



The Department of Counselor Education

Executive Summary Report of Program Evaluation 2020-2021

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Executive Summary Report of Program Evaluation 2020-2021

The Department of Counselor Education at Northeastern Illinois University (NEIU) has been accredited by the Council for Accreditation of Counseling & Related Educational Programs (CACREP) since 1994. In accordance with the 2016 CACREP standards, the Department of Counselor Education at NEIU continuously engages in program evaluation activities for the purposes of program improvement for the following 4 programs: Clinical Mental Health Counseling (CMHC), Couple and Family Counseling (CFC), Rehabilitation Counseling (RC), and School Counseling (SC).

The information and data on this Executive Summary of the program evaluation is based on data gathered from the following sources: NEIU Institutional Data Digest; National Counselor Examination (NCE) pass rates (for graduates seeking licensure as a Professional Counselor in Illinois); the Illinois School Counselor examination pass rates; biannually scheduled curricular review by faculty; advisory board evaluation and feedback; professional dispositions evaluation of students throughout their program; site supervisor evaluation of students in Practicum and Internship courses; student performance on the Departmental Proficiency Exam (DPE); formal data collection regarding perceptions of program effectiveness from stakeholders such as alumni; employers of graduates; exit survey from students prior to graduation; and follow up survey of site supervisors.

As part of its CACREP Systematic Program Evaluation Report, the NEIU Counselor Education Department conducted an evaluation of students and courses. Four groups of stakeholders were sent online surveys: current students exiting their respective programs, recent graduates, current employers, and former site supervisors of the graduates. Each group responded to different surveys; however, the content on the surveys had some similarities. The surveys were designed to assess the overall program quality and curriculum with regard to preparation of students in counseling skills, professional counselor identity, structure and delivery of the curriculum, and overall evaluation of the NEIU Counselor Education programs.

For many years, the NEIU Department of Counselor Education has been gathering data on student learning outcomes (SLO) from admission to graduation and one year post graduation. As students in the Counselor Education Department, the students are expected to successfully complete all course requirements and pass each of the 5 transition levels. Students must successfully complete all the program transition levels. This report will also include the findings of SLO at each transition level in the program.

[Current CACREP-Accredited Programs \(Fall 2021\):](#)

M.A. in Clinical Mental Health Counseling (60 semester credit hours)

M.A. in Couple and Family Counseling (60 semester credit hours)

M.A. in Rehabilitation Counseling (48 semester credit hours)

M.A. in School Counseling (60 semester credit hours)

Program Demographic

The NEIU Counselor Education Department admits students twice per year for all of the four graduate programs. Applications are reviewed after the March 15 deadline for admission consideration for the fall semester and August 15 deadline for admission consideration for the spring semester. As part of the application process, all applicants with completed applications are invited to attend a pre-admission workshop (PAW) for an assessment of their interpersonal skills and potential for development of professional counselor identity.

[Applicant Data for Spring and Fall of 2021 program applications:](#)

Spring 2021 Admission Per Program		
<i>Graduate Program</i>	<i>Applied</i>	<i>Admitted</i>
Clinical Mental Health Counseling	32	24
Couple and Family Counseling	6	4
Rehabilitation Counseling	4	2
School Counseling	13	13

Fall 2021 Admission Per Program		
<i>Graduate Program</i>	<i>Applied</i>	<i>Admitted</i>
Clinical Mental Health Counseling	55	46
Couple and Family Counseling	13	13
Rehabilitation Counseling	10	10
School Counseling	27	26

Total for 2021:	160 Applied	138 admitted
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Admission rate: 86.2% for Fall of 2021 and Spring of 2021

Enrolled Student Data:

Demographic data on enrolled NEIU Counselor Education students according to the NEIU Institutional Data:

Summary profile: Fall 2021 Enrollment

Program	Gender		Race/Ethnicity									Total
	Female	Male	Hispanic	Native American	Asian	African American	Hawaiian Pacific	Caucasian/White	Multiracial	Non res-Alien	Unknown	
Clinical Mental Health	95	37	23	0	11	3	0	86	1	1	7	132
Couple and Family	35	9	11	0	2	5	0	21	0	1	4	44
Rehabilitation	19	10	11	0	3	3	0	9	1	0	2	29
School Counseling	58	15	23	0	5	4	0	36	3	0	2	73
Total	207	71	68	0	21	15	0	152	5	2	15	278

Degrees Awarded in 2020-2021 (According to *Institutional Data**)

Program	2020	2021
Clinical Mental Health Counseling	6	15
Couple and Family Counseling	7	3
Rehabilitation Counseling	13	6
School Counseling	34	10
Total	60	34

*Data collected during fiscal year (FY) which begins on July 1 and ends June 30, compared to departmental data that is collected from September 1 to August 15

Degrees Awarded in 2020-2021 (According to *Cognos Academic Year*)

Program	2020	2021
Clinical Mental Health Counseling	15	22
Couple and Family Counseling	6	12
Rehabilitation Counseling	7	4
School Counseling	16	12
Total	44	50

Retention rates:

According to NEIU's Institutional Data Digest, the retention rates for the Counselor Education programs for 2020-2021:

- Clinical Mental Health Counseling: 84.5%
- Couple and Family Counseling: 89.8%
- Rehabilitation Counseling: 85.7%
- School Counseling: 96.7%

Student Learning Outcome (SLO)

The Counselor Education students in all four programs must successfully complete all the program transition levels I to V. Students are required to earn a grade of “B” or better in their clinical courses such as COUN 405, 406, 407, 421, and all program specific practicum and internship courses. Students are also required to maintain good academic standing, in accordance with university graduate policies. At each transition level, the student dispositions are also evaluated. They are required to receive a minimum of 3.0 out of the possible 5 points on all the items on the disposition evaluation forms.

The detailed results of the SLO are discussed at the faculty meeting at the end of Fall semester. During the faculty meeting, faculty advisors review and discuss students who demonstrate a need for some improvement or need for much improvement. After consultation with department faculty and chair, the advisors meet with those advisees and develop a remediation plan for improvement.

The outcomes are reported in percentages, indicating the percentage of total ratings that were assessed at each performance level. The numerical weight of each performance level used for summary statistics are:

- A Major Strength = 5 pts.
- A Strength = 4 pts.
- Appropriate = 3 pts.
- Needs Some Improvement = 2 pts.
- Needs Much Improvement = 1 pt.

Transition Level I:

- a. Successful completion of prerequisites for clinical skills training courses and earning a minimum rating of 3.0 (out of 5-point Likert scale) or higher on the key assessment for each of the following courses: COUN 401, COUN 402, COUN 403
- b. Appropriate professional and ethical behaviors and dispositions as demonstrated on the disposition evaluation forms (by earning a minimum of 3 points on a 5-point Likert scale on all items on the disposition evaluation form)
- c. Minimum GPA of 3.00

Overall SLO of CACREP Standards for Courses for Transition Level I			
Semester	COUN 401 Professional & Ethical Issues in Counseling	COUN 402- Developmental Counseling	CON 403- Theories of Counseling
Fall 2020	M= 4.895 SD= 0.641	M= 4.066 SD=0.989	M= 3.458 SD=0.876
Spring 2021	M= 4.741 SD=0.439	M= 4.000 SD=0.733	M= 4.025 SD=0.557
Summer 2021	M= 4.842 SD=0.671	M= 3.096 SD=0.296	M= 4.683 SD=0.581
Average	M= 4.844 SD=0.609	M= 3.862 SD=0.882	M= 3.886 SD=0.842

Students enrolled in COUN 401, 402, and 403, either met or exceeded expectations for Transition Level I.

Transition Level II:

- Successful completion of prerequisites for clinical skills training courses and earning a minimum rating of 3.0 (out of 5-point Likert scale) or higher on the key assessment for each of the following courses: COUN 405, COUN 406, COUN 407, COUN 421
- Appropriate professional and ethical behaviors and dispositions as demonstrated on the disposition evaluation forms (by earning a minimum of 3 points on a 5-point Likert scale on all items on the disposition evaluation form)
- Completion of Practicum Application
- Minimum GPA of 3.00

Overall SLO for CACREP Standards for Courses for Transition Level II				
Semester	COUN 405- Individual Counseling Skills	COUN 406- Group Counseling	CON 407- Advanced Counseling Skills	COUN 421- Advanced CFC Skills
Fall 2020	M= 3.880 SD= 0.778	M= 4.719 SD=0.626	M= 4.750 SD=0.437	M= n/a SD= n/a
Spring 2021	M= 4.745 SD=0.594	M= 4.099 SD=0.809	M= 4.950 SD=0.220	M= 4.182 SD= 0.536
Summer 2021	M= 4.814 SD=0.410	M= 4.113 SD=1.046	M= 3.191 SD=0.435	M= 4.045 SD= 0.580
Average	M= 4.252 SD=0.812	M= 4.269 SD=0.872	M= 4.510 SD=0.792	M= 4.120 SD= 0.559

Dispositions				
Semester	COUN 405- Individual Counseling Skills	COUN 406- Group Counseling	CON 407- Advanced Counseling Skills	COUN 421- Advanced CFC 3 Skills
Fall 2020	M= 4.607 SD= 0.16	M= 4.581 SD= 0.803	M= 4.405 SD=1.068	M= n/a SD= n/a
Spring 2021	M= 4.927 SD= 0.285	M= 4.292 SD= 0.715	M= n/a SD= n/a	M= 4.583 SD= 0.562
Sum 2021	M= n/a SD= n/a	M= 4.247 SD= 0.946	M= n/a SD= n/a	M= 4.329 SD= 0.519
Average	M= 4.696 SD= 0.643	M= 4.360 SD= 0.810	M= 4.405 SD=1.068	M= 4.467 SD= 0.557

Students enrolled in the following clinical courses, COUN 405, 406, and 407, and 421 either met or exceeded expectations for Transition Level II.

Number of Actual Practicum Applications Submitted					
Year	CMHC	CFC	RC	SC	Total
2020	22	16	3	13	54
2021	31	12	11	22	76
2022	Still in process				

Transition Level III:

- a. Successful completion of clinical experiences hours
 - Completion of 100 Practicum hours
 - Completion of 600 Internship hours
- b. Satisfactory ratings on all evaluations from site and university supervisors as demonstrated by receiving a minim of 3.0 out of 5.0 on all items on the professional disposition evaluations for both practicum and internship
- c. Demonstration of appropriate professional and ethical behaviors and dispositions
- d. Minimum GPA of 3.00

Overall SLO of CACREP Standards for Practicum and Internship 2020-2021						
Program	Practicum Site Supervisor Evaluations	Internship Site Supervisor Evaluations	Practicum University Supervisor Evaluations	Internship University Site Supervisor Evaluations	Range & Average Practicum Hours completed	Range & Average Internship Hours Completed
Clinical Mental Health Counseling	M= 4.201 SD= 0.757	M= 4.629 SD= 0.586	M= 3.739 SD= 0.591	M= 4.348 SD= 0.680	116-335 Avg 180	600-777 Avg 664
Couple and Family Counseling	M= 4.122 SD= 0.837	M= 4.482 SD= 0.722	M= 4.358 SD= 0.682	M= 4.842 SD= 0.379	100-306 Avg 175	602-1063 Avg 734
Rehabilitation Counseling	M= 4.195 SD= 0.879	M= 4.385 SD= 0.741	M= 4.368 SD= 0.666	M= 4.453 SD= 0.652	100-250 Avg 152	600-732 Avg 657
School Counseling	M= 4.247 SD= 0.695	M= 4.634 SD= 0.589	M= 4.012 SD= 0.613	M= 4.531 SD= 0.547	100-348 Avg 160	600-709 Avg 630

Transition Level IV:

- Completion of student exit survey
- Passing of the Departmental Proficiency Examination (DPE) with a minimum of 70%, prior to graduation
- Minimum GPA of 3.00

Transition Level V: Exit Requirements for Degree Completion:

- Successful completion of all transition levels and required credit hours
- Submission of graduation application

Findings of The Student Exit Survey

Summer of 2021

Internship students were asked to complete an exit survey at the end of their internship experience in summer of 2021 by indicating to what degree their respective programs have prepared them to gain knowledge and skills of various counseling topics and areas.

When asked to evaluate how well their respective programs prepared them for the counseling field, they reported their response on a scale of 1-3 (3= A great deal – 1= Not at all):

Areas	Mean	SD
Professional Identity	2.89	0.32
Social & Cultural Diversity	2.77	0.47
Human Growth & Development	2.89	0.32
Assessment	2.48	0.62
Career Development	2.32	0.62
Helping Relationships	2.89	0.38
Group Work	2.60	0.62
Research & Program Evaluation	2.53	0.62

When asked to evaluate their faculty in the program, the following responses were recorded on a scale of 1-3 (3= A great deal – 1= Not at all) :

Survey Question about Faculty N= 35	Mean (M)	Standard Deviation (SD)
Demonstrated in-depth knowledge of their field	2.89	0.23
Used effective teaching methods that help students learn	2.80	0.48
Modeled respect for diverse populations	2.77	0.32
Integrated diversity related subject matter within course work	2.77	0.49
Used technology to enhance your learning	2.61	0.60
Used technology to facilitate communication	2.82	0.61
Modeled the use of technology within the profession	2.50	0.68
Exhibited enthusiasm for profession and life-long commitment to learning	2.91	0.23
Conducted themselves in a professional manner	2.88	0.23
Displayed respect toward students, clients, and professionals in the field.	2.89	0.28

Department Proficiency Examination (DPE) Results

DPE Results 2021			
Program	Number of Exams	Number Passed	% Passing Rate
Clinical Mental Health	21	17	81%
Couple & Family Counseling	8	2	25%
Rehabilitation Counseling	8	4	50%
School Counseling	21	10	48%
TOTAL	58	33	57%

DPE Results 2020			
Program	Number of Exams	Number Passed	% Passing Rate
Clinical Mental Health Counseling	24	24	100%
Couple and Family Counseling	10	10	100%
Rehabilitation Counseling	7	6	86%
School Counseling	16	14	88%
TOTAL	57	54	94%

Reports From National and State Examinations

- According to the National Counselor Examination (NCE) results report, 23 students from one of the four programs took the NCE exam and 21 out of 23 students passed the NCE (91% passing rate).
- Overall, NEIU students scored higher ($M= 116.41$, $SD= 9.75$) than the average national average ($M= 109.50$, $SD= 17.175$)
- The NEIU School Counseling students who took the School Counselor Content Test in School Counseling (#181) Examination in FY 2020-2021 had a 100% pass rate, with an average total score of 268.

Outcome of Follow-up Surveys

Survey of Recent Graduates:

Surveys were distributed to the graduating class of 2020. According to department data, there were 44 students who graduated from one of the 4 programs. Alumni surveys were sent to all 44 graduates and 15 surveys were returned by the alumni. The 15 alumni who graduated in 2020 reported they took one or a combination of the following exams: National Counselor Exam (NCE); Content Test in School Counseling #181, and Certified Rehabilitation Counselor Exam (CRC). They took a total of 27 examinations in which 100% passed the test on their first attempt.

Credentials obtained since graduating from NEIU:

- 11 Licensed Professional Counselor LPC
- 1 Certified Rehabilitation Counselor CRC
- 8 National Certified Counselor NCC
- 7 Professional Educator License PEL

Of the 15 alumni who returned the survey, 100% indicated they were employed, and 80% reported they were employed in a counseling-related field. The graduates who were not employed in a counseling-related field indicated their reasons were due to the following: prefer to remain in current job.

The length of time that it took the alumni to find a counseling position after graduating from their program:

- Less than one month: 40%
- 1-3 months: 40%
- 4-6 months: 7%
- 7-12 months: 13%
- Still looking: 0%

The reported salary range for the 2020 alumni was between 41K to 81K per year, in which 13% indicated their position was at their former internships. The positions they listed included: School Counselor, School Therapist, Middle School Counselor, Mental Health Counselor, Counselor, Crisis Counselor, Licensed Professional Counselor, Rehabilitation Counselor Trainee, Individual Counselor, and Principal.

Formal Follow up of Current Employers:

The 2020 Counselor Education alumni surveys identified names and contact information of current employers. Those individuals were then invited to report on their perception of their NEIU graduate employee's professionalism, counseling skills and knowledge. The alumni survey identified their current employer of class of 2020 graduates. Employer surveys were sent to all identified employers. Employers rated their NEIU Counselor Education alumni employees based on a 1-3 Likert scale (1 = less than desirable to 3= better than expected).

N= 7 Survey Questions	Less than	As expected	Better than	Not Observed
Does the NEIU graduate employee demonstrate self-awareness and ability to be self-reflective?	14%	43%	43%	
Do you find the NEIU graduate employee to be skilled at promoting personal development of clients?	0%	43%	57%	
Is the NEIU graduate employee providing culturally sensitive delivery of services?	14%	43%	43%	
Does the NEIU graduate employee exhibit and maintain ethical behavior?	14%	29%	57%	
Does the NEIU graduate employee have knowledge of basic counseling techniques?	29%	15%	57%	
Does the NEIU graduate employee demonstrate a notable sense of professional counselor identity?	29%	15%	57%	
Does the NEIU graduate employee successfully maintain effective relationships with staff?	29%	29%	42%	
Does the NEIU graduate employee have the skills to make appropriate changes in response to feedback?	29%	29%	42%	
Does the NEIU graduate employee seek new learning experiences at work?	0%	29%	71%	
Does the NEIU graduate employee maintain privacy and confidentiality of records?	0%	57	42	
Does the NEIU graduate employee know and reflect the mission and goal of the employer?	0%	71%	29%	
Does the NEIU graduate employee set appropriate treatment goals?	14%	57%	29%	
Is the NEIU graduate employee prepared to intervene appropriately in crises situations?	14%	43%	29%	14%
Does the NEIU graduate employee demonstrate a non-judgmental attitude toward other?	14%	29%	57%	
Does the NEIU graduate employee consult and collaborate effectively with others?	14%	29%	57%	
Using the same rating scale, please indicate your overall evaluation of the NEIU Counselor Education program.	14%	43%	43%	

Formal Follow up of Internship Site Supervisors:

Formal follow-up studies of 2020 internship site supervisors ($n = 44$) were conducted and 41% ($n= 18$) responded to the follow up survey. Internship site supervisors who had supervised NEIU Counselor Education students during the 2019-2020 academic year reported that their experience with interns was positive. All follow up site supervisors rated their former interns on a 1-3 Likert scale (1= less than desirable to 3= better than expected)

N= 11 Survey Questions	Less than	As expected	More than	Not observed
The NEIU intern was self-reflective and self-aware.		61%	39%	
The NEIU intern was skilled at promoting personal/interpersonal development of clients.		44%	56%	
The NEIU intern demonstrated and maintained ethical behaviors.		50%	50%	
The NEIU intern have the knowledge of basic counseling techniques and methods.	11%	56%	33%	
The NEIU intern demonstrated a sense of professional identity.	6%	56%	39%	
The NEIU intern demonstrated effective relationships with staff.		50%	50%	
The NEIU intern was open and receptive to feedback and made appropriate changes in response to the feedback.		39%	61%	
The NEIU intern sought new learning experiences during his/her/their internship experience.	6%	39%	61%	
The NEIU intern maintained privacy and confidentiality of client information.		67%	33%	
The NEIU intern demonstrated awareness of the agency/school mission.		83%	11%	6%
The NEIU intern set appropriate counseling goals.		78%	22%	
The NEIU intern intervened appropriately in crisis situations.	6%	61%	22%	11%
The NEIU intern demonstrated a non-judgmental attitude toward clients.		56%	44%	
The NIEU intern made appropriate referrals to community resources.		72%	17%	11%
Using the same rating scale, please make an overall evaluation of the NEIU Counselor Education Program.		67%	33%	
Please provide us with additional feedback regarding how NEIU's Counselor Education program can improve the training of future counselors:				
1. "As always, thank you for the opportunity to work with the department and your students."				
2. "My intern was wonderful, but his NEIU supervisor seemed out of touch and disconnected from school counselors working today. I often wondered what value he brought to his students."				
3. "We've had a fantastic intern, who pushed herself to perform beyond the level of what is typically expected of an intern. I hope the counseling education program is working with students on health work, life, school balance, as I worry about burn out of interns before they've even entered the field."				
4. "More frequent interaction with the school internship supervisor would be nice."				
5. "More training in application of counseling skills and different intervention."				

Key Program Findings & Modifications

The assessments and follow up studies conducted for this report focused on evaluating the Counselor Education programs and Student Learning Outcomes (SLO) based on the 2016-CACREP standards. The findings indicate that the Counselor Education curricula for Clinical Mental Health Counseling, Couple and Family Counseling, Rehabilitation Counseling, and School Counseling programs met or exceeded the 2016-CACREP standards. The remainder of this report addresses Key program findings and modifications.

Key Program Findings

Admission Applications:

- There has been an increase in the number of applications for all 4 programs.
 - For Spring of 2021, the department received a total of 55 applications. From that pool, 43 applicants were admitted (78% admission rate).
 - For Fall of 2021, the department received a total of 105 applications. From that pool of applicants, 95 applicants were admitted (90% admission rate).
 - In total, there were 160 completed applications and 138 applicants were admitted. The total admission rate for Spring 2021 and Fall 2021 was 138 (86% admission rate)
- Three newly hired tenure-track faculty members started their faculty positions in fall of 2021. The addition of the three new faculty members allowed the department to admit more students in fall semester and maintain the required 1:12 faculty-to-student ratio.
 - For fall of 2021 there were 88 full-time students and 178 part-time students in the department. The calculated ratio was 1:11.1.
- Based on the student profile of enrolled students, we have a goal of increasing the number of BIPOC students in our programs.

Retention and Degrees Awarded

- Data was collected from Cognos and Institutional Data. The data from the two sources did not align because one source collects and reports data for the FY, while the other is based on academic year. The data shows the retention rates for all four programs ranged from 84.5% to 96.7%

Student Learning Outcomes:

- Counselor Education students are expected to successfully complete all transition levels in their respective programs. This entails obtaining a minimum rating of 3.0 out of the possible 5.0 on all key assessments and on all professional disposition evaluations. According to the results of the student learning outcomes for 2020-2021, students met or exceeded the expected level of knowledge and skills in all of the transition areas. The lowest average (M= 3.096, SD= 0.296) was in the Developmental Counseling course that was offered during the summer of 2021 and

highest average ($M= 4.89$, $SD= 0.641$) was the Professional & Ethical Issues in Counseling course.

- During their final semester, the students complete an exit survey and rate their experiences in the program. Overall, students reported they gained a great deal of knowledge and skills in their respective programs.
- The results of the Departmental Proficiency Exam showed inconsistent results when comparing the results from 2020 with 2021. The passing rate for all programs in 2020 was 94%, whereas the passing rate for 2021 was only 57%.
- The results from the National and State examination showed NEIU students scored higher ($M=116.41$, $SD= 9.75$) than the national average ($M= 109$, $SD= 17.175$) on the National Counselor Exam (NCE). In addition, NEIU students had a 91% passing rate on the NCE.

Alumni Survey

- Alumni surveys were sent to all 44 graduates, and 15 alumni responded to the survey. According to the survey results, all 15 respondents took one or a combination of licensure or certification exams. They took a total of 27 exams. All respondents reported they passed their tests on their first attempt.
 - Employment: 80% of the alumni obtained their counseling position with the first 3 months of graduating from NEIU
 - Salary: Reported annual income was between 41K – 81K
 - All, but one respondent was not working due to family obligations

Follow-up Employer Surveys

- The employer surveys demonstrated an overall positive evaluation of the counselor education alumni, with the majority indicating the alumni performs either better than expected or as expected in their counseling positions. There were 4 areas that received 29% less than expected rating: basic counseling techniques, professional counseling identity, effective relationships with staff, and make appropriate change in response to feedback.

Follow-up Site Supervisor Survey

- Eleven site supervisors responded with mostly positive comments and responses. Here are some examples:
 - All site supervisors felt the NEIU intern demonstrated and maintained ethical behavior more than expected and as expected, skilled at promoting personal/interpersonal development of clients, and receptive to feedback
- A couple areas that stood out where the supervisors mentioned our graduates were less than average:
 - The NEIU intern has the knowledge of basic counseling techniques and methods (11% said less than average), and
 - Comment from school counseling site supervisor indicated they would like more communication with university supervisors

Key Program Modifications & Future Goals

Application process:

- Inclusion of CACREP 2016 standards for evaluating applicants adding criteria for respecting cultural differences and meeting all of the criteria for career goals.
- Application process has changed from email submission to electronic submission using Slate.
- To maintain the faculty-to-student ratio, the department faculty voted to reduce the number of admission cycles for Clinical Mental Health Counseling and School Counseling programs.
- Faculty discussed various recruitment methods and program modifications to increase the number of BIPOC applicants and enrolled students
 - Re-examining curriculum to place a greater emphasis on topics more relevant to students today,
 - Consulting with NEIU marketing about the strategies they have used to attract diverse students to the undergraduate programs,
 - Consulting with other diverse programs on campus, and
 - Outreach.

Retention and Degrees Awarded:

- Data was collected from Cognos and Institutional Data. The data from the two sources did not align because one source collects and reports data for the FY, while the other is based on academic year. The number of degrees awarded was low in 2020.
 - We speculate this was due to the pandemic and many students choosing to delay completion of their respective programs.
 - Faculty advisors will continue tracking their advisees' progress and each semester contact students who are not registered.

Student Learning Outcomes:

- The aggregated data showed the Counselor Education students either met or exceed the CACREP standard in each content and specialty area.
- Starting in the Spring 2022 semester, the department will begin evaluating SLO based on new Key Performance Indicators (KPI). The new KPI have been strategically selected to highlight the significance of multicultural counseling, advocacy and the role of social justice in the field of counseling. Each course will be modified to include more specific content, assignment, and key assessments that are linked with each KPI.
- Exit surveys will be modified to include a 1-5 Likert scale instead of 1-3. Some of the content of the exit survey will also be modified to more specifically include questions about specialty area. In addition, the survey will be modified to ask students for their preferred method of communication for their anticipated alumni survey.

Follow-up Alumni Survey

- There was a low response rate from our alumni. Faculty has made note of this and have made several recommendations: offering CUs or some incentive for completing the survey, sending out the surveys sooner than one year post graduation, and utilizing exit surveys to inform students about the upcoming alumni survey.

Follow-up Employer Survey

- The alumni survey results included limited number of identified employers. Not all 15 alumni shared the names and contact information of their employer. Only 7 employees responded to the employer survey. The data collected may not represent the perspective of the majority of employers.
- Some of the employer feedback needed further explanation. Future surveys will be revised to include clarifying questions to further explain areas that are rated lower than average.
- Next year, employer surveys will be sent to all identified employers, including those identified in previous follow-up surveys.

Follow-up Site Supervisor Survey

- One of our faculty members indicated that many sites are now requiring advanced and specialized training from their interns. This was confirmed by some of our advisory board members at our last meeting. To address this concern, the faculty recommended to provide a professional development series to our students before the start of practicum. The first training is scheduled for April 29, 2022. The sessions will be offered three times per year (fall, spring, and summer).
- To address one site supervisor's concern about wanting more communication with university supervisors, it would be important for the department to emphasize the importance of maintaining communication with site supervisor. This will be communicated more clearly to adjuncts and instructors as well.