

NTID
Department of Counseling Services Outcomes Assessment
Plan and Report for AY 2007-2008

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 2007-2008	Spring-beginning 20073	81% of the students said the Add/Drop period was the first 5-6 days of the quarter. 82% of the students knew the best method for course withdrawal. 85% of the students knew their degree level.	Questions seemed clear to most students. Continue efforts to teach these concepts in Freshmen Seminar class and individual advising sessions.
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 • 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 (20073)	Fall/Winter 2007-2008	Spring-end of 20073	85% of eligible students were registered for fall quarter (20081) by the end of spring quarter (20073).	Administer survey during year. Increase number of survey respondents.
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 2007-2008	Spring 20073	84% of survey respondents (N=57) agreed that they were satisfied with the counseling services they received during their first year. Mean satisfaction score = 4.23)	Number of respondents has increased. Continue to administer survey at end of spring quarter. Add survey times during academic year as well.

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 2007-2008	Spring 20073	74% of respondents (N=28) agreed that they were satisfied with the counseling services they received during college. Mean satisfaction score = 4.01.	Administer survey at the beginning of spring quarter and continue through quarter. More frequent reminders may increase number of participants.
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Comments:

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