

Master of Science in Mental Health Counseling

Annual Report
2018-2019 Academic Year
Summer 2019



Dear MSMHC Program Constituents,

This report provides an overview of program activities and program assessment information related to the Master of Science in Mental Health Counseling (MSMHC) Program at Viterbo University during the 2018-2019 academic year. Included in this report are the following:

- Overview of the Master of Science in Clinical Mental Health Counseling Program in relation to mission, goals, curricular activities, and learning outcomes
- Description of student enrollment, retention, demographic/diversity
- Professional sequence activities: practicum and counseling internship placement(s)
- Summative results of program evaluation strategies from students, faculty, and site supervisors/employers.
- Graduates
- Conclusions and Recommendations

With a commitment to continuous improvement, this report will be made available to all stakeholders. Questions or suggestions related to this report may be directed to the Program Director:

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Overview Master of Science in Mental Health Counseling Program

The Master of Science in Mental Health Counseling (MSMHC) Program is housed in the Viterbo University School of Nursing, Health, and Human Behavior and has been in operation for seven years. The program curriculum is designed to meet the Wisconsin standards for licensure as professional counselors and is scheduled to meet the needs of adult working professionals. The program is accredited by The Council for Accreditation of Counseling & Related Educational Programs (CACREP).

Program Mission

The mission of the Viterbo University Master of Science in Mental Health Counseling graduate program is to prepare professional counselors to provide treatment for individuals experiencing a continuum of mental health issues. The program educates counselors who will integrate the values of contemplation, integrity, hospitality, stewardship, and service into their personal and professional lives.

MSMHC Goals

1. Deliver a high quality counselor education for students.
2. Provide graduates with a counseling curriculum that integrates professional ethical standards of practice and contemporary theories and principles of counseling.
3. Ensure that the program remains consistent with the requirements for the State of Wisconsin Licensed Professional Counselor (LPC) and National Certified Counselor Credentials.

Program Curriculum

The curriculum for the MSMHC is sixty credits (60) comprised of core and elective courses. Clinical experiences are integrated into the program in the following areas: individual and group counseling; career and employment counseling; addictions and co-occurring issues; and consultation with universities, community agencies, and schools. Students can graduate with a concentration in a specialty area (i.e., substance abuse counseling, integrated health and wellness counseling, or child and adolescent counseling).

Clinical Mental Health Counseling Program Learning Outcomes

The objective of the Clinical Mental Health Counseling program is to provide students with both the knowledge and skills for the practice of mental health counseling. The curriculum is designed to meet the disciplinary standards across 10 student-learning domains to ensure that graduates are competent mental health professionals and meet the necessary licensure requirements of the profession. These domains are:

1. *Professional Orientation and Ethics:* Students will construct a philosophy of counseling based on the history and future trends of the profession, professional roles and responsibilities, with an emphasis on ethical practice within the framework of American Counseling Association Ethical Guidelines.
2. *Diversity & Advocacy:* Students will prioritize and respond to all aspects of social and cultural diversity, optimizing human development with clients.
3. *Human Growth & Development:* Students will compare and contrast theories of human development across the life span and the full continuum of mental health issues to facilitate effective life transitions.

4. *Career and Life Planning*: Students will utilize theories and skills to facilitate career and life decisions with clients.
5. *Helping Relationships*: Students will demonstrate the foundational framework for establishing a therapeutic alliance with clients.
6. *Counseling Continuum*: Students will be able to work effectively in a variety of modalities (individual, group, family) and to use crisis intervention, brief counseling, and long term mental health approaches with clients.
7. *Group Work*: Students will articulate group theory and assess their ability to deliver effective group therapy with clients.
8. *Research and Evaluation*: Students will utilize relevant research strategies within an evidence-based counseling perspective.
9. *Assessment*: Students will accurately select assessment instruments for client needs and program evaluations.
10. *Diagnosis*: Students will conceptualize and apply relevant diagnostic procedures for clients.

Description of Student Enrollment, Retention, and Demographics: In 2018, 46 individuals submitted applications, 35 candidates were invited to interview, and 28 were admitted in the MSMHC program. The retention rate of the MSMHC program continues to be strong for the students admitted. The fall 2018 cohort 2nd term retention rate was 96%. See table below:

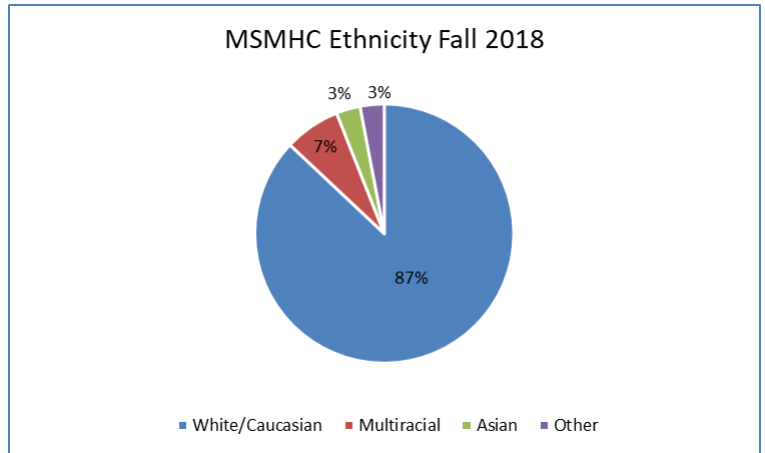
Table 1: Retention

Retention Rates: MSMHC FALL Cohorts 2013-2018						
*Summer Term	2013	2014	2015	2016	2017	2018
2nd Term	86%	77%	85%	94%	95%	96%
*3rd Term	81%	77%	85%	83%	82%	
4th Term	76%	77%	80%	89%	91%	
5th Term	71%	77%	80%	83%	86%	
*6th Term	62%	73%	80%	78%		
7th Term	71%	73%	80%	83%		
8th Term	71%	73%	80%	78%		
*9th Term	67%	73%	80%			
10th Term	71%	68%	80%			
11th Term	71%	73%	80%			
*12th Term	71%	73%				
Original	21	22	20	18	22	24
2nd Term	18	17	17	17	21	23
*3rd Term	17	17	17	15	18	
4th Term	16	17	16	16	20	
5th Term	15	17	16	15	19	
*6th Term	13	16	16	14		
7th Term	15	16	16	15		
8th Term	15	16	16	14		
*9th Term	14	16	16			
10th Term	15	15	16			
11th Term	15	16	16			
*12th Term	15	16				
<i>Terms include Fall, Spring and Summer, and updated to Spring 2019 census date.</i>						
<i>Statistics provided by the Office of Assessment and Institutional Research.</i>						

Graduate Employment: There were 17 graduates in the 2018/2019 academic year. All of the December graduates were employed in-field and 25% of the May graduates were employed in-field (December of 2017, May of 2018).

Demographic and diversity information

is available through the initial student application and in the annual program assessment completed by enrolled students. In terms of ethnicity, the MSMHC students reflect the demographics of the predominantly Caucasian community of La Crosse, Wisconsin; 87% of students are Caucasian, 7% Multiracial, 3% Asian and 3% Other, as demonstrated in the chart to the right. The profile of the student Cohorts enrolled in the MSMHC program includes the following:



Cohort I:

- 57.1% of the students were female, and 42.9% of the students were males.
- 14.2% of the students were between the ages of 21–29, 42.9% were between 30 and 39, 42.9% were between the ages of 40–49.
- Retention is 95%.
- 100% of those retained have graduated.

Cohort II:

- 80% of the students were female, and 20% of the students were males.
- 55% of the students were between the ages of 21–29, 25% were between 30 and 39, 5% were between the ages of 40–49, and 15% were between the ages of 50–59.
- Retention is 85%.
- 100% of those retained have graduated.

Cohort III:

- 94.7% of the students were female, and 5.3% of the students were males.
- 52.6% of the students were between the ages of 21–29, 42.1% are between 30 and 39, 5.3% are between the ages of 40–49.
- 95% of those retained have graduated.

Cohort IV:

- 85% of the students were female and 15 % of the students were males.
- 55% of the students were between the ages of 21–29, 20% were between 30 and 39, 10% were between the ages of 40–49 and 15% were 50 and above.
- Retention percentage is 73% (8th term).

Cohort V:

- 85% of the students were female and 15% of the students were male.
- 65% of the students were between the ages of 19–29, 30% were between 30 and 39, 5% were between the ages of 40–49.

- 7th semester retention percentage remains at 80% (Fall 2017).

Cohort VI:

- 84% of the students were female and 16% of the students were male.
- 53% of the students were between the ages of 19–29, 47% were between 30 and 39.
- 4th semester retention percentage is 89% (Fall 2017).

Cohort VII, includes 22 students:

- 86% of the students were female and 14% of the students were male.
- 64% of the students were between the ages of 19–29, 18% were between 30 and 39, 14% were between the ages of 40-49, 5% unknown.
- 2nd semester retention was 95%.
- 4th semester retention rate is 91% (Fall 2018).

Cohort VIII, includes 24 students:

- 79% of the students are female and 21% of the students are male.
- 46% of the students are between the ages of 19–29, 17% are between 30 and 39, and 38% are ages 40 and above.
- 2nd semester retention was 96%.
- 4th semester retention (Fall of 2nd year) will be calculated in Fall 2019.

Professional Sequence Activities

The curriculum of the Master of Science in Mental Health Counseling program incorporates significant experiential learning placements: a practicum experience and internship experiences. Typical students complete the practicum and internship experiences in the final year of the program. Prior to placements, the practicum internship coordinator contacts appropriate organizations, and articulation agreements are developed with those organizations interested in supervising a practicum student. Site supervisors are then selected according to program criteria, and supervisors were provided with introductory information, orientation, and training. During the practicum and internship experience, students are provided extensive supervision from site supervisors and academic supervisors; group supervision is provided weekly in the COUN 690 course.

Practicum and internship placements are stable. Total student placements achieved in the Fall, Spring, and Summer semesters during the 2018-2019 academic year were 16 practicum and 37 internship placements. The current number of approved Practicum Internship Sites is 42, some with multiple placements available.

Table 2: Practicum/Internship Placement

	Practicum COUN 690	Internship COUN 695	Advanced Internship COUN 696	Total Students
Fall 2013	3 students	12 students		15 students
Spring 2014	14 students	10 students		24 students
Summer 2014	7 students	8 students		15 students
Fall 2014	6 students	6 students	10 students	26 students
Spring 2015	6 students	6 students	7 students	19 students

Summer 2015	2 students	3 students	4 students	9 students
Fall 2015	6 students	4 students	4 students	14 students
Spring 2016	12 students	5 students	4 students	21 students
Summer 2016	4 students	12 students	3 students	17 students
Fall 2016	4 students	7 students	15 students	26 students
Spring 2017	12 students	4 students	6 students	22 students
Summer 2017	3 students	9 students	4 students	16 students
Fall 2017	3 students	6 students	8 students	17 students
Spring 2018	8 students	3 students	6 students	17 students
Summer 2018	4 students	5 students	3 students	12 students
Fall 2018	5 students	8 students	7 students	20 students
Spring 2019	7 students	5 students	9 students	21 students

Program evaluation strategies from students and faculty

Multiple strategies, such as, incorporating feedback from all program stakeholders, are utilized to assess the MSMHC program. Program staff gathers, compiles, and analyzes information about the program from the perspective of current students, site supervisors, and faculty. Alumni and employer perspectives are incorporated into this process as the number of graduates increases, however, some of the data is limited because not enough time has passed (licensure, salary, etc.).

The purposes of the data collection is to assess program effectiveness and maintain a culture of continuous improvement to the curricular learning experiences of students training to be competent and ethical counseling professionals. A *brief description* of MSMHC program assessment strategies employed by the program appears below:

- **Assessment of student learning outcomes**
All faculty collect results from signature assignments in the required courses. Core faculty assess the assignments to determine if students have demonstrated mastery of specific program learning outcomes addressed in the assignments. The results of these assessment findings are utilized to make targeted revisions.
- **Student-completed course evaluations** are designed to measure the effectiveness of instructors in delivering the course content and student outcomes. These evaluations are completed at the end of each course.
- **Formative teaching evaluations**
Faculty evaluation also includes teaching observations and follow-up feedback provided by the program director. This assessment strategy involves direct classroom observation, a written synopsis of the strengths and challenges observed, and an individual meeting to provide formative feedback.
- **Student annual program evaluation** is a survey administered to assess the student *perceptions* of the extent to which the program meets its mission and educational outcomes, as well as overall evaluation of faculty performance in various roles. This survey also gathers qualitative responses.
- **Faculty annual program evaluations** are designed to measure the faculty's *perception* of the program effectiveness in meeting its mission and achieving its goals.

- **Practicum and internship site supervisor evaluations** are designed to gather information about supervisor observations and perceptions of student readiness for the counseling responsibilities involved in the practicum experiences. These evaluations are administered during the mid-point and at the conclusion of the practicum experience.
- **Site supervisor program evaluations** are designed to gather information about supervisor observations and perceptions of student readiness for the counseling responsibilities involved in the praxis setting. These evaluations are administered at the conclusion of the practicum/internship experiences.
- **Comprehensive Examination (CPCE)**
The comprehensive examination is a summative evaluation to the core knowledge areas of counseling. All students complete the CPCE, typically in their last semester of enrollment in the MSMHC Program.
- **Alumni surveys** are designed to evaluate student perceptions of their academic preparation for the field of mental health counseling and to monitor job placement and licensure status.
- **Employer surveys** are designed to evaluate employer perceptions of the preparation of MSMHC alum that they employ. The employer survey instrument is deployed annually.
- **Advisory Board Surveys** the Advisory Board reviews program and curricular assessments and provide feedback to the MSMHC program.

MSMHC program assessment results for the 2018-2019 Academic Year

Assessment of Student Learning Outcomes

The Comprehensive Assessment Plan for student learning outcomes was rewritten for the 2017-2018 academic year and can be found at: <https://www4.viterbo.edu/master-science-mental-health-counseling/program-accreditation>. Faculty members analyze student performance on signature assignments and results are presented at Core Faculty meetings. Based on the findings of this process, decisions are made about whether modifications are needed in the curriculum to ensure that students achieve learning outcomes. Through this process, faculty were able to strategically assess signature assignments addressing learning goals and content related to the eight Professional Identity domains and the seven Clinical Mental Health Standards. A summary of the results of this process indicated that in most domains/standards students are performing above competency levels.

Utilizing this process, faculty identifies specific areas for curricular modifications and improvements in the Mental Health Counseling Program curriculum. Core faculty are engaged in course assessment at the end of each semester. The focus for the 2018-2019 course assessment cycle were the areas of Career and Life Planning, Helping Relationship, Counseling Continuum and Group Work. These results will be made available in the September 30th TracDat Report. TracDat is the Viterbo University repository for the assessment of program and student outcome results.

Student-completed course evaluations

Students completed standardized course evaluations at the end of each course (see Appendix A). The course evaluation utilized a 1–5 Likert Scale to measure specific aspects of course content and instructional delivery. The results of the 2018-2019 student-completed course evaluations appear below:

Table 3: 2018-2019 Student-Completed Course Evaluations Results

	Summer 2018 Core	Summer 2018 Adjunct	Fall 2018 Core	Fall 2018 Adjunct	Spring 2019 Core	Spring 2019 Adjunct	Core Average	Adjunct Average
Course-Related Questions	4.7	4.4	4.5	4.7	4.8	4.1	4.7	4.4
Instruction-Related Questions	4.8	4.7	4.7	4.8	4.8	3.8	4.8	4.4

Table 4: Comparison of 2013 to 2019 Student-completed Course Evaluation Results

	13-14 Core	13-14 Adjunct	14-15 Core	14-15 Adjunct	15-16 Core	15-16 Adjunct	16-17 Core	16-17 Adjunct	17-18 Core	17-18 Adjunct	18-19 Core	18-19 Adjunct
Course-related questions	4.6	4.1	4.4	4.3	4.7	4.4	4.7	4.6	4.6	4.6	4.7	4.4
Instruction-related questions	4.8	4.1	4.4	4.6	4.8	4.5	4.9	4.6	4.7	4.8	4.8	4.4

Current students in the program rate the core and adjunct faculty consistently above 4 in course and teaching related questions.

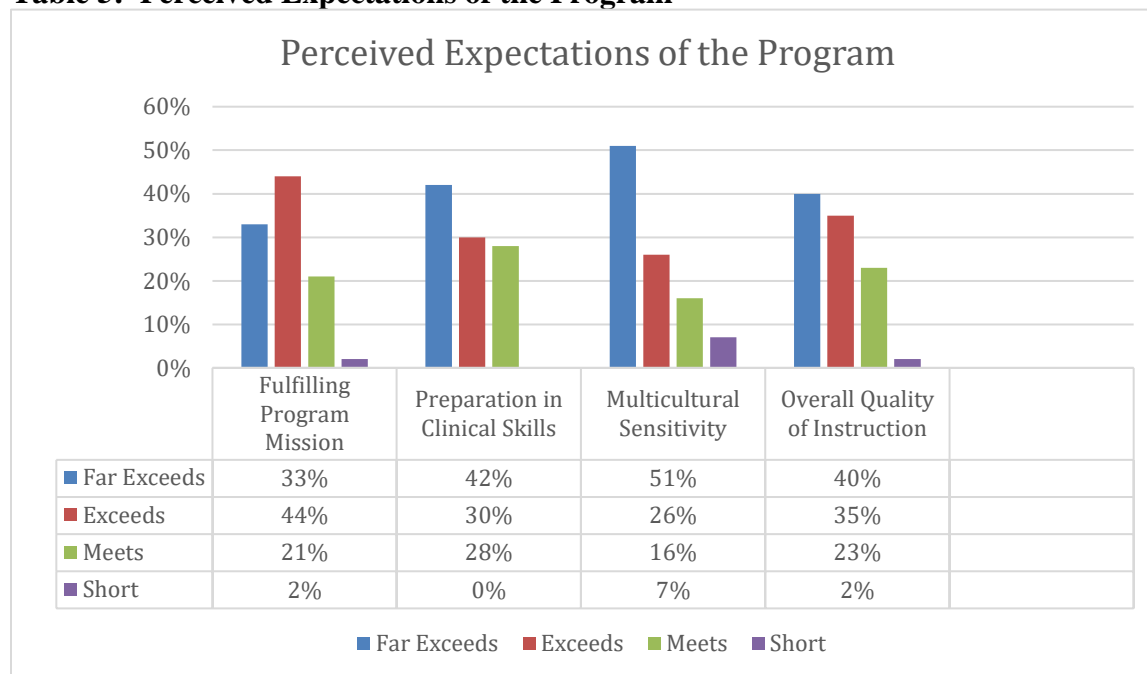
Formative Teaching evaluations

This assessment strategy involved the director observing classroom teaching and interactions followed by individual meetings with the instructor to provide feedback. In the 2018-2019 academic year, nine teaching observations were conducted. In the observation sessions, all instructors demonstrated competency in the knowledge related to their course. Formative feedback and suggestions were provided to all course instructors relative to pacing and timing, to facilitate student consolidation of knowledge and active learning strategies. Additionally, several of the instructors received guidance on signature assignments in relation to collecting TracDat data.

Student Annual Program Evaluation

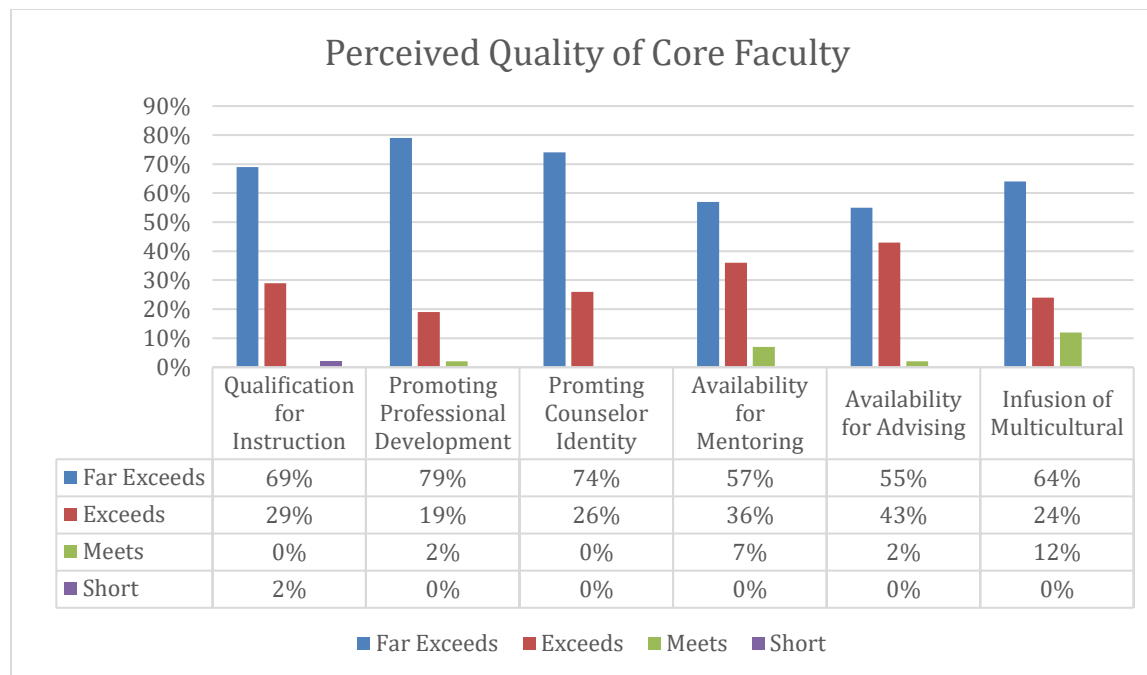
Students evaluate the MSMHC program effectiveness each spring semester. This assessment involves a standardized survey utilizing a Likert Scale to measure students perceptions of the program's general effectiveness at fulfilling the mission, providing the needed clinical skills, enhancing multicultural sensitivity, and maintaining quality instruction and supervision. The survey also asks students to rate faculty in the areas of advising, qualifications, infusion of multicultural perspectives, interest in professional development of students, and identification with the counseling profession. The survey also includes open-ended questions to facilitate qualitative evaluation. The charts below depict the results from the 2018-19 annual student program survey distributed to all current MSMHC students each year in the spring:

Table 5: Perceived Expectations of the Program



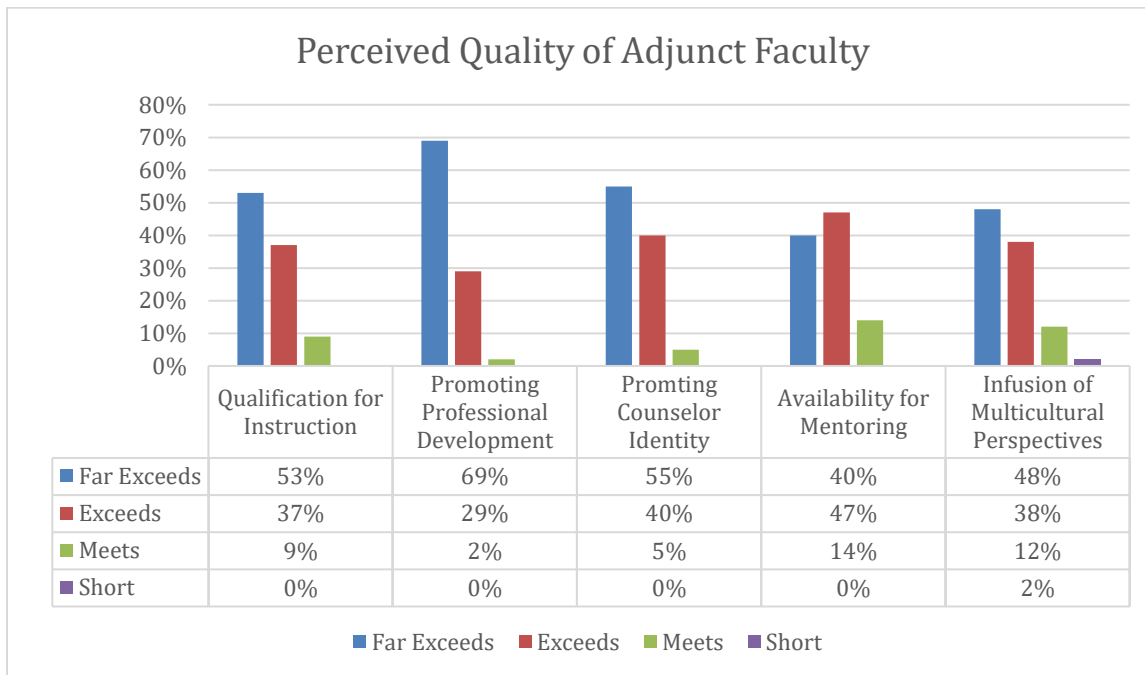
In summary, students rate the program as exceeding their expectations related to mission (77%), clinical preparation (72%), multicultural sensitivity (77%) and overall quality of instruction (75%) on a 5-point Likert scale (Table 5). Student perceptions are substantially higher than the year before.

Table 6: Perceived Quality of Core Faculty



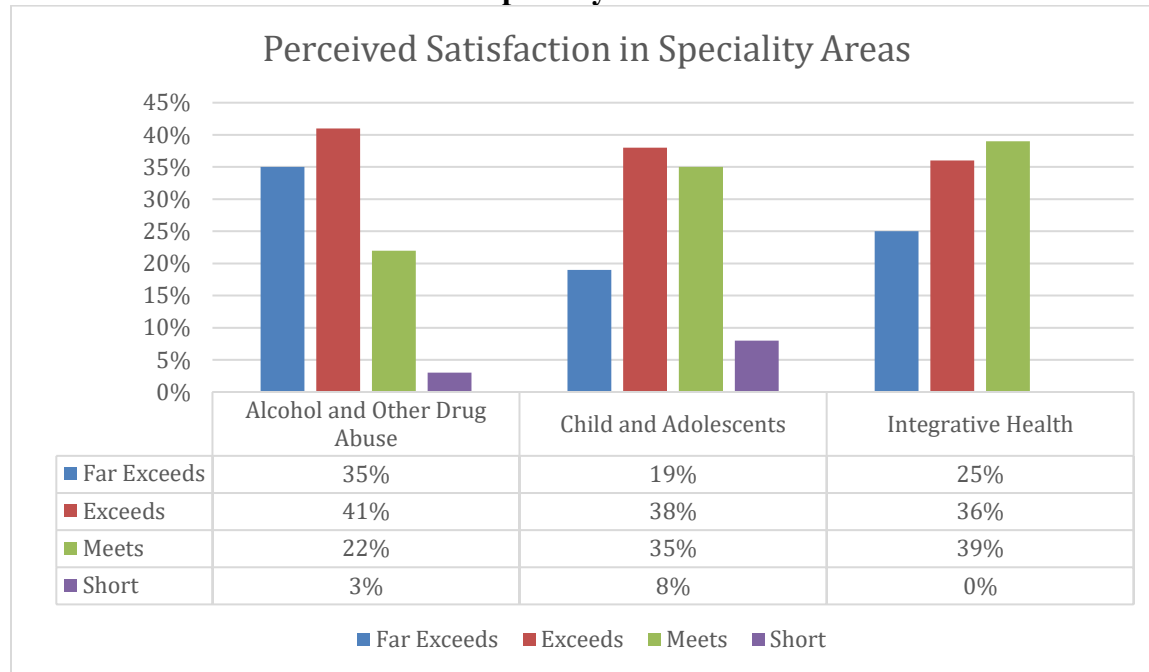
The average student ratings for core faculty in exceeding expectations was 98% in both professional qualifications, and in professional development. In promoting professional identity, core faculty exceeded 100% of students' expectations. Other categories and percentages include Qualifications for instruction (98%), Mentoring (93%), advising (98%), and infusion of multicultural perspectives (88%), these favorable student perceptions have increased from the previous year.

Table 7: Perceived Quality of Adjunct Faculty



Students rated the quality of adjunct faculty across categories as exceeding expectations in the following categories, perceived quality of instruction (90%), professional development (98%), promoting counselor identity (95%), mentoring (87%), and infusion of multicultural perspectives (86%).

Table 8: Perceived Satisfaction in Specialty Areas



Student perceptions to the quality of their specialized training areas are similar to those of the year before. They rated the specialty areas as exceeding their expectations, Alcohol and Other Drug Abuse 76%, Child and Adolescents at 57%, and Integrative Health at 61% respectively. Note: there is a slight decline in the Child and Adolescent area.

Summary of the Student Program Evaluation: Students currently enrolled in the MSMHC program indicated very high ratings to the perceived quality of core and adjunct faculty instruction and academic support. Furthermore, consistent with the CACREP standards, students highlight a strong promotion toward a counseling identity, related clinical competencies, and infusion multicultural sensitivity by the core faculty. Student perceived quality of their specialty area have increased in Substance Abuse and Integrative Health. Improvement was also noted in adjunct faculty increasing the emphasis in multicultural perspectives.

Qualitative Themes

Quality of the Core Faculty

The qualitative themes emerging from the surveys continue to support that the faculty are perceived as competent professionals who genuinely care about the students’ learning and professional development.

“They all show a commitment to the profession beyond education, through practice, advocacy, and professional identity.”

- Experienced clinicians
- Committed to student success
- Models for counselor identity and professional development

Quality of the Adjunct Faculty

Adjunct faculty for the most part identified by the students as competent professionals, in their respective fields. One small concern is that a licensed professional counselor, practicing is not always adept or proficient in managing educational platforms and administrative tasks.

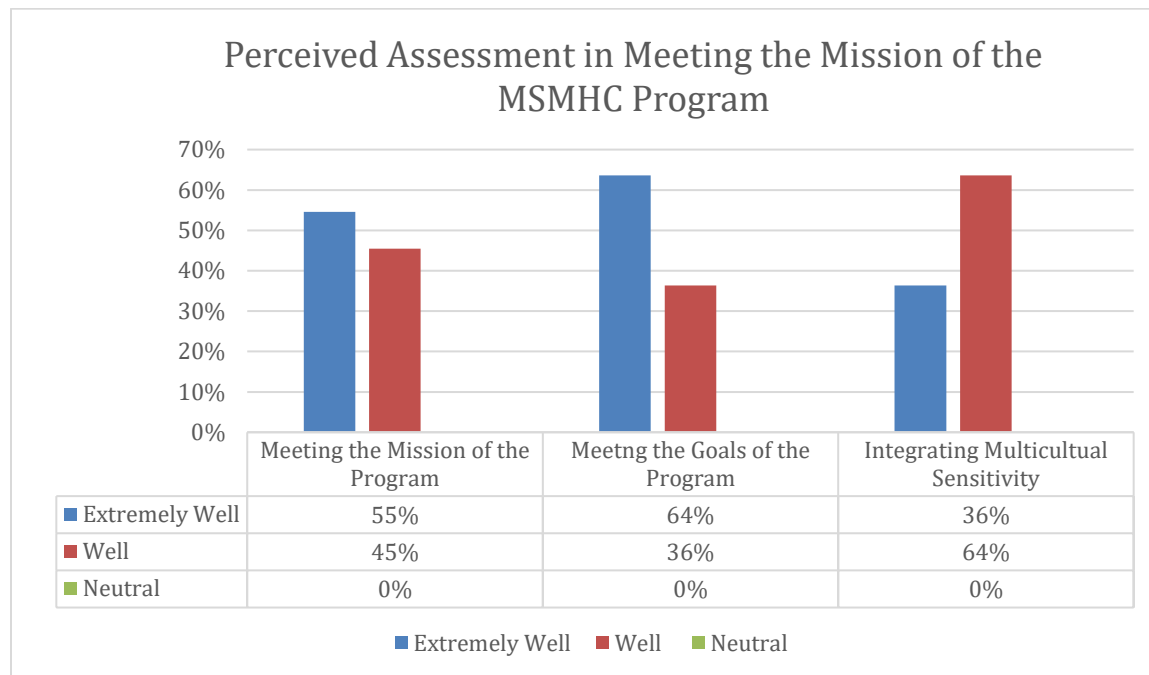
“Most adjunct faculty are just as dedicated to the program as the core faculty in ensuring the success and prosperity of students enrolled in the program.”

- Great passion
- Models professionalism
- Range of experiences; however, lacking clinical knowledge

Faculty Annual Program Evaluations

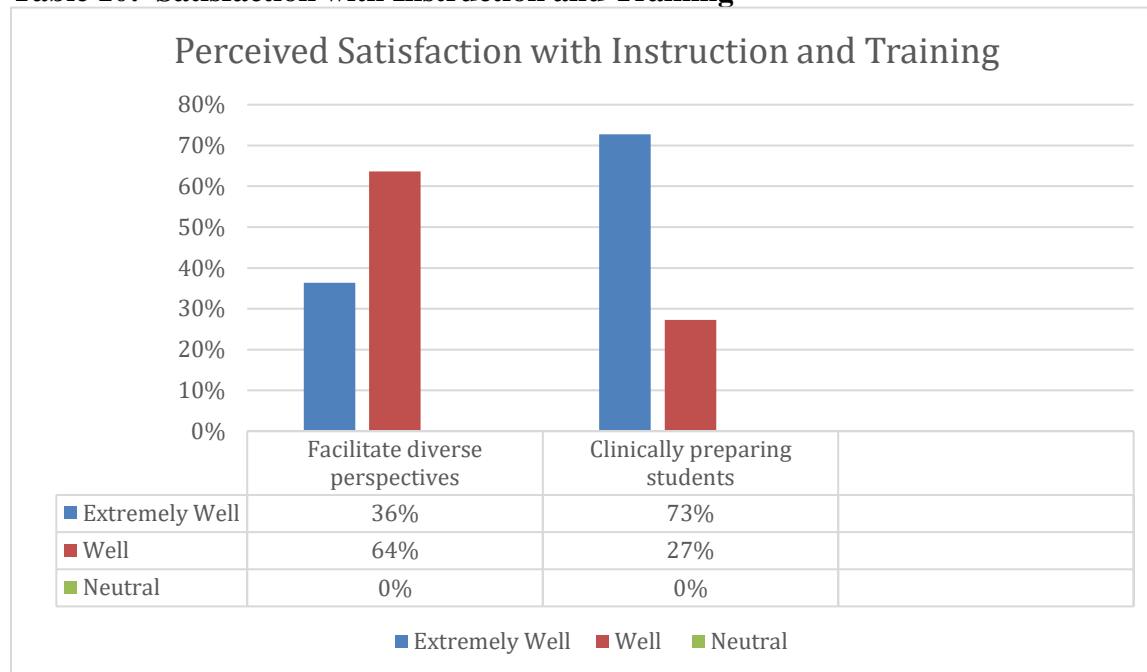
Faculty annual program surveys are designed to measure the faculty’s *perception* of the program effectiveness in meeting its mission, achieving its goals, and the integration of multicultural sensitivity (table 9). Faculty were also surveyed to the perceived effectiveness to their own teaching relative to the infusion of diverse perspectives and clinical preparation (table 10). Finally, faculty were asked to rate their level of program support and guidance in their instructional practices with students. Qualitative responses were also requested regarding program strengths and areas of improvement.

Table 9: Meeting the Mission of the MSMHC Program



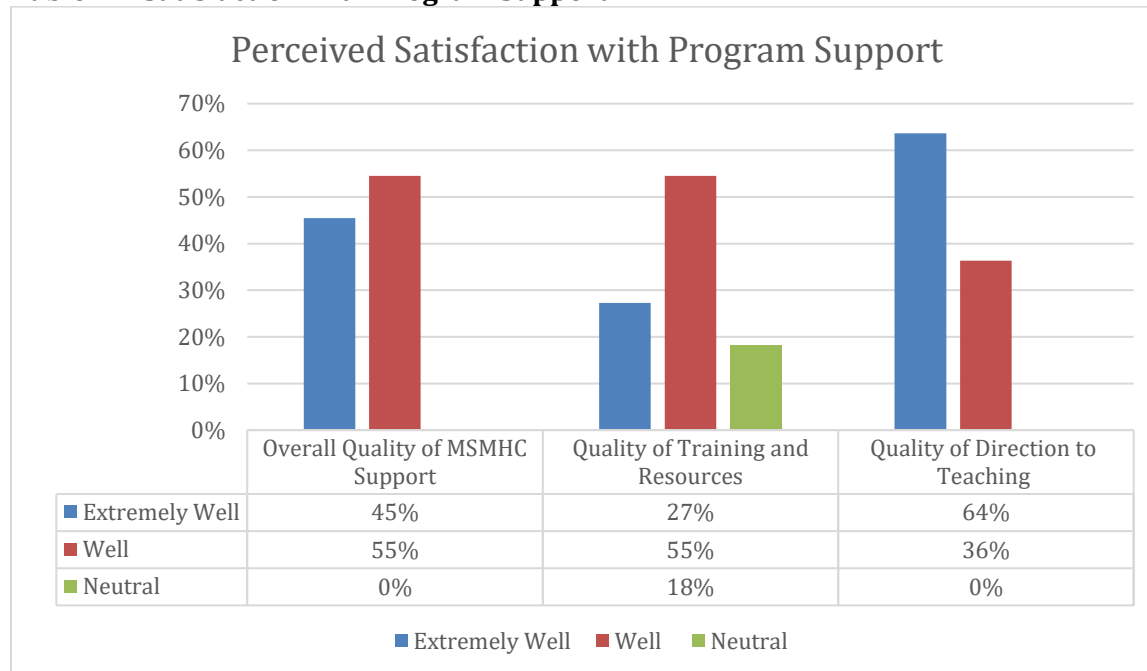
Faculty rated their assessments of the program above average in all categories, including meeting the mission (100%), meeting the goals (100%), and in integrating multicultural sensitivity (100%). Faculty rated an increase from the previous year.

Table 10: Satisfaction with Instruction and Training



When considering their satisfaction with instruction and training, faculty rated the program above average in diverse perspectives (100%) and preparing students (100%). Faculty rated an increase in facilitating diverse perspectives from the previous year.

Table 11: Satisfaction with Program Support



Faculty rated their satisfaction of the program as above average in the overall quality (100%), Quality of training and resources (82%), and Quality of direction to teaching (100%). One area

for improvement would be to arrange training sessions for core faculty and adjuncts. This may facilitate adjunct faculty in becoming more connected and adept to their role.

Faculty Annual Program Evaluations

Faculty annual program surveys are designed to measure the faculty’s *perception* of the program effectiveness in meeting its mission and achieving its goals. The survey questions utilized a Likert scale with a 1–5 range scale with 1 being least effective and 5 being highly effective. The average scores indicated responses above 4 for all items. A total of 10 out of 10 (100%) core and adjunct faculty completed the survey in the spring 2019.

Quantitative responses submitted by the MSMHC faculty in 2018-19 reflected program strengths (quality of the students, mission fulfillment quality of support for instruction, and quality of resources) see table 12 for further details.

Table 12: MSMHC Faculty Survey

1. Overall, how well do you think the MSMHC is fulfilling its mission?	4.6
2. Overall, how well do you think the MSMHC clinical program is fulfilling the MSMHC Program goals?	4.6
3. Regarding multicultural sensitivity, how well do you think your clinical program is fulfilling the school mission?	4.4
4. Within the course(s) you teach, indicate how effectively and intentionally you facilitate classroom discussions regarding diverse perspectives and experiences.	4.6
5. Within the course(s) you teach, indicate how well you feel you are preparing students for the work force as beginning practitioners.	4.7
6. Rate the quality of support you receive from the Viterbo University MSMHC to fulfill your faculty role and responsibilities.	4.5
7. Rate the quality of training and resources you receive to fulfill your faculty role and responsibilities.	4.1
8. Rate the quality of direction you receive from the MSMHC Program regarding your teaching/learning practices.	4.6

PERCEIVED AREAS OF STRENGTH

- Interest in admissions remained very strong.
- Employment of graduates continues to be robust.
- Practicum and Internship sites are another area of growth. More than 10 sites were added in the previous year. Potential new sites in a 150-mile radius of the La Crosse area have requested possible practicum and internship students; however, for a variety of reasons we are unable to fulfill those requests due to time and resources of our students.
- The program is gaining recognition within the state for the quality of mental health clinicians graduated from this program.
- Bill Bakalars recognized as Wisconsin Counselor of the Year
- Debra Murray recognized as Wisconsin Counselor Educator of the Year as well as Viterbo University’s Advisor of the Year in 2019
- Stephanie Thorson-Olesen recognized in 2018 as Viterbo University’s Teacher of the Year
- Faculty awarded Viterbo University Advisor of the Year in 2019

“The classes are in depth and thorough. We cover all the bases necessary to help students develop. Internship sites provide the necessary experience to help prepare students for the real world”. – MSMHC student

PERCEIVED AREA FOR IMPROVEMENT

The university is attempting to centralize administrative assistants, it is hoped that in time that as processes and roles are better defined that this area will improve.

Increased Program Support

- Faculty discussed the need for an administrative assistant
- Faculty discussed the need for professional development Reviewing pay rates for adjunct faculty to be more consistent with other CACREP accredited programs was mentioned, Effective January 1, 2020 - adjunct pay rates per credit will increase by 1%, and a new fourth tier (in addition to our existing three tiers based on length of service) will be created for adjunct faculty members who have had lengthy service at Viterbo (details will be finalized this fall on the fourth tier).

“Administrative Assistant needed so that the clerical tasks do not take away from the preparation of the learning”- MSMHC faculty

“I think we work well as a staff but there is room for improvement: such as retreats and other staff development” – MSMHC faculty

Practicum and Internship

Students appear to be performing well in a diverse set of practicum and internship placements. Practicum supervisors rated the majority of students at competency or above. Furthermore, practicum sites with core faculty serving as site supervisors have expanded to include the agencies of Coulee Recovery Center, the Salvation Army, as well as a few school districts in the region.

Diversity and Community Action

Students have demonstrated a desire to work with low income, underserved, regional populations. This is not only represented in their practicum and internship placements, but also within service trips to the Pine Ridge Reservation. In collaboration with Gundersen Health System’s Global Partners program, students are provided immersion experiences to assist with melding the multicultural and social justice theory with relevant and “on the ground training” by MHC faculty. Students also utilized the required Action Research Projects to advocate for the mental health needs in the community. For example, students presented on topics of serving the underserved as well as counseling gender non-conforming individuals. This past year, the action research projects covered a wide range of topics, such as: Trauma informed parenting, examining the values construct, referral processes and collaboration, losing a loved one to suicide, and promoting a positive body image, just to name a few. Students presented research posters on campus, at the Wisconsin Counseling Association (WCA) Annual Conference and at the American Counseling Association National Convention. A December 2018 graduate was awarded first place recognition at the WCA graduate student poster session for their work with youth mental health first aid. Plus, a current student’s research on screen time and social media use is being used at a local high school to inform parents of important internet considerations. In addition, a Viterbo Alumnus recently had their research, examining emotional intelligence,

resilience and nature connectedness accepted for publication in the Wisconsin Counseling Journal.

Quality of Faculty Instruction and Mentoring

From multiple points of reference, faculty are viewed as knowledgeable, accessible, and supportive to the needs of students while modeling the characteristics of the profession and providing relevant training opportunities (e.g. counseling labs). Program improvement and growth is directly correlated to the quality of the faculty who implement the curriculum, provide student evaluations, and engage in service to the program, university, and their profession. This is especially true in the field of counselor education where there is an obligation to not only the quality of their instruction and supervision with students, but also as gate-keepers for the profession and welfare of the public.

Practicum and internship site supervisor evaluations

Site supervisors evaluate students in practicum/internship at mid-semester and the end of the semester on eighteen clinical skill areas. These evaluations have consistently been in the 4–5 range on a 1–5 Likert scale. The Core faculty are generally satisfied with the student's preparation and performance in clinical placement. Although areas for improvement continue to be basic clinical skills relative to assessment, diagnosis, and record keeping management. To examine details, see Appendix B.

Counselor Preparation Comprehensive Examination (CPCE)

The comprehensive examination is a summative evaluation to the core knowledge areas of counseling. It is an essential benchmark to the preparation and readiness of students to graduate with an advanced degree in Counseling. Beginning fall 2013, the Clinical Mental Health Counseling program at Viterbo University requires students to complete the Counselor Preparation Comprehensive Examination (CPCE) published by the Center for Credentialing and Education, a corporate affiliate of the National Board of Certified Counselors. It is a multiple-choice examination to assess student comprehension in the eight knowledge areas of counseling as approved by the Committee for the Accreditation of Counseling and Related Educational Programs (CACREP). Table 13 below summarizes student performance on the CPCE examination for 2018-2019 and table 14 illustrates the CPCE Averages (2013 through spring 2019).

The CPCE Viterbo student scores are all above the national mean with the exception of Career Development (.26) below the national mean) and assessment (.97) below the national mean. We will examine the perspective courses and monitor carefully in the upcoming year.

Table 13: Counselor Preparation Comprehensive Examination (CPCE) 2018-2019

Viterbo University Scores 2018-2019		
	Viterbo Mean	National Mean
Human Growth and Development	10.06	10.01
Social and Cultural Diversity	10.35	9.73
Helping Relationships	11.71	10.77
Group Work	10.59	10.37
Career Development	10.24	10.51
Assessment	9.88	10.85
Research & Program Evaluation	11.53	10.9
Professional Orientation and Ethical Practice	11.71	11.52

Table 14: Averages (2013 through spring 2018)

Viterbo University Scores	Viterbo 2013-14 Mean	National Mean	Viterbo 2014-15 Mean	National Mean	Viterbo 2015-16 Mean	National Mean	Viterbo 2016-17 Mean	National Mean	Viterbo 2017-18 Mean	National Mean
Human Growth and Development	11.94	9.80	10.53	10.28	10.94	9.83	10.88	10.33	10.93	11.62
Social and Cultural Diversity	11.59	10.51	11.03	10.7	10.82	9.00	11.25	9.84	10.00	10.30
Helping Relationships	13.09	10.07	11.11	10.84	10.88	11.45	12.71	11.40	12.33	11.94
Group Work	13.47	12.45	12.79	11.76	11.07	11.00	13.04	11.74	12.27	10.84
Career Development	10.93	10.39	9.35	10.16	6.63	8.44	10.17	10.31	10.20	9.38
Assessment	11.32	10.52	10.89	9.76	10.94	11.04	11.42	9.95	10.53	10.63
Research & Program Evaluation	12.58	10.71	11.08	10.57	10.06	10.81	11.79	10.57	11.47	11.04
Professional Orientation and Ethical Practice	12.44	10.66	12.50	12.35	10.69	12.29	12.09	11.23	10.73	11.38

Alumni surveys

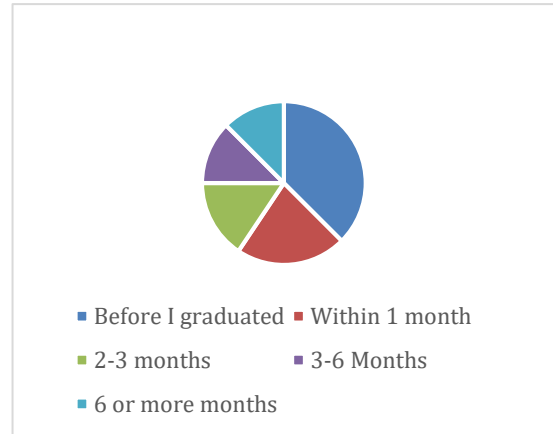
The alumni survey collects the perceptions of the previous students of the MSMHC program. The alumni survey is deployed in the spring every other year (even numbers 2018, next scheduled for 2020). The survey utilized a Likert scale of 1–5. The Alum survey was sent to the 62 students that have graduated from the program. A total of 38 alumni completed the survey yielding it a 61.29% return rate. The averages of all items were rated above 4 on the

Likert scale. The alumni survey was modified to capture other important areas such as licensure, employment, and salary range for alumni.

The students graduating from the MSMHC are experiencing robust employment as indicated in the table below. Approximately 47% are hired prior to graduation, 11% within one month, 11% note that at the time of this calculation 30% technically graduate in August, in December 2019 a final calculation for employment of the 2018/2019 graduates will be completed.

Table 15: Time to Obtain Employment

Time to Obtain Employment After Graduation	
Before Graduation	38%
Within 1 month	22%
2-3 months	11%
3-6 months	13%
6 or more months	13%



The results from the 2018 alumni survey follow: Graduates of the MSMHC program at Viterbo University highly endorse questions relative to their satisfaction in preparation to become a licensed professional counselor. On a Likert scale ranging from 1 to 5, all responses fell within 4.05 to 4.81 range. See details in Table 16.

Table 16: Alumni Survey Summer 2018

Question	Rating
How adequately did the counseling program prepare you?	
Overall, how well do you think your clinical program fulfilled its mission?	4.66
Regarding competency, how well did the MSMHC program prepare you with the needed clinical skills and knowledge for entering the field?	4.57
How well do you think the MSMHC program prepared you to be an effective leader and social change agent?	4.43
How well do you think the MSMHC program prepared you to be an ethical counselor?	4.97
As an adult learner, how well did the MSMHC program value and support your personal and professional wellness while in the program?	4.48
How well did the MSMHC program prepare you with multicultural sensitivity and awareness as you began your practice as a mental health counselor?	4.77
How would you rate your preparation as a mental health counselor?	4.63
What was your overall satisfaction with the teaching quality and instruction by core faculty?	4.71
What was your overall satisfaction with the teaching quality by adjunct faculty?	4.34
What was your overall satisfaction with the rigor of the MSMHC program?	4.54
How do you rate the faculty's availability for mentoring or professional advising while in the program?	4.66

How do you rate the faculty's qualifications for course instruction?	4.71
How do you rate the faculty's ability to infuse multicultural perspectives into course curriculum?	4.71
How do you rate the faculty's interest in the professional development of their students?	4.57
Overall how do you rate the MSMHC program?	4.74

Employer and Site Supervisor Surveys

Employer Surveys are completed annually. The employer supervisor ratings are consistent with previous years and all students/employees are rated above average. We monitor areas scoring below 4 and address strategies to strengthen these areas in Faculty meetings.

Table 17: Employer and Site Supervisor Surveys

5 = excellent; 4 = very good; 3 = good; 2 = fair; 1 = poor; 0 = unable to judge

Knowledge Base

<u>3.80</u> Theories of Counseling	<u>3.33</u> Counseling for Individuals with Special Needs
<u>3.44</u> Human Growth and Development	<u>3.00</u> Play Therapy
<u>3.56</u> Group Counseling	<u>2.60</u> Standardized Psychological Testing
<u>3.00</u> Career and Lifestyle Counseling	<u>3.56</u> Diagnosis
<u>3.60</u> Crisis Intervention and Counseling	<u>3.50</u> Consultation Case Management
<u>3.30</u> Substance Abuse Counseling	<u>3.80</u> Ethical and Legal Issues
<u>3.20</u> Multicultural Counseling	<u>3.50</u> Program Evaluation and Research Design

Demonstrated Skills

<u>3.54</u> Case Conceptualization	<u>3.33</u> Counseling for Persons with Special Needs
<u>3.64</u> Treatment Planning	<u>3.17</u> Child and Adolescent Counseling Skills
<u>3.60</u> Case Management Skills	<u>3.25</u> Play Therapy Skills
<u>3.36</u> Individual Counseling Skills	<u>3.67</u> Crisis Counseling Skills
<u>4.00</u> Group Counseling Skills	<u>3.38</u> Substance Abuse Counseling Skills
<u>3.33</u> Career and Lifestyle Counseling Skills	<u>3.40</u> Assessment Skills
<u>3.33</u> Multicultural Counseling Skills	<u>3.20</u> Diagnostic Skills
	<u>3.20</u> Consultation Skills

Characteristics as an Employee

<u>4.00</u> Ethical/Legal Behavior	<u>3.64</u> Responsiveness to Supervision and Feedback
<u>3.91</u> Productivity	<u>3.45</u> Multicultural and Gender Sensitivity
<u>3.82</u> Client Advocacy	<u>3.82</u> Relationships with Other Employees
<u>3.18</u> Leadership Skills	<u>3.82</u> General Work Attitude/Enthusiasm
<u>3.55</u> Overall Assessment of Competence	<u>3.91</u> Dependability/Conscientiousness/Responsibility
<u>4.00</u> Professional Behavior and Demeanor	

2018-19: 50% of Viterbo interns began internship at the level of someone with 3-5 years of experience, 50% struggled with the transition to divert case management and client contact.

Your students are great! Keep sending them!

Discussion of Results

In an effort to continuously meet the highest standards within the field of Counselor Education in training competent and ethical counseling professionals, the Mental Health Counseling (MHC) Program at Viterbo University conducts annual assessments from all relevant stakeholders (e.g. students, alumni, faculty, and staff) to measure program quality and effectiveness. These measures provide critical data that help to guide the direction of our program and aid in improving and accounting for program effectiveness. This is especially pertinent in the ever-changing and dynamic profession of counseling.

The following is an abbreviated summary of overall program strengths and challenges. In response to this data, initial recommendations and goals for the upcoming academic year are highlighted. During the 2019 fall semester all stakeholders will be provided a chance to review the results of the program evaluation. Given the need to be in service to the mission of the university, the purpose of the MHC program, and the accreditation standards of the counseling profession (CACREP), the goals may be refined to better reflect the experience of all members of the MHC community.

Program strengths identified through multiple assessment strategies in the 2018-2019 Academic year included the following:

- Robust recruitment and retention.
- Students appear to be performing well in a diverse set of practicum and internship placements.
- Practicum supervisors continue to rate all students at competency levels or above.
- Faculty are rated above average, and they clearly identify with the counseling profession, and serve students well in the roles of instructors, advisors and mentors.
- MSMHC Students are highly motivated to work with low-income underserved population in the La Crosse community.
- Community involvement: Practicum sites with core faculty serving as site supervisors at the Coulee Council on Recovery and Salvation Army.
- The MSMHC program has partnered with Global Partners allowing students to experience service trips at Pine Ridge. To date, there have been eight trips, which allowed 40 students to participate in a cultural immersion experience.
- MSMHC Students are able to use Action Research Projects to advocate for the mental health needs in the community. For example, several students presented projects on strategies to reduce mental health waitlists and several projects examined special populations such as parents, college students, offenders’
- Current employment of MSMHC graduates is robust. Currently many students are offered employment before graduation, and within six months, 95% of those seeking positions are employed.

Program Accomplishments 2018-2019

1. The Ed. D. in Counselor Education and Supervision Program was submitted to the Higher Learning commission and a successful site visit was conducted in February 2018 and approved on May 4, 2018. The Ed. D. in Counselor Education and Supervision Program is recruited 8 students and classes started spring of 2019.
2. Developed SUPER Saturdays to address special topics, such conflict management and Motivational Interviewing and Solution Focus We invite current and prospective students to these events.
3. Enhanced the department Moodle site relative to advising and practicum and internship processes and documentation.
4. One MHC student research project was accepted and presented at a national conference, American Counseling Association (ACA). Ten students presented their action research projects at the Wisconsin Counseling Association Summit.
5. Faculty and students serve the counseling profession. Two students serve on the graduate division of the Wisconsin Counseling Association. A faculty member serves as the chair of the graduate division. Another faculty serves as the editor of the Wisconsin counseling journal.
6. One MHC student is serving on the Wisconsin DSPS on the Governor's Substance Abuse Committee.
7. At the National level, one of the students is serving on the bylaws division for the American Counseling Association.
8. The Chi Sigma Iota chapter, an honor society for counseling professionals, has successfully initiated 40 students.
9. In May 2019, program faculty and other key stakeholders submitted a proposal to be considered for a HRSA grant. This grant was entitled, Opioid Workforce Expansion Program (OWEP) Professionals. The Viterbo University project was named: Vital Opioid/substance abuse Instruction through Community-based Experiential training (**VOICE**). This would involve a concerted effort to recruit future counselors from diverse backgrounds and provide students didactic education rural and integrated health practicum and internship experiences in high need and high demand settings to improve mental health and substance abuse outcomes within Wisconsin's underserved populations. It would consist of a sustainable approach in training counseling students to provide opioid use disorder and substance use disorder prevention, treatment and recovery services by leveraging community partnerships for a common cause to find their voice and make a difference.

Program challenges identified through multiple assessment strategies in 2018-2019

An ongoing challenge for the MHC program is the lack of full-time administrative assistance to support not only the current needs of the department, but also in preparation for program expansion (Ed. D. in Counselor Education and Supervision).

Additional challenges include the mentoring and support of adjunct faculty as well as providing support for all faculty to utilize "best practices" in counselor education and supervision. This is imperative as the program expands. Specific goals include the following: refining program and student learning outcomes assessment procedures, and course competencies (e.g. signature assignments).

Conclusions and Recommendations

- The MSMHC program is performing well based upon multiple assessment strategies. There are several areas to attend to in the areas relative to expansion and maintaining a rigorous program.

Goals for the 2019-2020 academic year

1. Expansion of practicum and internship sites, to provide additional placements for future Ed.D Counselor education and Supervision (CES) placements.
2. Continue to develop opportunities for students to integrate and provide health-wellness activities on campus. Examples: Depression week screening, career counseling, group for students in recovery.
3. Offer a training institute or continuing education opportunities to support site supervisors and alumni of the program.
4. Develop strategies to maintain provide support and connection for Core and Adjunct faculty.

Appendix A Standard Course Evaluations

Core Faculty:

Course—questions

1	The syllabus clearly communicated outcomes, requirements and evaluation methods
2	Course workload was appropriate to optimize learning
3	The instructional materials (texts, handouts, visuals) were appropriate and helpful.
4	The course design caused me to think in depth about this subject.
5	The content of the assignments contributed to my understanding of the subject.
6	The expectations and methods of evaluation were fair and clearly delineated.
7	Sufficient learning occurred in this course.
8	Overall, the course achieved its stated learning outcomes.
9	The instructor demonstrated knowledge of the subject matter.

Instructions—questions

10	The instructor conducted class in an organized and clear manner.
11	The instructor cared about my learning.
12	The instructor was well prepared for each class sessions.
13	The instructor communicated clearly and effectively.
14	The instructor used the allotted time appropriately.
15	The textbook and other resource materials were used effectively.
16	I had opportunities to ask questions in and out of class.
17	The instructor provided useful and timely feedback.
18	The instructor responded appropriately to student questions and comments.
19	The difficulty level and pace of this course was just about right to optimize learning.
20	Overall, I rate this instructor as an effective teacher.

Adjunct Faculty:

Course—questions

1	The syllabus clearly communicated outcomes, requirements and evaluation methods
2	Course workload was appropriate to optimize learning
3	The instructional materials (texts, handouts, visuals) were appropriate and helpful.
4	The course design caused me to think in depth about this subject.
5	The content of the assignments contributed to my understanding of the subject.
6	The expectations and methods of evaluation were fair and clearly delineated.
7	Sufficient learning occurred in this course.
8	Overall, the course achieved its stated learning outcomes.
9	The instructor demonstrated knowledge of the subject matter.

Instructions—questions

10	The instructor conducted class in an organized and clear manner.
11	The instructor cared about my learning.
12	The instructor was well prepared for each class sessions.
13	The instructor communicated clearly and effectively.
14	The instructor used the allotted time appropriately.
15	The textbook and other resource materials were used effectively.
16	I had opportunities to ask questions in and out of class.
17	The instructor provided useful and timely feedback.
18	The instructor responded appropriately to student questions and comments.
19	The difficulty level and pace of this course was just about right to optimize learning.
20	Overall, I rate this instructor as an effective teacher.

Appendix B
Site Supervisor Evaluations

Site Supervisor Evaluations COUN 690- Counseling Practicum SU18, FA18, SP19	Mid- Term Average	End of Term Average
Arrives on time and is prepared	4.6	5.0
Dresses professionally according to agency standards	4.7	5.0
Interacts professionally with clients	4.4	4.9
Interacts professionally with staff	4.4	4.9
Prepared for client sessions	4.3	4.9
Prepared for supervision meetings	4.5	4.9
Follows through with supervisor feedback and instruction	4.4	4.8
Interacts appropriately with peers in group supervision	4.6	5.0
Completes all documentation accurately and in a timely manner, CMHC D.7	4.2	4.6
Demonstrates ability to establish rapport with clients	4.3	4.6
Demonstrates ability to establish strategies and intervention to facilitate client change	4.1	4.5
Opening Session, CMHC D.5	3.8	4.7
Closing Session, CMHC D.5	3.8	4.5
Termination of Treatment, CMHC D.5	3.8	4.5
Managing Crisis Response, CMHC D.5	3.8	4.6
Practices according to the current ACA Code of Ethics, CMHC B.1	4.5	4.9
Practices according to WI legal statutes, CMHC B.1	4.5	4.9
Is aware of and utilizes agency safety plans as needed	4.1	4.8
Attends to cultural concerns and applies multicultural competencies	4.3	4.8
Demonstrates knowledge of in-house referrals	4.1	4.5
Demonstrates knowledge of community referral sources, CMHC D.4	3.9	4.6
Demonstrates ability to appropriately advocate for client	4.0	4.8
Utilize psychometric tools to assist assessment as needed	3.7	4.2

Site Supervisor Evaluations: SU18, FA18, SP19	COUN 695		COUN 696	
COUN 695 and 696 – Counseling Internship and Advanced Internship	AVG		AVG	
	Mid	End	Mid	End
Completes all documentation accurately and in a timely manner, CMHC D.7	3.7	4.3	3.4	4.3
Practices according to the current ACA Code of Ethics, CMHC A.7, B.1	4.4	4.2	3.8	4.8
Practices according to WI legal statutes, CMHC B.1	4.4	4.1	5.8	4.8
Applies knowledge of public mental health policy, financing, and regulatory process to improve service delivery opportunities in clinical mental health counseling, CMHC B.2	3.9	4.0	3.5	4.5
Demonstrates knowledge of models, methods, and principles of program development and service delivery, CMHC C.3	3.7	4.1	3.6	4.2
Demonstrates ability to establish strategies and intervention to facilitate client change	3.8	3.9	3.8	4.1
Opening Session, CMHC D.5	3.7	4.0	3.9	4.2
Closing Session, CMHC D.5	3.5	4.2	3.6	4.3
Termination of Treatment, CMHC D.5	3.8	3.9	3.6	4.0
Managing Crisis Response, CMHC D.5	5.4	3.9	3.5	4.1
Demonstrates the ability to use procedures for assessing and managing suicide risk, CMHC D.6	3.3	4.1	3.9	4.0
Demonstrates ability to modify counseling systems, theories, techniques, and interventions to make them culturally appropriate for diverse populations, CMHC A.3, F.3	3.6	4.1	3.8	3.9
Selects appropriate comprehensive assessment interventions to assist in diagnosis and treatment planning, with an awareness of cultural bias in the implementation and interpretation of assessment protocols, CMHC H.1	3.4	4.1	3.4	3.9
Conducting an intake interview, CMHC H.2	3.4	3.9	3.8	4.1
A mental status evaluation, CMHC H.2	3.4	3.9	5.8	4.3
A biopsychosocial history, CMHC H.2	3.3	3.8	3.5	4.1
A mental health history, CMHC H.2	3.4	3.9	3.6	4.1
A psychological assessment for treatment planning, CMHC H.2	3.5	3.9	3.8	3.8
Caseload management, CMHC H.2	3.8	4.3	3.9	4.2
Screens for addiction, aggression, and danger to self and/or others, as well as co-occurring mental disorders, CMHC H.3	3.8	4.2	3.6	4.2
Applies the assessment of a client's stage of dependence, change, or recovery to determine the appropriate treatment modality and placement criteria within the continuum of care, CMHC H.4	3.5	4.1	3.6	3.8
Demonstrates appropriate use of diagnostic tools, including the current edition of the DSM, to describe the symptoms and clinical presentation of clients with mental and emotional impairments, CMHC L.1	3.4	4.0	3.5	3.8
Demonstrates ability to conceptualize an accurate multi-axial diagnosis of disorders presented by a client and discuss the differential diagnosis with collaborating professionals, CMHC L.2	3.4	4.1	3.9	3.7
Demonstrates knowledge of community referral sources, CMHC D.4	3.7	3.9	3.8	4.3
Maintains information regarding community resources to make appropriate referrals, CMHC F.1	3.6	4.0	3.4	4.2