Assessment Review Questions

University Counseling Services
Roger J. Meyer, Director

Counseling Services Learning Outcomes: Students will be able to:
1. Develop skills to promote good mental health
2. Develop skills to promote academic success
3. Reduce alcohol and other drug abuse behaviors
4. Identify career options/direction

1. What evidence do you have that students achieve your stated learning outcomes?

Counseling Services primarily uses two assessment procedures to measure the student learning outcomes to 1) develop skills to promote good mental health and 2) develop skills to promote academic success. The biennial Effectiveness of Counseling Project (ECP) and the biennial Client Satisfaction Survey (CSS) are implemented on alternating academic years.

The ECP uses a pre-test/post-test format that incorporates the scores on the Current Personal Inventory, which lists several counseling issues and requests students to rate their current level on a 1-5 scale. The difference between the pre and post-tests score indicates the degree of change. A norm group of UWP students has been established for comparison purposes.

The CSS includes an item that asks the students to rate on a 1-5 scale their level of distress when they began counseling and their current level of distress, also giving a measure of change.

To measure the outcome to reduce alcohol and other drug abuse (AODA) behaviors we use the new UW System Student Alcohol and Other Drug Use Survey that is administered every other year. This survey will allow counseling services to assess changes in student behavior over time.

For the outcome to identify career options/direction, counseling services administers a variety of normed standardized inventories designed to assist students in making career/occupational choices. The results of these inventories are discussed with each student to assist him/her in not only understanding the results but making appropriate choices. In addition, students are instructed in the career decision-making process itself to facilitate the students’ ability to apply what they learn to choosing a major/career/occupation.

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Counseling Services uses a variety of other procedures (see attached Assessment Chart) to assess additional areas of importance relevant to the counseling process and the services we provide.

2. **What have you learned as a result?**

Since the inception of these two measures in Fall, 1997 (ECP) and Fall, 1998 (CSS), results have shown that students are experiencing positive change as a result of the counseling process.

The UW System AODA survey has only been administered one year, so comparative results are not yet available to determine the effectiveness of strategies designed to accomplish that outcome.

As a result of the career decision-making instruction and the career inventories, students are able to identify potential careers and occupations to pursue.

3. **What, if any, changes will you make in order to improve student learning?**

Even though historically our students show significant improvement, our department emphasizes the importance of not only maintaining our professional skills, but enhancing them. Therefore, there is an expectation that each counselor will attend workshops, seminars, and conferences that enhance their skills, and to share information gained with colleagues. We also have regular client staffing meetings to review the status of our student clients and receive feedback from colleagues. This is an invaluable learning experience for staff that assists us in providing the best service to our students to enable them to profit most effectively from their counseling experience.

The next administration of the UW System AODA survey will provide feedback on effectiveness of strategies as well as areas on which to focus in the future.

Staff review new career assessments as they are available to determine the appropriateness for including in our inventory of resources for students.