

## Western Carolina University Counseling Program Annual Report 2023-2024

The mission of the Western Carolina University (WCU) Counseling program is to subscribe to the standards of the Council for Accreditation of Counseling and Related Education Program (CACREP) and prepare ethically-bound professional counselors for entry-level positions in clinical and school settings. During the 2023-2024 academic year, an average of 70.3 (full- and part-time) students were enrolled in both the Clinical Mental Health Counseling (CMHC) and School Counseling (SCH) tracks. Thirty-six students graduated (21 CMHC, 15 SCH), indicating an overall 87% completion rate (1 SCH and 3 CMHC students withdrew from the program), resulting in an 86% completion rate for CMHC and 89% for SCH students. See Appendix B for demographic data of applicants, students, and graduates (pp. 16-18).

Of those who graduated:

- 100% of those who sought employment in a professional counseling role within 3 months of graduation were employed as professional counselors
- 100% of students passed the National Counselor Exam, far above the national average pass rate
- 100% of students passed the Comprehensive exam
- 100% of school counseling students passed the Praxis-II (Subject Test: School Counselor) exam

The WCU Counseling program's objectives and student learning outcomes (SLO) are as follows:

Students will demonstrate knowledge and skills in:

- 1) Professional counseling orientation and ethical practice
- 2) Social and cultural identities and experiences
- 3) Lifespan development
- 4) Career development
- 5) Counseling practice and relationships
- 6) Group counseling and group work
- 7) Assessment and diagnostic processes
- 8) Research and program evaluation
- 9) Specialty areas: Clinical Mental Health Counseling or School Counseling
- 10) Professional dispositions and behaviors

The WCU Counseling program faculty conducts continuous, systematic program evaluation, both formally and informally, to determine how student learning outcomes are met (see Appendix A, p. 13). Quantitative and qualitative data were collected and analyzed, for Fall 2023 and Spring 2024 semesters, and included: (a) faculty end-of-semester review of each student, (b) supervisor evaluations, (c) graduate exit survey, (d) comprehensive exam scores, (e) National Counselor Exam (NCE) scores, (f) Praxis-II (Professional School Counseling portion) exam scores, and (g) alumni and/or employer surveys.

The End-of-Semester Review is conducted by Counseling program faculty of each student, each semester (Fall and Spring). Performance measures include academic performance, counseling skills, and professionalism, with scales of 0 – 3 (0 = harmful, 1 = below expectations, 2 = meets expectations, and 3 = exceeds expectations).

Supervisor Evaluations are conducted by site-supervisors in schools and agencies. Each student is measured on all 10 student learning outcomes, each semester they are in practicum and internship (Fall and Spring), with scales of 0 – 3 (0 = harmful, 1 = below expectations, 2 = meets expectations, and 3 = exceeds expectations).

Graduate Exit Surveys are given to students at the end-of-the-semester they graduate (December and May). Measures of graduates' self-report include preparedness in terms of knowledge and skill for all 10 student learning outcomes, and their perceptions of the quality of instruction, supervision, and advisement they received. Ratings are on a 1 - 5 scale (1 = strongly agree, 2 = agree, 3 = not sure, 4 = strongly disagree, and 5 = disagree); the rating scale for perceptions of program quality is a 1 – 5 scale (1 = highly satisfactory, 2 = satisfactory, 3 = not sure, 4 = unsatisfactory, and 5 = highly unsatisfactory).

Comprehensive Exams are taken by students in their last semester of the program (Fall or Spring). The multiple-choice exam covers 11 SLO and includes 110 questions. The exam does not include the specialty areas or professional dispositions and includes a section on Family Counseling and DSM/Effective treatment planning. Students must pass all SLO sections with a minimum score of 70% per section. If any sections are not passed, students have one opportunity to re-take the section, that semester; if they do not pass the re-take section(s), they are required to take the entire comprehensive exam the following semester.

National Counselor Exam is offered by the National Board of Certified Counselors (NBCC) testing administrators in Spring and Fall semesters.

Praxis-II (Subject Test: School Counselor) Exams is offered to Counseling students in the Fall and Spring semesters by the Educational Testing Service (ETS) via Western Carolina University.

Alumni Surveys are given to attendees at program-offered conference(s) and via Tevera and program social media accounts every 2 years (last measure Spring 2023; next measure 2025). Alumni measure their experience in the program and current practice on all 10 SLO, with a scale of 1 = 5 (1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent).

Employer Surveys are given to attendees at our program-offered Supervision symposium every 2 -3 years, and/or emailed to graduates to share with their employers or made available via our program's Facebook page (last measure Spring 2023; next measure 2025-2026). Employers measure employees (i.e., graduates of the program) on all 10 student learning outcomes, with a scale of 1 = 5 (1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent).

| Assessment                  | Data Collected & Analyzed by Faculty                                                                                |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------|
| End-of-Semester Review      | 127 total; 73 students reviewed Fall 2023, 54 students reviewed Spring 2024                                         |
| Site-Supervisor Evaluations | 64 total: 36 students (18 practicum, 18 internship) Fall 2023; 28 students (7 practicum, 21 internship) Spring 2024 |
| Graduate Exit Survey        | December 2023- no survey given<br>May 2024- 10 graduates (4 CMHC, 6 SCH: 50% completion rate)                       |
| Comprehensive Exam (Comps)  | 35 of 35 students passed comps: 14 Fall 2023 (9 CMHC, 5 SCH), 21 Spring 2024 (14 CMHC, 7 SCH)                       |
| NCE scores                  | 25 of 25 students (19 CMHC, 6 SCH) 100% pass rate (above national pass rate of 91% Fall, 92% Spring)                |
| PRAXIS-II                   | 6 of 6 school counseling students 100% pass rate (Fall 2023 and Spring 2024)                                        |

Following is an aggregated report on each SLO, a program modification plan by the Counseling program faculty to maintain or modify curricular offerings, and Appendices that identify SLO methods of measurement and assessors, and demographic data of applicants, students, and graduates.

**SLO #1: Students will demonstrate knowledge and skills in professional counseling orientation and ethical practice**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.12 (meets expectations level = 2)                                                                       |
| Faculty End-of-Semester Review of Students Spring '24 | 2.0 (meets expectations level = 2)                                                                        |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.53 (meets expectations level = 2)<br>Internship 2.74 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.71 (meets expectations level = 2)<br>Internship 2.76 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 88% overall (min. to pass = 70%);<br>87.8% CMHC; 88% SCH                                                  |
| Comps Spring 2024                                     | 89% overall (min. to pass = 70%);<br>88.6% CMHC; 90% SCH                                                  |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 9.3 / 8.1<br>SCH Scores not provided by NCE                            |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 8.4 / 8.5<br>SCH 10 / 8.5                                              |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in knowledge and skills in **professional counseling orientation and ethical practice**, with an increase in End-of-Semester review scores and Site Supervisor scores, a slight decrease in NCE scores (except for an increase in SCH scores, Spring 2024), and a slight decrease in comps Spring 2024 scores (last year = 93% overall), although way above the passing rate.

Action Plan: Faculty will continue teaching and assessing students' knowledge and skills related to professional counseling orientation and ethical practice and assess site supervisor comments and scoring during field placement.

**SLO #2: Students will demonstrate knowledge and skills in social and cultural identities and experiences**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.0 (meets expectations level = 2)                                                                        |
| Faculty End-of-Semester Review of Students Spring '24 | 2.10 (meets expectations level = 2)                                                                       |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.38 (meets expectations level = 2)<br>Internship 2.56 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.71 (meets expectations level = 2)<br>Internship 2.68 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 75.7% overall (min. to pass = 70%);<br>76.7% CMHC; 78% SCH                                                |
| Comps Spring 2024                                     | 83% overall (min. to pass = 70%);<br>82.9% CMHC; 84.3% SCH                                                |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 6.2 / 5.8<br>SCH Scores not provided by NCE                            |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 7.8 / 6.7<br>SCH 7.0 / 6.7                                             |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in knowledge and skills in **social and cultural identities and experiences**, with an increase in End-of-Semester review scores, an increase in Site Supervisor evaluations in Spring 2024 (Spring 2023 = Practicum 2.25, Internship 2.75), an increase in NCE averages, and a decrease in comps scores for both semesters (last year = Fall 87% overall, Spring 88% overall), however all students passed comps.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills related to social and cultural identities and experiences, and continue to review this SLO across students' key performance indicators and multiple measurements.

**SLO #3: Students will demonstrate knowledge and skills in lifespan development**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.0 (meets expectations level = 2)                                                                        |
| Faculty End-of-Semester Review of Students Spring '24 | 2.0 (meets expectations level = 2)                                                                        |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.25 (meets expectations level = 2)<br>Internship 2.54 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.57 (meets expectations level = 2)<br>Internship 2.62 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 88.6% overall (min. to pass = 70%);<br>88.9% CMHC; 88% SCH                                                |
| Comps Spring 2024                                     | 89% overall (min. to pass = 70%);<br>91.4% CMHC; 84.3% SCH                                                |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 10.8 / 9.8<br>SCH Scores not provided by NCE                           |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 13.1 / 10.6<br>SCH 9.5 / 10.6                                          |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in knowledge and skills in **lifespan development**, with an increase in Site Supervisor evaluations (Spring 2024) and overall comps scores for both semesters, an increase in NCE CMHC scores but a slight decrease in SCH scores Spring 2024.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills related to lifespan development.

**SLO #4: Students will demonstrate knowledge and skills in career development**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.11 (meets expectations level = 2)                                                                       |
| Faculty End-of-Semester Review of Students Spring '24 | 2.07 (meets expectations level = 2)                                                                       |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.06 (meets expectations level = 2)<br>Internship 2.44 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.44 (meets expectations level = 2)<br>Internship 2.42 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 92.1% overall (min. to pass = 70%);<br>92.2% CMHC; 92% SCH                                                |
| Comps Spring 2024                                     | 90.4% overall (min. to pass = 70%);<br>90% CMHC; 91.4% SCH                                                |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 10.3 / 8.9<br>SCH Scores not provided by NCE                           |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 8.6 / 8.0<br>SCH 9.5 / 8.0                                             |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in **career development**, with an increase in Site Supervisor evaluations (Spring 2024), an increase in End-of-Semester review scores, an increase in NCE scores (Spring 2024 both SCH and CMHC were below national average but passed), and a significant increase in comps overall scores from last year (Fall 78%, Spring 83%).

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills related to career development, and will also evaluate teaching interventions via the university's continuous improvement plan report (as required for all student learning objectives, at different times, during a 5-year cycle).

**SLO #5: Students will demonstrate knowledge and skills in counseling practice and relationships**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.08 (meets expectations level = 2)                                                                       |
| Faculty End-of-Semester Review of Students Spring '24 | 2.08 (meets expectations level = 2)                                                                       |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.31 (meets expectations level = 2)<br>Internship 2.61 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.69 (meets expectations level = 2)<br>Internship 2.59 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 92.1% overall (min. to pass = 70%);<br>91.1% CMHC; 94% SCH                                                |
| Comps Spring 2024                                     | 93.8% overall (min. to pass = 70%);<br>94.3% CMHC; 94.3% SCH                                              |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 49.3 / 43.8<br>SCH Scores not provided by NCE                          |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 46.9 / 40.4<br>SCH 42.2 / 40.4                                         |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in **counseling practice and relationships**, with an increase in End-of-Semester review scores and Site Supervisor evaluations (both semesters).

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in individual counseling.



**SLO #6: Students will demonstrate knowledge and skills in group counseling and group work**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.14 (meets expectations level = 2)                                                                       |
| Faculty End-of-Semester Review of Students Spring '24 | 2.13 (meets expectations level = 2)                                                                       |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.18 (meets expectations level = 2)<br>Internship 2.5 (meets expectations level = 2)            |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.42 (meets expectations level = 2)<br>Internship 2.57 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 97.1% overall (min. to pass = 70%);<br>96.7% CMHC; 98% SCH                                                |
| Comps Spring 2024                                     | 87.1% overall (min. to pass = 70%);<br>87.9% CMHC; 85.7% SCH                                              |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 16.0 / 14.0<br>SCH Scores not provided by NCE                          |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 14.8 / 13.2<br>SCH 12.8 / 13.2                                         |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in **group counseling and group work**, with an increase in Site Supervisor evaluations (Spring 2024) and overall comps scores for Fall 2023; however, there was a decrease in Spring 2024 comps scores (last year = overall 94%) although all students passed this section, and SCH students were slightly below the NCE national average.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in group counseling and group work.

**SLO #7: Students will demonstrate knowledge and skills in assessment and diagnostic processes**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.0 (meets expectations level = 2)                                                                        |
| Faculty End-of-Semester Review of Students Spring '24 | 2.0 (meets expectations level = 2)                                                                        |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.17 (meets expectations level = 2)<br>Internship 2.48 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.22 (meets expectations level = 2)<br>Internship 2.45 (meets expectations level = 2)           |
| Comps Fall 2023                                       | 94.3% overall (min. to pass = 70%);<br>93% CMHC; 93% SCH                                                  |
| Comps Spring 2024                                     | 93.8% overall (min. to pass = 70%);<br>93.6% CMHC; 94.3% SCH                                              |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 20.8 / 18.5<br>SCH Scores not provided by NCE                          |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 24.5 / 22.3<br>SCH 26.0 / 22.3                                         |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in **assessment and diagnostic processes** with no significant changes in scores since last year.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in assessment, and diagnostic processes.

**SLO #8: Students will demonstrate knowledge and skills in research and program evaluation**

|                                                       |                                                                                                              |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.05 (meets expectations level = 2)                                                                          |
| Faculty End-of-Semester Review of Students Spring '24 | 2.08 (meets expectations level = 2)                                                                          |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.11 (meets expectations level = 2)<br>Internship 2.61 (meets expectations level = 2)              |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.17 (meets expectations level = 2)<br>Internship 2.51 (meets expectations level = 2)              |
| Comps Fall 2023                                       | 85% overall (min. to pass = 70%);<br>88.9% CMHC; 78% SCH                                                     |
| Comps Spring 2024                                     | 87.6% overall (min. to pass = 70%);<br>87.1% CMHC; 88.6% SCH                                                 |
| NCE Fall 2023<br>100% pass rate                       | Student avg / National avg<br>CMHC 2.9 / 2.2<br>SCH Scores not provided by NCE                               |
| NCE Spring 2024<br>100% pass rate                     | Student avg / National avg<br>CMHC 2.9 / 2.5<br>SCH 2.2 / 2.5                                                |
| Graduate Exit Surveys (Spring 2024)                   | 8/10 students reported agree and 2/10 reported disagree in being prepared in research and program evaluation |

Summary: The aggregate data indicate students met expectations in **research and program evaluation**, with an increase in comps overall scores for both semesters (last year = 74% Fall, 76% Spring).

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in research and program evaluation.

**SLO #9: Students will demonstrate knowledge and skills in specialty area: Clinical Mental Health Counseling**

|                                                       |                                                                                                                       |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.01 (meets expectations level = 2)                                                                                   |
| Faculty End-of-Semester Review of Students Spring '24 | 2.06 (meets expectations level = 2)                                                                                   |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.33 (meets expectations level = 2)<br>Internship 2.67 (meets expectations level = 2)                       |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.53 (meets expectations level = 2)<br>Internship 2.43 (meets expectations level = 2)                       |
| Comps- Fall 2023/Spring 2024                          | Not assessed on comps                                                                                                 |
| NCE- Fall 2023/Spring 2024                            | Not assessed on NCE                                                                                                   |
| Graduate Exit Surveys (Spring 2024)                   | 4/4 students reported strongly agree/agree being prepared in knowledge and skill in clinical mental health counseling |

Summary: The aggregate data indicate students met expectations in the specialty area of **clinical mental health counseling**, with an increase in Site Supervisor evaluations in both semesters.

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in clinical mental health counseling.

**SLO #9: Students will demonstrate knowledge and skills in specialty area: School Counseling**

|                                                       |                                                                                                       |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.01 (meets expectations level = 2)                                                                   |
| Faculty End-of-Semester Review of Students Spring '24 | 2.06 (meets expectations level = 2)                                                                   |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.11 (meets expectations level = 2)<br>Internship 2.93 (meets expectations level = 2)       |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.45 (meets expectations level = 2)<br>Internship 2.72 (meets expectations level = 2)       |
| Comps- Fall 2023/Spring 2024                          | Not assessed on comps                                                                                 |
| NCE- Fall 2023/Spring 2024                            | Not assessed on NCE                                                                                   |
| PRAXIS II                                             | 100% pass                                                                                             |
| Graduate Exit Surveys (Spring 2024)                   | 6/6 students reported strongly agree/agree being prepared in knowledge and skill in school counseling |

Summary: The aggregate data indicate students met expectations in the specialty area of **school counseling**, with a decrease in Site supervisor evaluations (last year = Fall practicum 3; Spring practicum 3, internship not rated) but an increase in Fall 2023 internship (last year = 2).

Action Plan: Faculty will maintain current practices, including teaching and assessing students' knowledge and skills in professional school counseling.

**SLO #10: Students will demonstrate knowledge and skills in professional dispositions and behaviors**

|                                                       |                                                                                                           |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Faculty End-of-Semester Review of Students Fall 2023  | 2.06 (meets expectations level = 2)                                                                       |
| Faculty End-of-Semester Review of Students Spring '24 | 2.13 (meets expectations level = 2)                                                                       |
| Site-Supervisor Evaluations- Fall 2023                | Practicum 2.52 (meets expectations level = 2)<br>Internship 2.78 (meets expectations level = 2)           |
| Site-Supervisor Evaluations- Spring 2024              | Practicum 2.81 (meets expectations level = 2)<br>Internship 2.75 (meets expectations level = 2)           |
| Comps- Fall 2023/Spring 2024                          | Not assessed on comps                                                                                     |
| NCE- Fall 2023/Spring 2024                            | Not assessed on NCE                                                                                       |
| Graduate Exit Surveys (Spring 2024)                   | 10/10 students reported strongly agree/agree to being prepared in knowledge and skill in ethical practice |

Summary: The aggregate data indicate students met expectations in **professional dispositions and behaviors**, with increases in Fall 2023 internship (last year = Fall 2.53) and both practicum and internship during Spring 2024 (last year = practicum 2.76, internship 2.75).

Action Plan: Faculty will maintain current practices, including teaching and assessing students' professional dispositions and behaviors.

**Additional data:** From the program's Graduates Exit survey, students measured the quality of the instruction and supervision received during the program. Ten graduates reported 100% satisfaction (either highly satisfactory or satisfactory) in overall quality of instruction in content courses and overall quality of supervision in field experiences by counseling faculty.

### **Program Modifications Based on Data Findings**

From input from the program's stakeholders (i.e., advisory council: faculty, students, site supervisors, alumni, employers) the program's mission statement has been updated to better reflect our mission and align with CACREP standards. Faculty will continue addressing topics/trends in counseling courses and during practicum and internship supervision sessions/classes (e.g., changes in state legislation affecting school counselors and school-based therapists), and faculty will create a course-pathway for current students and professional school counselors to take additional required courses for LCMHC licensure due to NC licensing changes beginning July 1, 2025. In addition, continued recruitment efforts will be made for the school counseling specialty track due to decrease in applicants and school counselors in the region, and the program will continue a feasibility study for creating a counseling program clinic.

## Appendix A

| Student Learning Outcomes                                                                           | Measures of Assessment                                                                    | Assessor(s)                                   |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------|
| SLO #1: The counselor-in-training demonstrates knowledge and skill in Ethical Practice              | COUN 602 assignments/final grade                                                          | COUN faculty                                  |
|                                                                                                     | Faculty End-of-Semester Review                                                            | COUN faculty                                  |
|                                                                                                     | Supervisor evaluations                                                                    | Faculty & Site supervisors                    |
|                                                                                                     | Comprehensive exam                                                                        | COUN faculty                                  |
|                                                                                                     | National Counselor Exam (NCE) subsection of Professional Orientation and Ethical Practice | National Board of Certified Counselors (NBCC) |
|                                                                                                     | Graduate Exit Survey                                                                      | Graduating students                           |
|                                                                                                     | Alumni Survey                                                                             | Alumni of WCU Counseling program              |
|                                                                                                     | Employer Survey                                                                           | Employers of WCU Counseling graduates         |
| SLO #2: The counselor-in-training demonstrates knowledge and skill in Social and Cultural Diversity | COUN 615 assignments/final grade                                                          | COUN faculty                                  |
|                                                                                                     | Faculty End-of-Semester Review                                                            | COUN faculty                                  |
|                                                                                                     | Supervisor evaluations                                                                    | Faculty & Site supervisors                    |
|                                                                                                     | Comprehensive exam                                                                        | COUN faculty                                  |
|                                                                                                     | National Counselor Exam (NCE) subsection of Social and Cultural Diversity                 | National Board of Certified Counselors (NBCC) |
|                                                                                                     | Graduate Exit Survey                                                                      | Graduating students                           |
|                                                                                                     | Alumni Survey                                                                             | Alumni of WCU Counseling program              |
|                                                                                                     | Employer Survey                                                                           | Employers of WCU Counseling graduates         |
| SLO #3: The counselor-in-training demonstrates knowledge and skill in Human Development             | COUN 625 assignments/final grade                                                          | COUN faculty                                  |
|                                                                                                     | Faculty End-of-Semester Review                                                            | COUN faculty                                  |
|                                                                                                     | Supervisor evaluations                                                                    | Faculty & Site supervisors                    |
|                                                                                                     | Comprehensive exam                                                                        | COUN faculty                                  |
|                                                                                                     | National Counselor Exam (NCE) subsection of Human Growth and Development                  | National Board of Certified Counselors (NBCC) |
|                                                                                                     | Graduate Exit Survey                                                                      | Graduating students                           |
|                                                                                                     | Alumni Survey                                                                             | Alumni of WCU Counseling program              |
|                                                                                                     | Employer Survey                                                                           | Employers of WCU Counseling graduates         |
| SLO #4: The counselor-in-training demonstrates                                                      | COUN 650 assignments/final grade                                                          | COUN faculty                                  |
|                                                                                                     | Faculty End-of-Semester Review                                                            | COUN faculty                                  |

|                                                                                                                     |                                                                                              |                                               |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------|
| knowledge and skill in Career Development                                                                           | Supervisor evaluations                                                                       | Faculty & Site supervisors                    |
|                                                                                                                     | Comprehensive exam                                                                           | COUN faculty                                  |
|                                                                                                                     | National Counselor Exam (NCE) subsection of Career Development                               | National Board of Certified Counselors (NBCC) |
|                                                                                                                     | Graduate Exit Survey                                                                         | Graduating students                           |
|                                                                                                                     | Alumni Survey                                                                                | Alumni of WCU Counseling program              |
|                                                                                                                     | Employer Survey                                                                              | Employers of WCU Counseling graduates         |
| SLO #5: The counselor-in-training demonstrates knowledge and skill in Individual Counseling                         | COUN 605 assignments/final grade                                                             | COUN faculty                                  |
|                                                                                                                     | Faculty End-of-Semester Review                                                               | COUN faculty                                  |
|                                                                                                                     | Supervisor evaluations                                                                       | Faculty & Site supervisors                    |
|                                                                                                                     | Comprehensive exam                                                                           | COUN faculty                                  |
|                                                                                                                     | National Counselor Exam (NCE) subsections of Helping Relationships and Counseling Process    | National Board of Certified Counselors (NBCC) |
|                                                                                                                     | Graduate Exit Survey                                                                         | Graduating students                           |
|                                                                                                                     | Alumni Survey                                                                                | Alumni of WCU Counseling program              |
| Employer Survey                                                                                                     | Employers of WCU Counseling graduates                                                        |                                               |
| SLO #6: The counselor-in-training demonstrates knowledge and skill in Group Counseling                              | COUN 635 assignments/final grade                                                             | COUN faculty                                  |
|                                                                                                                     | Faculty End-of-Semester Review                                                               | COUN faculty                                  |
|                                                                                                                     | Supervisor evaluations                                                                       | Faculty & Site supervisors                    |
|                                                                                                                     | Comprehensive exam                                                                           | COUN faculty                                  |
|                                                                                                                     | National Counselor Exam (NCE) subsections of Group Work                                      | National Board of Certified Counselors (NBCC) |
|                                                                                                                     | Graduate Exit Survey                                                                         | Graduating students                           |
|                                                                                                                     | Alumni Survey                                                                                | Alumni of WCU Counseling program              |
| Employer Survey                                                                                                     | Employers of WCU Counseling graduates                                                        |                                               |
| SLO #7: The counselor-in-training demonstrates knowledge and skill in Assessment, Diagnosis, and Treatment Planning | COUN 640 & 667 assignments/final grades                                                      | COUN faculty                                  |
|                                                                                                                     | Faculty End-of-Semester Review                                                               | COUN faculty                                  |
|                                                                                                                     | Supervisor evaluations                                                                       | Faculty & Site supervisors                    |
|                                                                                                                     | Comprehensive exam                                                                           | COUN faculty                                  |
|                                                                                                                     | National Counselor Exam (NCE) subsections of Assessment and Diagnostic & Assessment Services | National Board of Certified Counselors (NBCC) |
|                                                                                                                     | Graduate Exit Survey                                                                         | Graduating students                           |



|                                                                                                                                       |                                                                           |                                               |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------|
|                                                                                                                                       | Alumni Survey                                                             | Alumni of WCU Counseling program              |
|                                                                                                                                       | Employer Survey                                                           | Employers of WCU Counseling graduates         |
| SLO #8: The counselor-in-training demonstrates knowledge and skill in Research and Program Evaluation                                 | EDRS 602 assignments/final grade                                          | Ed Research faculty (non-core)                |
|                                                                                                                                       | Faculty End-of-Semester Review                                            | COUN faculty                                  |
|                                                                                                                                       | Supervisor evaluations                                                    | Faculty & Site supervisors                    |
|                                                                                                                                       | Comprehensive exam                                                        | COUN faculty                                  |
|                                                                                                                                       | National Counselor Exam (NCE) subsection of Research & Program Evaluation | National Board of Certified Counselors (NBCC) |
|                                                                                                                                       | Graduate Exit Survey                                                      | Graduating students                           |
|                                                                                                                                       | Alumni Survey                                                             | Alumni of WCU Counseling program              |
|                                                                                                                                       | Employer Survey                                                           | Employers of WCU Counseling graduates         |
| SLO #9: The counselor-in-training demonstrates knowledge and skill in Specialty area: Clinical Mental Health Counseling<br><br>--OR-- | COUN 623 assignments/final grade                                          | COUN faculty                                  |
|                                                                                                                                       | Faculty End-of-Semester Review                                            | COUN faculty                                  |
|                                                                                                                                       | Supervisor evaluations                                                    | Faculty & Site supervisors                    |
|                                                                                                                                       | National Counselor Exam (NCE) overall score                               | National Board of Certified Counselors (NBCC) |
|                                                                                                                                       | Graduate Exit Survey                                                      | Graduating students                           |
|                                                                                                                                       | Alumni Survey                                                             | Alumni of WCU Counseling program              |
|                                                                                                                                       | Employer Survey                                                           | Employers of WCU Counseling graduates         |
| SLO #9: The counselor-in-training demonstrates knowledge and skill in Specialty area: School Counseling                               | COUN 660 assignments/final grade                                          | COUN faculty                                  |
|                                                                                                                                       | Faculty End-of-Semester Review                                            | COUN faculty                                  |
|                                                                                                                                       | Supervisor evaluations                                                    | Faculty & Site supervisors                    |
|                                                                                                                                       | Praxis II: School Counselor exam                                          | Educational Testing Service (ETS)             |
|                                                                                                                                       | Graduate Exit Survey                                                      | Graduating students                           |
|                                                                                                                                       | Alumni Survey                                                             | Alumni of WCU Counseling program              |
|                                                                                                                                       | Employer Survey                                                           | Employers of WCU Counseling graduates         |
| SLO #10: The counselor-in-training demonstrates knowledge and skill in Professional dispositions and behaviors                        | Faculty End-of-Semester Review                                            | COUN faculty                                  |
|                                                                                                                                       | Supervisor evaluations                                                    | Faculty & Site supervisors                    |
|                                                                                                                                       | Graduate Exit Survey                                                      | Graduating students                           |
|                                                                                                                                       | Alumni Survey                                                             | Alumni of WCU Counseling program              |
|                                                                                                                                       | Employer Survey                                                           | Employers of WCU Counseling graduates         |

## Appendix B

### Demographic Data for 2023-2024 Academic Year

Western Carolina University collects demographic data for **applicants** per admission terms. The Counseling program admits students once per year, with most students beginning in the Fall semester; thus, applicant data reflects one data point (Fall semester). The Counseling program collects demographic data of **current** students at the beginning of each Fall semester to reflect both new and returning students. The Counseling program collects **graduates'** demographic information at the end of Fall and Spring semesters (two data points) at the time of their graduation from the program.

#### Demographic Data for Applicants (University Data)

| Race/Ethnicity                      | Clinical Mental Health<br>Counseling (171) | School Counseling<br>(37) | Total (208) |
|-------------------------------------|--------------------------------------------|---------------------------|-------------|
| American Indian or<br>Alaska Native | 0                                          | 1                         | 1           |
| Asian                               | 1                                          | 0                         | 1           |
| Black or African<br>American        | 5                                          | 1                         | 6           |
| Hispanic or Latino                  | 9                                          | 3                         | 12          |
| Nonresident Alien                   | 13                                         | 13                        | 26          |
| Two or More Races                   | 4                                          | 0                         | 4           |
| White                               | 138                                        | 19                        | 157         |
| Unknown                             | 1                                          | 0                         | 1           |
| <b>Gender</b>                       |                                            |                           |             |
| Male                                | 44                                         | 11                        | 55          |
| Female                              | 127                                        | 26                        | 153         |

Note: University data does not reflect gender within race/ethnicity measures, only as separate measures.

**Demographic Data for Students (Program Data)**

| <b>Race/Ethnicity</b>     | <b>Clinical Mental Health Counseling (63)</b> | <b>School Counseling (23)</b>        | <b>Total (86)</b>                      |
|---------------------------|-----------------------------------------------|--------------------------------------|----------------------------------------|
| Asian                     | Female: 0<br>Male: 0                          | Female: 0<br>Male: 0                 | Female: 0<br>Male: 0                   |
| Black or African American | Female: 1<br>Male: 0                          | Female: 2<br>Male: 0                 | Female: 3<br>Male: 0                   |
| Hispanic or Latino        | Female: 5<br>Male: 1                          | Female: 1<br>Male: 1                 | Female: 6<br>Male: 3                   |
| Two or More Races         | Female: 2<br>Male: 2                          | Female: 0<br>Male: 0                 | Female: 2<br>Male: 1                   |
| White                     | Female: 41<br>Male: 8<br>Nonbinary: 3         | Female: 17<br>Male: 2                | Female: 58<br>Male: 10<br>Nonbinary: 3 |
| Nonresident Alien         | Female: 0<br>Male: 0<br>Nonbinary: 0          | Female: 0<br>Male: 0<br>Nonbinary: 0 | Female: 0<br>Male: 0<br>Nonbinary: 0   |
| Do Not Wish to Disclose   | Female: 1<br>Male: 1                          | Female: 3<br>Male: 0                 | Female: 4<br>Male: 1                   |
| Military                  | 0                                             | 0                                    | 0                                      |

**Demographic Data for Fall 2023 Graduates (Program Data)**

| <b>Race/Ethnicity</b>     | <b>Clinical Mental Health Counseling (9)</b> | <b>School Counseling (5)</b> | <b>Total (14)</b>                     |
|---------------------------|----------------------------------------------|------------------------------|---------------------------------------|
| Asian                     | 0                                            | 0                            | 0                                     |
| Black or African American | Female: 1<br>Male: 0                         | 0                            | Female: 1<br>Male: 0                  |
| Hispanic or Latino        | Female: 1<br>Male: 0                         | 0                            | Female: 1<br>Male: 0                  |
| Nonresident Alien         | 0                                            | 0                            | 0                                     |
| Two or More Races         | 0                                            | 0                            | 0                                     |
| White                     | Female: 5<br>Male: 1<br>Nonbinary: 1         | Female: 5<br>Male: 0         | Female: 10<br>Male: 1<br>Nonbinary: 1 |

**Demographic Data for Spring 2024 Graduates (Program Data)**

| <b>Race/Ethnicity</b>     | <b>Clinical Mental Health Counseling (13)</b> | <b>School Counseling (7)</b>         | <b>Total (20)</b>                     |
|---------------------------|-----------------------------------------------|--------------------------------------|---------------------------------------|
| Asian                     | 0                                             | 0                                    | 0                                     |
| Black or African American | 0                                             | Female: 1<br>Male: 0                 | 1                                     |
| Hispanic or Latino        | Female: 1<br>Male: 0                          | 0                                    | 1                                     |
| Nonresident Alien         | 0                                             | 0                                    | 0                                     |
| Two or More Races         | Female: 1<br>Male: 2                          | 0                                    | Female: 1<br>Male: 2                  |
| White                     | Female: 5<br>Male: 3<br>Nonbinary: 1          | Female: 5<br>Male: 1<br>Nonbinary: 0 | Female: 10<br>Male: 4<br>Nonbinary: 1 |