student learning of the outcome from the results of the measure.

Students are performing at or above expectations on this objective, and the upward trajectory of their scores between COUN 5020 and COUN 6500 clearly demonstrates that our program and curriculum are working as intended in this area.

Indicate the specific steps you will take to strengthen student learning experiences for this outcome.

The department will keep doing what we do, which is to require COUN 5100 Social and Cultural Foundations (a rigorous and challenging course devoted to multicultural competency) early in students' program of study, present challenging ideas, and provide feedback to students on this issue in a way that is empathic and encourages students to be open and self-reflective on this issue rather than defensive.

Indicate how you will communicate results and actions to faculty and students.

This report will be posted on the department website and stakeholders will be notified.

4. Employ various assessment techniques associated with professional mental health counseling to appropriately intervene in meeting the needs of diverse clients. (CACREP 2016 2.F.4, 2.F.7)
- Measures: Item E03 of PSE concerning whether student “Demonstrates ability to measure outcomes based on theory.”
 - Administrations: COUN 6100/6200 and COUN 6500
 - Results:

PSE Item E03

Learning Outcome	N	Mean	SD
Outcome Assessment	115		
COUN 6500	68	1.868	.62
practicum	36	1.806	.78

Analysis and Actions

Indicate what you determined about student learning of the outcome from the results of the measure.

Most students are performing at the program’s expectations on this objective, though on the lower end of acceptable level. The SD of .62 in internship indicates potentially wide variance, with a range of 1.24-2.488 in the first standard deviation. Testing and assessment seems to be an area in which students tend to have difficulty.

Indicate the specific steps you will take to strengthen student learning experiences for this outcome.

Self-assessment report in COUN 5220 will be included in the 20-21 administration

Indicate how you will communicate results and actions to faculty and students.

This report will be posted on the department website and stakeholders will be notified.

5. Apply evidence-based research literature associated with professional mental health counseling to meet the needs of clients living in a diverse society. (CACREP 2016 2.F.3, 2.F.5, 2.F.6, 2.F.8.)

- Measures:
 - Research proposal assignment
 - Items from section E of PSE concerning integrating theory with practice
- Administrations:
 - COUN 5850
 - COUN 5020, COUN 5100, COUN 5610, COUN 5230, COUN 6100/6200, COUN 6500
- Results:

COUN 5850 Research Proposal

Learning Outcome	Mean	N	SD
Research question	2.090909	11	0.301511
Rationale	2.1	10	0.316228
Lit review	1.7	10	0.674949
Methodology	1.7	10	0.823273

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

Writing quality	2.090909	11	0.301511
Research and scholarship	1.909091	11	0.53936

PSE Section E

Learning Outcome	N	Mean
Integrates Theory and Practice	132	
COUN 5020	3	2.000
COUN 5610	8	3.000
COUN 6500	77	1.883
practicum	44	1.795
Theoretical Consistency	123	
COUN 5020	3	2.000
COUN 5610	7	2.857
COUN 6500	72	1.944
practicum	41	1.805
Outcome Assessment	115	
COUN 5020	4	2.000
COUN 5610	7	2.857
COUN 6500	68	1.868
practicum	36	1.806
Appreciates Variety of Theories	127	
COUN 5020	4	2.000
COUN 5610	8	2.875
COUN 6500	72	2.042
practicum	43	2.023
Overall Integration of Theory and Practice	136	
COUN 5020	5	2.000
COUN 5610	9	2.667
COUN 6500	78	1.859
practicum	44	1.886

Analysis and Actions

Indicate what you determined about student learning of the outcome from the results of the measure.

Students are performing at or near the department's expectations on this outcome. We would prefer for students' performance on the lit review and methodology of their research proposal assignment to be stronger. We would like to see a little more improvement in students' performance on all items on section E on the PSE, which concern students' competency at integrating theory with practice. At the same time, we realize that this is an advanced competency that develops more fully during the period between students' graduation and gaining independent licensure. We noticed that students are scoring higher than expected on many of these PSE items in COUN 5610, which is likely due to a small sample size and problems with interrater reliability.

Indicate the specific steps you will take to strengthen student

Case conceptualization in COUN 6500 will be included in 20-21 administration

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

learning experiences for this outcome.

Indicate how you will communicate results and actions to faculty and students.

This report will be posted on the department website and stakeholders will be notified.

6. Implement diagnostic tools appropriate for mental health counseling professionals to diagnosis disorders in diverse clients. (CMHC specialty; CACREP 2016 CHMC specialty)

- Measures:
 - Final paper
 - Item E05 of the Professional Skills Evaluation (PSE), which asks how well a student "Demonstrates understanding of the DSM and clinical application."
- Administration:
 - COUN 5150
 - COUN 5020, COUN 5100, COUN 5610, COUN 5230, COUN 6100/6200, COUN 6500
- Results:

COUN 5150 Final Paper

Learning Outcome	Mean	N	SD
Identify topic	2.666667	3	0.57735
Symptoms and clinical presentation	2.666667	3	0.57735
Etiology	2.333333	3	0.57735
Diagnosis	2.333333	3	0.57735
Implications for tx	2.333333	3	0.57735
Writing quality	1.666667	3	1.154701
Research and scholarship	2	3	1

PSE Item D05

Learning Outcome	N	Mean	SD
Understands DSM	115		
COUN 6500	69	1.957	.65
practicum	36	2.222	.54

Analysis and Actions

Indicate what you determined about student learning of the outcome from the results of the measure.

Students are performing at the department's expectations for this learning outcome, though the sample size for the COUN 5150 final paper is too small from which to draw conclusions. This will improve in the next assessment cycle for the 2019-20 academic year. The department has changed its required course in this area from COUN 5150 to COUN 5230, and the

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

faculty have grown more confident using the rubric for that assignment. Students' scores on the PSE item D05 is technically acceptable, but we would prefer for students to perform better on this later in their time in the program.

Indicate the specific steps you will take to strengthen student learning experiences for this outcome.

We expect more data from the COUN 5230 final case study packet in the 20-21 administration

Indicate how you will communicate results and actions to faculty and students.

This report will be posted on the department website and stakeholders will be notified.

Demographic data

Campus	FA16 Cohort Total	# Graduating as of May 2019	Graduation Rate
Charleston/Columbia/Myrtle Beach	42	24	57%

Gender and Race/Ethnicity of AY1819 MA Counseling w/ Emp in CMHC Applicants, South Carolina Campuses

<u>Race/Ethnicity</u>	<u>Female</u>	<u>Male</u>	<u>Total</u>
Black or African American	73	10	83
Hispanic	8	1	9
Pacific Islander/Hawaiian	1	0	1
Two or more races	2	1	3
Unknown	1	0	1
White	15	5	20
Total	100	17	117

Gender and Race/Ethnicity of AY1819 MA Counseling w/ Emp in CMHC Enrollees South Carolina Campuses

<u>Race/Ethnicity</u>	<u>Female</u>	<u>Male</u>	<u>Total</u>
American Indian/Native Alaskan	2	0	2
Asian	1	0	1
Black or African American	107	19	126
Hispanic	4	2	6
Pacific Islander/Hawaiian	1	0	1
Two or more races	2	1	3
Unknown	2	2	4
White	26	10	36
Total	145	34	179

Gender and Race/Ethnicity of AY1819 MA Counseling w/ Emp in CMHC Graduates, South Carolina Campuses

<u>Race/Ethnicity</u>	<u>Female</u>	<u>Male</u>	<u>Total</u>
American Indian/Native Alaskan	1	0	1

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

Asian	1	0	1
Black or African American	40	3	43
Two or more races	1	0	1
Unknown	1	0	1
White	6	1	7
Total	50	4	54

Systematic follow-up studies

Graduates: Alumni of CMHC program at CHAR, COLM, & MYRT who had graduated from summer 2017-spring 2018 (N=57, of which 6 responded)

Licensure exam results:

Yes	83.3%	5
No	0%	0
No response	1.67%	1
Total	100%	6

These include 1 of the 6 students who passed the NCE that was administered as part of the NBCC graduate student testing program while they were still students. A total of 10 students attempted the exam as part of this program.

Employment status according to Webster OIE Outcomes Survey (Total surveyed: 55; Respondents: 32)

Employed full-time (30 or more hours/week)	87.5%	28
Seeking employment	9.4%	3
Not seeking employment	3.1%	1
Total	100%	32

Site supervisors: Supervisors are surveyed annually each summer (N=15; CHAR=2, COLM=4, MYRT=9)

1. How confident are you in your Webster supervisees' general understanding of counseling theories? **2.53**
2. How well do Webster counseling students demonstrate their understanding of basic counseling skills? **2.53**
3. How well do Webster counseling students demonstrate their understanding of counseling interventions? **2.33**
4. How well do Webster counseling students perform required academic and clinical writing tasks? **2.94**
5. How well do Webster counseling students demonstrate their ability to effectively communicate orally to colleagues, supervisor(s), and other staff members? **2.4**

All scales are 0-3, where 0=does not meet criteria and 3=exceeds criteria

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|--|-------------|
| 6. How well are Webster counseling students prepared for practicum and/or internship placement in your clinical setting? | 2.46 |
| 7. How confident are you in Webster counseling students' ability to make ethical decisions related to counseling? | 2.4 |
| 8. How open are Webster counseling students to supervision and constructive criticism? | 2.46 |
| 9. How willing would you be to supervise another student from the Department of Professional Counseling at Webster University? | 2.53 |

Employers of graduates

We get names and contact information from a survey that we send to our alumni each summer. This year we sent the survey to 56 graduates, and of those 6 completed it. Of those 6, 5 provided contact information for their current employers, and of those, 2 responded to the survey. On both the alumni survey and the employer survey, feedback was sought multiple times through a personalized e-mail, in which the purpose of the survey was explained and examples were given of how this information is used.

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|---|----------|
| 1. How confident are you in your Webster alumni's general understanding of counseling theories? | 3 |
| 2. How well do Webster counseling alumni demonstrate their understanding of basic counseling skills? | 3 |
| 3. How well do Webster counseling alumni demonstrate their understanding of counseling interventions? | 3 |
| 4. How well do Webster counseling alumni perform required clinical writing tasks? | 3 |
| 5. How well do Webster counseling alumni demonstrate their ability to effectively communicate orally to colleagues, supervisor(s), and other staff members? | 3 |
| 6. How well are Webster counseling alumni prepared work in your clinical setting? | 3 |
| 7. How confident are you in Webster counseling alumni's ability to make ethical decisions related to counseling? | 3 |
| 8. How willing would you be to hire another alumnus from the Department of Professional Counseling at Webster University? | 3 |

Department reactions and recommendations as a result of this report: The Department of Professional Counseling in South Carolina finds that students are meeting expectations on all learning outcomes and does not plan to make any major changes to the program in the next academic year.