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Fayetteville Technical Community College

Detailed Assessment Report 2008-2009 Counseling Services

Mission/Purpose

The primary mission of the Counseling Services at Fayetteville Technical Community College is to provide counseling service that facilitates students' self exploration, understanding, and actions toward entry to the world of work.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Assess & prevent student withdrawals

Counselors will be able to use information to analyze problems and make logical decisions in assessing and preventing student withdrawals from FTCC.

Associations:

Institutional Priorities:

1 STUDENTS-To provide educational and support programs within an open door context. To actively recruit, serve, and retain students from all academic levels, including non-traditional ages, all socioeconomic backgrounds, and those deficient in basic skills.

Strategic Plans:

Student Services

1.1.8.3.3 Hire (2) full time Retention Specialists.

1.11.1 Provide data on student retention and completion rates for publication as required by federal guidelines. (Ongoing)

Related Measures:

M 1: Withdrawal survey results

Why: Presently, there is no formal system to assess why students withdraw from FTCC. Furthermore, the majority of students withdraw electronically. The online or traditional student retention survey will help the counseling staff to accurately identify reasons for student withdrawal.

What and How: All students withdrawing from FTCC will complete an online or traditional student retention survey in counseling services before leaving college. Attached to the survey will be a list of workshops, services, and agencies available to the withdrawing students. Counseling Services will make contact with students who inquire about services.

When and Who: The data will be collected during the fall 2008 and spring 2009 semesters. The data will be analyzed by the Director of Counseling Services,

Associate Vice President for Student Services, and the Director of Institutional Effectiveness and Assessment by June 30, 2009.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:

50% of the students who meet with counselors before withdrawal will reverse their decision to withdraw.

Findings (2008-2009) - Achievement Target: Not Met

The student retention survey was not implemented due to the complexity of the online form and attaching the survey

Document:

[Student Retention Survey](#)

Related Action Plans:

Revised Student Withdrawal Survey

The online student withdrawal form has been revised and updated for the 2009-2010 academic year. Therefore, Counseling Services will administer the student retention survey to students who complete the online withdrawal form.

For more information, see the *Action Plan Details* section of this report.

O 2: Provide quality counseling service

Students will be satisfied with the quality of service received during counseling session with a counselor.

Associations:

Institutional Priorities:

1 STUDENTS-To provide educational and support programs within an open door context. To actively recruit, serve, and retain students from all academic levels, including non-traditional ages, all socioeconomic backgrounds, and those deficient in basic skills.

Strategic Plans:

Student Services

1.1.13 Review student satisfaction surveys to improve enrollment services for all students.

1.2.9.2 Increase Online Counseling Activities. (Ongoing) (Ref. 1.1.10.2 and 1.2.11.)

Related Measures:

M 2: Seven-item customer service survey

Why: Counselors are expected continuously to demonstrate proficiency and efficacy in understanding and interpreting the needs of students. The ability to meet these student expectations is directly dependent upon the timeliness and effectiveness of counselor responses.

What and How: A seven item customer service survey will be implemented during the fall 2008 semester to assess satisfaction. Students will complete the document once the counseling session has ended. Additional data will be gathered from the intake forms to determine average waiting time – time of arrival and time of file delivery to front desk

When and Who: Assessment will begin August 2008 and end May 2009. The data will be analyzed by the Director of Counseling Services, Associate Vice President of Student Services, and the Director of Institutional Effectiveness and Assessment by June 30, 2009

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:

85% of the students completing the survey will rate service received during a counseling session at the satisfied (4) or very satisfied (5) level.

Findings (2008-2009) - Achievement Target: Met

Students who completed the 7 question Student Satisfaction Survey indicated they *strongly agree* 93.314% of the time with the services provided by Counseling Services. Students also indicated they *agree* 99.028% of the time with the services offered through Counseling Services.

Documents:

[Assessment Results Student Satisfaction Survey](#)
[Student Satisfaction Survey](#)

O 3: Provide student sat. w/ revised student plan

Students will be satisfied with the format and content of the revised Student Educational Plan/checklist.

Associations:

Institutional Priorities:

1 STUDENTS-To provide educational and support programs within an open door context. To actively recruit, serve, and retain students from all academic levels, including non-traditional ages, all socioeconomic backgrounds, and those deficient in basic skills.

Strategic Plans:

Student Services

1.3.6.3 Promote the establishment of a student activities, advising, and professional development period. (Ref. 1.2.6. and 2.2)

Related Measures:

M 3: Five question survey on revised Student Ed. Plan

Why: Students must become fully engaged in the process of their education. The selection of courses, prerequisites/corequisites, and proper course sequencing are essential to a student's success. In order to facilitate a better understanding of the student's educational goals, a more user friendly version of the Student Education Plan (SEP), used in conjunction with Web Advisor, must be developed. Web Advisor has become a tool with the capability of providing valuable feedback to students and should be utilized to its fullest potential.

What: and How: Students will use a five question survey to rate the plans on the basis of the length, utility and readability. In addition to rating the new SEP, comparison and contrast of the current and proposed revised document will be included in the survey.

When and Who: The data will be collected during the fall 2008 and spring

2009 semesters. The data will be analyzed by the Director of Counseling, the Associate Vice President for Student Services and the Director of Institutional Effectiveness and Assessment by June 30, 2009

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:

85% of the students completing the survey will rate their satisfaction with the revised Student Education Plan by indicating a rating level of 4 (satisfied) or 5 (very satisfied).

Findings (2008-2009) - Achievement Target: Not Met

The revised student evaluation plan in conjunction with E-Val under Web Advisor was not implemented for the 2008-2009 academic year

Related Action Plans:

Implementation of E-Val (Web Advisor)

Because of the progression of Web Advisor, E-Val will be implemented for the 2009-2010 academic year. Therefore, Counseling Services will implement a 5 question student satisfaction survey.

For more information, see the *Action Plan Details* section of this report.

Details for Action Plans Established This Cycle

Implementation of E-Val (Web Advisor)

Because of the progression of Web Advisor, E-Val will be implemented for the 2009-2010 academic year. Therefore, Counseling Services will implement a 5 question student satisfaction survey.

Priority: High

Target Date: 08/2009
2009-2010 Academic Year

Revised Student Withdrawal Survey

The online student withdrawal form has been revised and updated for the 2009-2010 academic year. Therefore, Counseling Services will administer the student retention survey to students who complete the online withdrawal form.

Priority: High

Target Date: 08/2009
2009-2010 Academic Year

Responsible Person/Group: Counseling Services

Analysis Answers

What were the strengths of your assessment process?

The honesty of students' response to the survey questions, along with their comments

What were the weaknesses of your assessment process?

The survey did not offer an opportunity for qualitative research

What was learned as a result of your assessment process?

The positive perceptions of students on our daily interaction and relationship with assisting them in becoming successful and productive members of society. Also, the willingness of students to assist Counseling Services in becoming proficient in understanding and interpreting their needs.

How will what was learned impact the direction and emphasis of your academic or support unit?

Counseling Services will offer more surveys inviting students to inform us of services they feel will be beneficial to their academic progression