

PROGRAM LEARNING OUTCOME (PLO) 3: PRACTICE ANALYSIS AND REPORT FALL, 2012 – SPRING, 2014

Program Learning Outcome (PLO) 3: Students in the master's degree programs (CMHC, RC, and SC) within the Department of Counseling and Human Services at the University of Scranton will: "demonstrate, apply, and evaluate master's level theoretical knowledge and competencies in clinical practice with respect to counseling modalities."

EXECUTIVE SUMMARY

A systematic assessment of PLO 3 was conducted in December, 2014. Four recent semesters (F12-SP14) of our "*Final Counseling Practicum Competency Checklist*" rating forms for students completing their practicum experience ($N = 59$) were evaluated. The "*Final Counseling Practicum Competency Checklist*" measures student performance across 10 clinical practice domains: 1) Ethics; 2) Ability to Establish and Maintain a Relationship; 3) Mastery of Variety of Counseling Techniques; 4) Ability to Facilitate Client's Awareness of Needs and Planning of Goals; 5) Testing/Assessment Competency; 6) Staffing and Case Presentation Competency; 7) Termination or Referral of Client; 8) Theory and Practice Brought Together in Producing Client Change; 9) Identifies Professional Role and Function and Integrates this as a Person; and 10) Multicultural. Final scores are derived using detailed scoring sheets that itemize the essential components for each domain (see Appendix A). All domains are scored using a 5-point likert scale. An Overall Score can be generated by summing the scores of all 10 domains.

Data from 4 semesters of student work were inputted and evaluated using Excel. Results represent records from four semesters (F12-SP14). Results include individual domain scores for the entire sample that are also disaggregated by program [CMHC ($n = 19$); RC ($n = 23$); and SC ($n = 17$)] as well as a TOTAL score mean for the entire sample that is also disaggregated by program. The CMHC program began accepting graduate students in the fall of 2014. It was

previously designated as a CC program. For the sake of clarity, this report refers to that program with the “CMHC” designation currently in place.

“*Final Counseling Practicum Competency Checklist*” rating forms from 3 adjunct instructors were not available for our initial analysis of PLO3; thus 19 SC evaluations were not included in the present analysis. The department will need to develop a systematic way to insure that *all* forms are secured from *all* instructors at the conclusion of each semester for future assessment cycles.

RESULTS

The likert scale for the “*Final Counseling Practicum Competency Checklist*” is included here:

A minimum rating of 3.0 must be attained on all competencies for the receipt of a "satisfactory" grade. Students can be awarded a maximum amount of 50 points.

1 =	Inadequate (needs improvement)	Does not meet standards and criteria
2 =	Below average	Approaching standards (needs improvement)
3 =	Average	Meets standards
4 =	Above average	Exceeds standards
5 =	Excellent	Well above standards

CMHC – Clinical Mental Health Counseling (Formerly “CC”)
RC – Rehabilitation Counseling
SC – School Counseling

Results are included in Table 1 (below). Areas of note are presented in the “Recommendations” section followed by an “Action Report” section to document the department’s ongoing “Closing the Loop” activities. Means in all categories across all programs in all semesters met or exceeded the *minimum* required rating of 3. Highest means for the overall sample were found in the following Domains: #9- Identifies Professional Role and Functions and Integrates this as a Person ($m = 4.53$); #2- Ability to Establish and Maintain a Relationship ($m =$

4.42); #6- Staffing and Case Presentation Competency ($m = 4.42$); and #1- Ethics ($m = 4.35$).

The lowest means for the overall sample existed in Domain #5- Testing/Assessment Competency ($m = 3.46$) and Domain #8- Theory and Practice Brought Together in Producing Client Change ($m = 3.69$).

Table 1: F12-SP14 Counseling Practicum Competency Checklist Results (Overall and Disaggregated by Program)

	1	2	3	4	5	6	7	8	9	10	TOTAL
CMHC ($n = 19$)	4.24	4.31	3.93	4.04	3.63	4.23	4.03	3.72	4.31	3.94	40.37
RC ($n = 23$)	4.74	4.67	4.00	4.09	3.22	4.89	4.17	3.67	4.96	4.00	42.41
SC ($n = 17$)	3.94	4.18	3.91	4.02	3.61	4.00	3.87	3.69	4.22	3.91	39.34
Overall ($n = 59$)	4.35	4.42	3.95	4.05	3.46	4.42	4.04	3.69	4.53	3.96	40.87

Column Labels: 1) Ethics; 2) Ability to Establish and Maintain a Relationship; 3) Mastery of Variety of Counseling Techniques; 4) Ability to Facilitate Client's Awareness of Needs and Planning of Goals; 5) Testing/Assessment Competency; 6) Staffing and Case Presentation Competency; 7) Termination or Referral of Client; 8) Theory and Practice Brought Together in Producing Client Change; 9) Identifies Professional Role and Function and Integrates this as a Person; 10) Multicultural; TOTAL

RECOMMENDATIONS

- 1) The department may want to develop a systematic plan to collect all final evaluation forms from all practicum instructors at the conclusion of each term in order to insure that future analysis of PLO3 includes all students from all programs for all semesters.
- 2) The department may want to engage in some focused discussions about the ways that students are developing their "Testing/Assessment Competency" (Overall $m = 3.46$) as this represented the lowest overall score across the 10 domains.
- 3) The department may want to engage in some focused discussions about the ways that students are developing their "Theory and Practice Brought Together in Producing Client Change" skills (Overall $m = 3.69$). This domain earned the second lowest score across the 10 domains.
- 4) The department currently utilizes a scoring "sheet" to evaluate students across the 10 designated clinical domains for practicum and PLO3. Itemized scoring sheets that detail

the essential elements under each domain also use descriptive 5-point likert scales. The department may wish to develop performance *rubrics* for each domain to enhance the robust nature of the assessment that occurs at this stage in the student learning process.

ACTION REPORT

- 1) Preliminary working draft sent to Standards Work Group via e-mail for preview and discussion at upcoming meeting (2/5/15).
- 2) Additional editorial work completed. 1) missing SC data noted; 2) additional narrative presenting high and low scores added to results section; 3) Appendix A added to document (2/5/15).
- 3) Draft approved by the Standards Work Group. Final version of report forwarded to Department Chair for distribution to Department faculty for discussion at a future department meeting (4/16/15).
- 4) Electronic report forwarded to entire faculty for subsequent discussion and approval during Department Meeting (5/7/15). Meeting minutes reflect departmental approval of the report. Work to address recommendations (above) will commence during AY15-16.
- 5) The Assessment Action Committee met (2/17/16) to discuss the recommendations for SLO3. Recommendation #1 was the focus of the meeting. The AAC agreed that it would be helpful to develop a checklist detailing all of the documents that practicum instructors need to submit at the end of each semester. This checklist will be included in the Practicum Manual in the future. Included in this checklist- all practicum instructors will need to submit 2 photocopies of each student's final "Counseling Practicum Competency Checklist" (CPCC) to the department secretary at the conclusion of each semester. One copy of the CPCC will be placed in the student's primary file. The second copy will be

placed in a designated SLO 3 assessment folder. Documents placed in the SLO 3 assessment folder will be locked and secured. These documents will be used to generate future reports for this SLO.

APPENDIX A

COUNSELORS' COMPETENCY RATING SCALES

The following rating scales will be utilized by practicum students and supervisors to assess the practicum student's growth and development in competency areas required for counseling professionals. There is a Summary Rating and Individual Rating Scales that correspond to each of the 10 competencies listed. Consult with your individual supervisor as to how he/she will specifically utilize these scales. Given your acceptance into practicum through the application process we expect you to successfully complete practicum. However in the event a student is not demonstrating competency that is expected and required, he/she will have a remediation plan developed. This plan will be consistent with the *Fit for the Profession* document that is provided in the Program Manual.

SUMMARY RATING COUNSELING PRACTICUM COMPETENCY CHECKLIST

PRACTICUM COUNSELOR: _____

Directions: A minimum rating of 3.0 must be attained on all competencies for the receipt of a grade of "satisfactory". Preliminary ratings may be placed on this sheet or on a separate rating sheet, at the practicum instructor's option.

Competencies	Preliminary Rating*	Final Ratings		Supervisor's Initials
		Rating	Date	
1. Ethics				
2. Ability to Establish & Maintain a Relationship				
3. Mastery of a Variety of Counseling Techniques				
4. Ability to Facilitate Client's Awareness of Needs & Planning of Goals				
5. Testing/Assessment Competency				
6. Staffing and Case Presentation Competency				
7. Termination or Referral of Client				
8. Theory & Practice brought Together in Producing Client Change				
9. Identifies Professional Role & Function & Integrates this as a Person				
10. Multicultural				

1 =	Inadequate (needs improvement)	Does not meet standards and criteria
2 =	Below Average	Approaching standards (needs improvement)
3 =	Average	Meets standards
4 =	Above Average	Exceeds standards
5 =	Excellent	Well above standards

Supervisor: _____

Comments:

ETHICS

PRACTICUM COUNSELOR: _____

DATE: _____

1. Demonstrates an awareness of relevant ethical concerns.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

2. Demonstrates behavior consistent with ethical standards in client and supervisory interactions.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

3. Demonstrates awareness of the process involved in ethical decision making.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

4. Demonstrates behavior consistent with the process of ethical decision making.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

5. Seeks appropriate supervision.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

6. Upholds client confidentiality and appropriately breaks confidentiality when warranted.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

7. Obtains appropriate consents.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

8. Is aware of circumstances under which referral should be considered.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

Supervisor

COMMENTS (comments on additional ethics issues are warranted):

ABILITY TO ESTABLISH AND MAINTAIN A RELATIONSHIP

PRACTICUM COUNSELOR: _____

DATE: _____

1 = Inadequate (needs improvement)	Does not meet standards and criteria
2 = Below Average	Approaching standards (needs improvement)
3 = Average	Meets standards
4 = Above Average	Exceeds standards
5 = Excellent	Well above standards

1. Interest in the Client and his/her concern

1	2	3	4	5
Shows little interest in the client and his/her concerns		Shows some interest in the client and his/her concerns		Demonstrates that he/she is interested in the client and his/her concerns

2. Approach to the client and the Relationship

1	2	3	4	5
Tends to be mechanical & perfunctory in his/her manner toward the client, rigid		Shows some awkwardness in his/her relationship, but is comfortable and relaxed at times		Tends to be relaxed and comfortable in his/her relationship with client

3. Sensitivity to the Client

1	2	3	4	5
Is insensitive to the needs of the client, unaware		Is aware of the needs, but is not always sensitive		Is sensitive to the needs expressed by the client, empathy his/her concerns

4. Awareness of Content and Feeling in Counseling Session

1	2	3	4	5
Is unaware of the content or the feelings expressed by the client concerns		Is aware of the content being expressed but misses most of the feelings		Is aware of both the content and the feelings expressed by the client

5. Ability to Express Feeling and Thoughts Clearly

1	2	3	4	5
Has difficulty in expressing himself/herself in counseling		Can express himself/herself clearly, has trouble with feelings		Expresses feelings & thoughts clearly in counseling

6. Verbal Behavior is Flexible and Varied

1	2	3	4	5
Counselor's verbal behavior is not varied enough		Some flexibility and variety in verbal behavior, not always tied to the situation		Counselor's verbal behavior is flexible & varied, according to the situation

7. Ability to Focus on Client

1	2	3	4	5
Cannot focus on client or his/her problem, jumps from topic to topic		Focuses briefly on client and his/her problem, had difficulty maintaining focus		Focuses on client and his/her problem throughout session

8. Ability to Communicate Understanding Acceptance

1	2	3	4	5
The client is given little feedback that communicates understanding & acceptance		The client is aware that the counselor is trying to understand and accept him/her		The client feels understood and accepted throughout the session

9. Overall Evaluation of Ability to Establish and Maintain a Relationship

1	2	3	4	5
The counselor is unable to establish and maintain a counseling relationship		The counselor shows signs of establishing a relationship, but is experiencing difficulty maintaining that relationship		The counselor is able to establish a relationship of depth and maintain it throughout the session

(In order to establish a competency in "Establishing and Maintaining a Relationship"--the counselor must receive an "Overall Evaluation" (Item 9) of more than 3).

 Supervisor

COMMENTS:

USE OF A VARIETY OF COUNSELING TECHNIQUES

PRACTICUM COUNSELOR: _____

DATE: _____

Technique Attempted	Inadequate 1	Below Average 2	Average 3	Above Average 4	Excellent 5
Silence					
Restatement of Content					
Questioning (open-ended)					
Reflection of Feeling					
Interpretation					
Clarification					
Reassurance					
Confrontation					
Probing					

Supervisor

COMMENTS:

**ABILITY TO FACILITATE CLIENT'S AWARENESS
OF NEEDS AND PLANNING OF GOALS**

PRACTICUM COUNSELOR: _____ DATE: _____

1. Counselor's ability to facilitate identification and clarification of needs, goals, desires.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

2. Counselor's ability to promote client's awareness of ineffective patterns of behavior (how behavior is not meeting these needs).

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

3. Counselor's ability to promote awareness and consequences of alternative coping strategies.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

4. Counselor's ability to facilitate client commitment to action concerning possible alternatives.

Inadequate	Below Average	Average	Above Average	Excellent
1	2	3	4	5

Supervisor

COMMENTS:

TESTING/ASSESSMENT COMPETENCY

PRACTICUM COUNSELOR: _____

DATE: _____

1 = Inadequate (needs improvement)	Does not meet standards and criteria
2 = Below Average	Approaching standards (needs improvement)
3 = Average	Meets standards
4 = Above Average	Exceeds standards
5 = Excellent	Well above standards

1. Degree to which counselor demonstrated an ability to identify, evaluate and select a well-balanced battery to be used with the client.

1	2	3	4	5
Counselor lacked knowledge required to select appropriate tests				Counselor displayed skill and knowledge in selecting appropriate tests

2. Degree to which counselor adequately prepared himself/herself and testing materials prior to testing session.

1	2	3	4	5
Counselor did not prepare				Counselor did a superior job of preparation

3. Counselor's explanation of testing procedure to the client.

1	2	3	4	5
Counselor did not adequately explain testing procedure				Counselor explained testing procedure excellently

4. Ability of the Counselor to perform testing procedures in a professional manner.

1	2	3	4	5
Counselor was awkward or unprofessional in performing operations				Counselor performed testing operation in a smooth and professional manner

5. Counselor demonstrated ability to score tests correctly? Yes _____ No _____

6. Counselor demonstrated an understanding of test results and their dynamic relationship.

1	2	3	4	5
Counselor lacked an understanding of the meaning of the results				Counselor showed an understanding of the dynamics in test results

7. Ability of Counselor to report test results in a constructive manner that is easily assimilated into the clients understanding of himself/herself.

1	2	3	4	5
Counselor did an inadequate job of test interpretation				Counselor did a superior job of reporting test results

8. Counselor's overall test competency

1	2	3	4	5
Inadequate				Excellent

Supervisor

COMMENTS:

STAFFING AND CASE PRESENTATION COMPETENCY

PRACTICUM COUNSELOR: _____

DATE: _____

Criteria: Case presentation following the format of the case presentation outline with tape excerpts demonstrating therapeutic technique and client behavior.

1. Organization

1 2 3 4 5

 Counselor was unorganized and showed lack of preparation

 Counselor was excellently prepared
2. Assessment

1 2 3 4 5

 Ineffective assessment of presenting problem(s)

 Comprehensive assessment of presenting problem(s)
3. Treatment Goals

1 2 3 4 5

 No treatment goal(s) presented

 Specific treatment goal(s) presented
4. Interventions

1 2 3 4 5

 No evidence of intervention(s)

 Evidence of Counselor competency in intervention(s) discussed
5. Overall Ability to Work as a Team Member

1 2 3 4 5

 Did not contribute and was not open to comments

 Actively contributed and was open to comments and suggestions

 Supervisor
COMMENTS:

ABILITY TO TERMINATE AND REFER CLIENTS

PRACTICUM COUNSELOR: _____

DATE: _____

1. Preparation for Referral or Termination

1	2	3	4	5
Counselor did not prepare client		Counselor prepared client to a minimal degree		Counselor prepared the client in a superior way

2. Termination and Referral

1	2	3	4	5
Counselor was abrupt		Counselor prepared client to a minimal degree		Counselor prepared the client in a superior way

3. Overall Evaluation of Termination and Referral Skills

1	2	3	4	5
Counselor does not have adequate skills in this area		Counselor has marginal skills in this area		Counselor has competency in this area

A minimum of overall rating of 3 is needed for competency

Supervisor

COMMENTS:

**THEORY AND PRACTICE BROUGHT TOGETHER
IN PRODUCING CLIENT CHANGE**

COUNSELOR: _____

DATE: _____

1. Counselor can articulate a counseling position and explain the rationale for this position.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

2. Counselor can indicate specific techniques used in translating his/her position into counselor-client interaction.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

3. Counselor can specify the concern or behavior which is the focus of counseling and show evidence of client movement or change.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

4. Counselor can give specific references from the literature with regard to his/her work with clients.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

5. Counselor's over-all ability to bring theory and practice together.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

Supervisor

COMMENTS:

**IDENTIFIES PROFESSIONAL ROLE AND FUNCTIONS
AND INTEGRATES THIS AS A PERSON**

PRACTICUM COUNSELOR: _____ DATE: _____

1. Counselor has shown evidence of understanding the ethics of the profession.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

2. Counselor maintains case notes, case summary in a professional manner.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

3. Counselor makes appointment, keeps a schedule, and conducts sessions in a professional manner.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

4. Upon contact with the counselor, clients feel that they have worked with a professional (not just a student).

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

5. Counselor's relationships with supervisors, peers, control room workers, secretary and other staff have been professional.

	1	2	3	4	5
	Inadequate	Below Average	Average	Above Average	Excellent

6. Counselor has assumed responsibility for cases, sought supervision, and maintained cases in a confidential and professional manner.

1	2	3	4	5
Inadequate	Below Average	Average	Above Average	Excellent

7. Counselor's comments and opinions about clients have been professional in nature.

1	2	3	4	5
Inadequate	Below Average	Average	Above Average	Excellent

8. Overall evaluation of Professional role.

1	2	3	4	5
Inadequate	Below Average	Average	Above Average	Excellent

Supervisor

COMMENTS:

MULTICULTURAL COUNSELING

PRACTICUM COUNSELOR: _____

DATE: _____

1. Counselor is aware of the impact that his/her culture has on the counseling process

	Below Average	Average	Above Average	Excellent
1	2	3	4	5

2. Counselor demonstrates awareness of the need to become familiar with multicultural issues related to the client.

	Below Average	Average	Above Average	Excellent
1	2	3	4	5

3. Counselor seeks appropriate supervision/guidance related to multicultural issues.

	Below Average	Average	Above Average	Excellent
1	2	3	4	5

4. Counselor appropriately engages with client related to multicultural concerns

	Below Average	Average	Above Average	Excellent
1	2	3	4	5

5. Counselor demonstrates a willingness to learn and grow in the development of multicultural competencies.

	Below Average	Average	Above Average	Excellent
1	2	3	4	5

Supervisor

COMMENTS: