

NTID
Counseling Services Department
Outcomes Assessment Enhancement Plan

Institute Mission Statements Associate Department Goals	Administrative Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Evaluation Development Timeline	Implementation Timeline
Provide academic advising services to NTID CTS and CAS students	Students will report a high level of satisfaction with overall counseling and advising services	Students will report satisfaction using the SRS Counselor Evaluation; reporting a mean of 4 or higher on that evaluation	SRS evaluations will be collected, summarized and reviewed annually	Developed	
Provide individual career counseling services to students who seek such services	Students will report a high level of satisfaction with overall counseling and advising services	Students will report satisfaction using the SRS Counselor Evaluation; reporting a mean of 4 or higher on that evaluation	SRS evaluations will be collected, summarized and reviewed annually	Developed	
Provide individual personal counseling services to students who seek such services	Students will report a high level of satisfaction with overall counseling and advising services	Students will report satisfaction using the SRS Counselor Evaluation; reporting a mean of 4 or higher on that evaluation	SRS evaluations will be collected, summarized and reviewed annually	Developed	
Provide direct instruction to students	Students will report a high level of satisfaction with instruction provided in Freshman Seminar course	Students will report satisfaction using the SRS Teacher Evaluation; reporting a mean of 3.5 or higher for	SRS evaluations will be collected, summarized and reviewed annually	Developed	

		all summative measures			
	Students report a high level of satisfaction with instruction in Career Decision-Making course	Students will report satisfaction using the SRS Teacher Evaluation; reporting a mean of 3.5 or higher for all summative measures		Developed	
Provide individual or group consultation services to faculty and staff re: student-related concerns	Faculty and staff will report satisfaction with overall consultation services provided	Measures will be designed to evaluate this objective		Measures will be designed to evaluate this objective	Implement pilot 2005
Provide excellent career search services and materials to interested students in the CRTC	Students will report that the services and resources in the CRTC assisted them well in the process of career decision-making	Measures will be designed to evaluate this objective		Develop pilot by 2004	Implement pilot 2005
	A more comprehensive evaluation plan for the department will be investigated and developed. Programs and services will be reviewed and modified, as needed, based upon the results of the data collected.			Draft plan developed by 2006	Implement pilot 2006-2007
		Student satisfaction evaluation		Draft plan will be completed by	Implement pilot 2006

		tools, methods and standards will be developed as needed.		2005	
		Current SRS Counselor Evaluation will be reviewed for possible modification to better meet the assessment needs of the department.		Draft plan will be completed by 2005	Implement pilot 2006
		Student program needs assessment will be investigated and a plan for this type of assessment will be developed.		Develop by 2004	
		Institute databases will be investigated for the demographic data they can provide to enhance our student tracking system.		Draft plan will be completed by 2004	Implement pilot 2005
		Current client tracking systems and criteria will be evaluated and modified to ensure we are collecting the		Draft plan will be completed by 2005	Implement pilot 2006

		appropriate student data and that the system is practical for and easy to use.			
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