

**PROGRAM EVALUATION REPORT
SUMMARY & RECOMMENDATIONS
Department of Counseling
Clinical Mental Health Counseling**

Program Changes in 2023-2024

1. In Fall 2023, the Department Curriculum Committee noted that the new Medicare regulations for counselors nullified parts of the PYCL 0660 Service Financing Agreement assignment lecture. Therefore, a new lecture was created and inserted into the Canvas Faculty Center for deployment to each course section.
2. In Fall 2023, the Department Curriculum Committee mapped the current curriculum to the 2024 CACREP Standards and worked with the Department Chair and Assessment Committee Chair to confirm accuracy.
3. In Fall 2023, a CMHC Needs Assessment Survey was created and deployed to all CMHC faculty, including non-core faculty, to solicit feedback about curriculum gaps, out-of-date content, and any unnecessary duplication. The deidentified results of this survey were shared with core faculty and used to inform faculty course lead recommendations for the Spring curriculum revision charge.
4. After providing guidance and training in faculty meetings and virtually, in Winter 2024, the curriculum committee met individually with all 18 faculty course leads to review and revise the CMHC Course Descriptions and Learning Objectives to align with the new accreditation standards.
5. The CMHC Approved Textbook List was updated in Winter 2024.
6. Program faculty developed and implemented a standardized telehealth training webinar as a requirement for PYCL 0680 Counseling Practicum students.
7. Program faculty updated the CPCE remediation course to align with current exam format and content.

Data-Driven Program Modifications

During the 2023-2024 academic year, as part of continuous quality improvement the faculty reviewed program evaluation data, including student performance data and student and alumni feedback, in accordance with the CMHC Comprehensive Assessment Plan.

From the previous Program Evaluation Report (2022-2023), the Program Learning Outcomes (LO) that were rated below benchmark from student or alumni feedback included the following: #2 Social and Cultural Diversity, #7 Assessment, and #8 Research and Program Evaluation. Ratings below the benchmark only occurred at one campus whereas all other campuses/formats were highly rated.

In response, the Department Chair worked with faculty who were teaching courses related these LO content for the campuses that were rated lower to ensure LOs are being met in course across delivery formats.

2023 - 2024 PROGRAM EVALUATION REPORT SUMMARY AND RECOMMENDATIONS

The 2023- 2024 program evaluation findings included that all five benchmarks were met globally for the following Learning Outcomes:

- #5 Helping Relationships
- CMHC #1 Professional Identity
- CMHC #2 Legislative and Policy Issues
- CMHC #3 Culturally Competent Clinical Mental Health Counseling Practice

Ratings fell below benchmarks as follows:

- LO #1 Ethical Practice, Benchmark #5 Alumni Feedback Survey: 93.75% of sampled alumni rated the Ethical Practice subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however Fort Lauderdale/Davie campus was below 80%.
- LO #2 Social and Cultural Diversity
 - Benchmark #4 Current Student Feedback Survey: 91.37% of sampled students rated the Social and Cultural Diversity subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however, Fort Lauderdale/Davie campus was below 80%.
 - Benchmark #5 Alumni Feedback Survey: 87.50% of sampled alumni rated the Social and Cultural Diversity subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however, the ratings at the Fort Lauderdale/Davie campus were below 80% and there was only one respondent for Orlando.
- LO #3 Human Growth and Development, Benchmark #5 Alumni Feedback Survey: 87.50% of sampled alumni rated the Human Growth and Development subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however, Fort Lauderdale/Davie and Tampa Bay campuses were below 80%.
- LO #4 Career Development, Benchmark #5 Alumni Feedback Survey: 81.25% of sampled alumni rated the Career Development subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however, Fort Lauderdale/Davie campus was below 80%.
- LO #6 Group Work, Benchmark #5 Alumni Feedback Survey: 87.50% of sampled alumni rated the Group Work subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however, Fort Lauderdale/Davie campus was below 80%.
- LO #7 Assessment, Benchmarks #5 Alumni Feedback Survey: 75% of sampled alumni rated the Assessment subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings were below the 80% benchmark, as well as below 80% at the Fort Lauderdale/Davie campus and the Online Program delivery format.
- LO #8 Research and Program Evaluation
 - Benchmark #4 Current Student Feedback Survey: 88.62% of sampled students rated the Research subscale as met moderately well, very well, or extremely well

met in the CMHC program. Global rating exceeded the 80% benchmark; however, Orlando campus was below 80%.

- Benchmark #5 Alumni Feedback Survey: 85.61% of sampled alumni rated the Research subscale as met moderately well, very well, or extremely well met in the CMHC program. Global ratings exceed the 80% benchmark; however, Fort Lauderdale/Davie campus was below 80%.

Small sample size could be a contributing factor for findings for some of the campuses. The Assessment Committee recommended that the faculty, particularly the Curriculum Committee and the Faculty Course Leads in the content areas noted above explore strategies to support and prepare students in these courses across program delivery formats.

The Assessment Committee is examining the following:

1. Continuing to monitor and explore methods to increase response rates on the alumni feedback survey and regional campus student response rates on the current student feedback survey sent out each year for this program evaluation report. The Assessment Committee will continue collaborating with College of Psychology faculty, staff, and administration as needed to develop strategies to reach CMHC alumni and regional campus students.
2. Examining the CMHC assessment plan and streamlining the program evaluation processes.
3. Critically reviewing program evaluation assessment strategies, as well as student assessment practices for diversity, equity, and inclusion.