

NTID
Department of Counseling Services Outcomes Assessment
Plan and Report for AY 2009-2010

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	Spring 20073	Fall-20081	The Outcome Assessment Committee decided that we would get more useful results by querrying students closer to graduation, instead of surveying freshmen. This outcome will be eliminated by the survey of upper class students.	N/A
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 (20083)	Spring 20073	Fall 20081	The Outcome Assessment Committee decided that we would get more useful results by querrying students closer to graduation, instead of surveying freshmen. This outcome will be eliminated by the survey of upper class students.	N/A
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)	Spring 20073	Spring 20073	The Outcome Assessment Committee decided that we would get more useful results by querrying students closer	N/A

						to graduation, instead of surveying freshmen. This outcome will be eliminated by the survey of upper class students.	
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	The previous student satisfaction survey was not administered this year and was replaced by the new Focus Group and Assessment Survey conducted in 20093.	N/A
Students will understand the various roles and responsibilities of the Counselor/Advisor, the academic chairperson and themselves in various aspects relative to their educational progresses.	70% of these graduating students will accurately identify the primary responsibilities of the counselor, the academic chair and themselves.	Outcome Assessment – Counseling and Academic Advising Services 20093 Clipboard Survey.*	The students will choose the appropriate roles from the clipboard menu of choices on the survey.	AY 2009-2010	Spring 20093	<p>The survey* was completed by 20 out of the 116 students.**</p> <p>Results re: counselor responsibilities: The top 3 responses, picking a major (75%), helping to stay on track for graduation (70%) and finding additional resources (65%) were accurately identified as primary roles of the counselor.</p> <p>Results re: chairperson responsibilities: The top 4 responses, suspension for low GPA (45%), placing on academic probation (45%), helping</p>	<p>The counselors will continue to reinforce the distinction with the different responsibilities of the counselor, chair and the student. We will focus on incoming students in order to have a positive impact on students by the time they are close to graduation. The Department will periodically readminister this survey to determine the success with this strategy.</p> <p>The lower percentage rates on the students</p>

					<p>to stay on track for graduation (35%) and LOA/WD requests (30%) were also accurately identified as primary chairperson roles.</p> <p>Results re: student responsibilities: The top 5 responses, picking courses for the major (90%), finding a co-op (90%), contacting teachers when sick (85%), improving my GPA (80%) and staying on track for graduation (75%) were accurately identified as primary student roles.</p>	<p>perceptions of the chairpersons responsibilities might suggest a lack of clarity on the chairperson's role. We will include the topics of various persons responsibilities in our work with first year students. The goal would be to increase the students awareness of all roles.</p> <p>The duplicate responses with the counselor, chairperson and individual student roles reflects an accurate understanding that many of these responsibilities are indeed a joint effort.</p>
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Comments:

* A focus group of 10 students was gathered to ask students about their experiences with Counseling and Academic Advising Services at NTID. The discussion was led by two counselors and the responses were videotaped and a text transcript was generated. This transcript was then analyzed by an educational researcher and he developed a series of questions that were the top areas of concern expressed by the students in the focus group. A link to the online survey was emailed to the students who were within two quarters of their AAS/AOS graduation.

** The overall response rate to our survey was 20 out of 116 students. Two separate emails were sent reminding students to fill out the survey. In the future, we would try to increase the response rate from 17% to 35% so as to get a broader response set from the student body.

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