

NTID
Department of Counseling Services Outcomes Assessment
Plan and Report for AY 2006-2007

Program Goal: facilitate the academic, personal/interpersonal and career development and success of each student

Critical Outcomes for all Students		Assessment of Outcomes		Timeline		Results	
Domain/Task/Capability	Performance Criteria/Benchmarks	Instrument/Opportunity	Assessment of Performance	Develop	Collect	Summarization of Results	Use of Results
First year students will know the timeline and procedure for selected academic policies	80% of students will demonstrate satisfactory knowledge: <ul style="list-style-type: none"> • period of time for add/drop and withdrawal • method for add/drop and withdrawal • know current degree level within his/her major. 	End of first year survey/questionnaire (Adminstered during Table Talk and with Clipboard Survey)	Students will achieve a score of 80% on end of first year questionnaire	Fall/Winter 2005-2006	Fall-beginning 20061	76% of the students said the Add/Drop period was the first 5-6 days of the quarter. 80% of the students knew the best method for course withdrawal. 88% of the students knew their degree level.	Survey question about Add/Drop was confusing to students. Need to better clarify duration of this process during advising sessions and Freshman Seminar class. Continue to advise students on methods for Add/Drop. Continue to advise students on degree level of current program.
First year students will be able to perform essential academic processes	80% of first year students will: <ul style="list-style-type: none"> • successfully register for fall quarter • make a course plan for the following quarter • predict length of degree program 	<ul style="list-style-type: none"> • Student Information System • STARS • 21-day report • Course-plan chart 	At least 80% of first year students will be registered for fall quarter by the end of spring quarter (20053)	Fall/Winter 2005-2006	Spring-end of 20053	Approximately 95% of eligible students were registered for fall quarter (20061) by the end of spring quarter (20053). Course plans and predicted length of program data were not collected at this time.	Efforts to facilitate registration of students for fall quarter will continue. Insufficient data collected to determine knowlege of course plans and length of degree program.

							Need to develop a new standardized tool for assessment of these two performance criteria.
First year students will be satisfied with counseling services	80% of first year students will express satisfaction with counseling services	End of first year satisfaction survey	Students will rate counseling services with an average score of at least 4.0 (Scale: 1-5)	Fall/Winter 2005-2006	Spring 20053	80% of survey respondents (N=25) agreed that they were satisfied with the counseling services they received during their first year. Mean satisfaction score = 4.12	Need to distribute the survey earlier in the quarter to get larger student response.
Graduating students will express satisfaction with counseling services	80% of graduating students will express satisfaction with counseling services	<ul style="list-style-type: none"> • Graduating student satisfaction survey • Given to students during final quarter of academic program 	Students will rate counseling services with an average score of at least 4.0 (Scale: 1-5)	Fall/Winter 2005-2006	Spring 20053	57% of respondents (N=7) agreed that they were satisfied with the counseling services they received during college. Mean satisfaction score = 3.57.	Need to distribute survey during last registered quarter to get larger response. Current N not sufficient for analysis. Need to interview graduating students to determine reasons for level of satisfaction with program.
Comments:							
/ssl Rev: 11/17/2006							