



2012-2015 Counseling Program Report on Outcomes and Modifications (2/20/15)

I. About the Report

The 2012-2015 Counseling program evaluation is based specifically on the most meaningful and concrete student outcomes—those related to student feedback, student performance and competencies as an Intern as evaluated by the internship supervisor and from specific input by supervisors of program graduates. Included in this report are the actual data collected from each of these surveys and evaluations as the specific items/questions used to gather information in each assessment. Because student follow-up data and intern evaluation data are collected continuously, the aggregate data from 2012-2014 is included in this report while the data from the most recent (2014-2015) employer survey data is included.

Following the evaluation results, the most recent modifications to the Counseling program are provided.

II. Evaluation Results

Student Exit Survey Summary 2012-2014

Number of Respondents:	25
Percentage of Total Graduates during Timeframe:	36%
Timeframe:	January, 2012 - August, 2014

1. Counseling Degree Earned:

- 28% -- MA Community Counseling
- 16% -- MA School Counseling
- 48% -- MA Addiction Counseling
- 8% -- MA School Counselor Endorsement (non-degree)

2. Date of which degree was issued:

January, 2012 – August, 2014

3. Professional Counseling Association Membership:

- 60% - ACA
- 8% - ASCA
- 48% - MCA
- 4% - MSCA
- 8% - NAADC

4. In what ways do you believe your degree program impacted your career?

64% - Provided me with the skills and knowledge needed to become a professional counselor and to pursue my new career; positive comments about the program at UDM
32% - Increased my self-awareness, empathy, and provided me with other essential skills that have helped me grow personally and professionally
4% - Because I have not yet begun my career, I am not sure, but I hope the program will help me start my career

5. If you had to do it all over again, would you select UDM's Counseling program for your MA degree in Counseling?

100% - Yes

7. I feel that my UDM education has not adequately prepared me for the following professional challenges: (please list challenges that you face in your work as a counselor that you feel unprepared to face)

80% - NA; Feel very well-prepared
4% each of the following: Working with children in crisis, managed care, working with individuals with primary health problems, opening my own practice, knowing the education laws of Michigan

8. I feel that the strengths of UDM's counseling program are:

84% - Faculty and academic environment (knowledge/experience/supportive faculty/one-on-one support and guidance)
16% - Coursework and small class size

9. I would or would not recommend UDM for a degree in counseling because:

96% - Would Recommend

4% - NA

Reasons for recommending included:

Incredible program—worth the price

Amazing faculty

Better prepares you for the real world of work as a counselor than any other I have seen

Above average academic experience

10. Please provide any additional feedback:

Overall, an incredible experience

Loved the program

Awesome program—would recommend to anyone

So grateful to have gone through the UDM Counseling program

Would not have traded my experience for any other

Highly recommend

2012-2014 Internship Supervisor Evaluations of Counseling Interns

Timeframe included in the Evaluation: Winter, 2012 – Fall, 2014

Number of Interns included in the Evaluation: 35

Number of Respondents included in the Evaluation: 35

<i>Professional Activities</i>	Excellent	Good	Average	Fair	Poor	N/A
Individual Counseling	63%	29%	5%			3%
Group Counseling	45%	32%	3%			20%
Consultation	53%	43%				4%
Testing and Appraisal	35%	20%	3%			42%
Relationships with Staff	82%	15%				3%
In-Service Training	50%	26%	5%			19%
Staffing/Meetings	51%	32%	7%			10%
<i>Other (Explain)</i> Learning culture of youth Lecture IEP meeting Intake/Evaluations Extra tasks Training	78%	22%				
<i>Overall Performance</i>	74%	26%				
<i>Potential as a Future Counselor</i>	87%	3%				

If you were in a position to add this person to your staff, would you feel comfortable employing him/her?

Yes - 94%

Yes - 3% (with supervision)

No - 3% (Not yet, but with more experience)

<i>Personal Qualities of the Intern</i>	Excellent	Good	Average	Fair	Poor	N/A
Dependability	84%	13%	3%			
Seriousness of Purpose	92%	5%	3%			
Cooperation	87%	13%				
Initiative	70%	23%	7%			
Contribution	75%	23%	2%			
Motivation	56%	44%				
Punctuality	74%	26%				
Receptiveness to new ideas	82%	18%				
Ability to work with others	82%	16%	2%			
Appearance and manner	85%	15%				

In what areas did the counseling intern work?

- Individual psychotherapy, research (Medicaid), program development
- Worked with youth – summer classes, groups, developed activities/programs
- Case mgmt. – economic crisis, conflict resolution, individual/group counseling
- Intake unit & crisis center
- Outpatient substance abuse
- Managed caseload, lectures, groups
- Individual/group counseling of K-8, anger management, worked with gang activity issues
- Individual and family sessions, girls mentoring group
- Individual and group counseling, testing and assessment
- Intake, Front desk, assessments
- Testing, educational development, scheduling, individual/group counseling, guidance curriculum
- Career counseling of middle aged and older clients
- Individual/crisis counseling of k-2 & 6-12, guidance curriculum, conflict resolution, problem solving
- Individual and group counseling, case management
- Group, individual sessions
- Intakes, group therapy, treatment planning
- Group therapy and didactics, managed case load, individual counseling, treatment planning, discharge planning
- Individual counseling, employability skill development, job readiness
- Juvenile justice case management

- Intake and assessments
- Career counseling
- Individual & group counseling, didactics, documentation of services
- Excelled at group counseling
- Work in middle school in all areas
- Worked one-on-one with students from Center of Multicultural Initiatives.
- Individual/group counseling, assessments, consulting, discharge planning, suicide/homicide assessments
- Assigned to various units and populations in hospital – SPMI adults, geriatrics, adolescents, MIDD
- Counsel middle school students
- Individual/groups counseling, intake, family counseling, art therapy, treatment planning, resource research, childrens' group, progress notes
- Worked with male offenders, 14-18
- College, career, academic, and socio-emotional counseling of high school students
- Documentation of individual and group sessions
- Adolescent outpatient treatment, outpatient children's program
- Individual counseling only
- Emergency center, IOP, inpatient mental health unit
- Substance abuse therapy, group/individual therapy, treatment planning, lectures, documentation
- Chemical Dependency Unit, Emergency unit

What were the counseling intern's primary responsibilities?

- Individual counseling, case management
- Facilitated groups
- Prescreen clients, referrals, observe intakes and crisis evaluations
- Intake and assessment, individual/group counseling, treatment planning, discharge planning, crisis intervention
- Individual counseling, treatment planning, new patient evaluations, group work
- Youth assistance program
- Scheduling of high school students, coordinated district wide assessments, individual/group counseling
- MEAP, PSAT, PLAN, credit recovery, collecting data
- College prep, career prep, votech senior, parent information sessions
- Individual counseling, assessments
- Creating assessments, treatment plans
- Effective communication skills – easily work with colleagues, supervisors, administrators, staff
- Complete integrated discharge summary, team sheets, groups, treatment plans, letters to Dr., PCP, courts
- Group Facilitation, individual counseling
- Group therapy and didactics, managed case load, individual counseling, treatment planning, discharge planning
- Individual counseling, employability skill development, job readiness
- Completing face-to-face evaluations, transfer evaluations, referrals to appropriate services

- Case management of adults in transition
- Case management of residential clients, psychoeducational groups, assist with development of Residential Youth Development Program
- Individual/group counseling, formulated events calendar, code of conduct issues
- Individual/group counseling, tardies, grade intervention, helped in lunchrooms/hallways
- Counseling of sophomore college scholarship recipients – academic, personal, and social success
- Individual counseling, assessment, group counseling
- Biopsychosocial assessments, treatment plans, coordination of care, community support and family, group therapy, related documentation
- Enhance students' academic, career and personal development
- Positive staff intervention
- Weekly individual and group counseling, monthly case conference, weekly clinical meetings, family therapy sessions, de-escalation, classroom observations, stage work assistance
- Counseling at-risk students, college planning, career assessments, group counseling, ESL group counseling, transcripts/audits, individual counseling
- Individual and group, paperwork, plan for sessions. Treatment reviews
- Individual counseling of 4 clients
- Psycho social assessments, co-facilitate group therapy, group progress notes, developed group therapy activities
- Group therapy & documentation, crisis intervention, psychosocial assessment, diagnosis recommendations, insurance authorization
- Counseling to youth with mental health stabilization issues

Please provide evidence of the effectiveness or lack of effectiveness of the Intern's work with others, including clients, supervisor, staff members?

- Worked effectively with a client with Bipolar disorder
- Youth loved, respected her
- Case mgmt., office mgmt., life skills curriculum, group/individual counseling
- Worked extensively and effectively – suicidal client
- Positive impact on clients, supervisor.
- Open and receptive to supervision and feedback
- No complaints from clients
- Family intervention therapeutic skills, motivational interviewing
- Met deadlines, received feedback well
- Worked well with others and students
- Presentations and projects completed by due date
- Clients responded to intern well
- Able to build relationships with all members of the team
- Maintained required documentation of student contact, well anecdotal notes
- Excellent relationships with clients, good notations
- Tasked oriented and efficient, clients responded well to intern
- Builds good rapport with clients
- Clients reported positive feedback regarding groups, better than any other intern
- Youth groups were very helpful

- Able to listen and conceptualize, offers insights
- Developed effective treatment plans, able to develop therapeutic interventions
- Resolution issues, evidenced by staff and students asking for this specific intern/counselor
- Built rapport with various offices at university.
- Build rapport with clients and staff.
- Worked effectively with patients and staff- completed any task assigned in a timely manner, assisted with coordination of discharge plans
- Trusted intern to handle crisis
- Effective communication skills with staff and residents, excellent writing skills
- Build excellent rapport, impacted drastic improvement of at-risk students grades, attendance, attitudes
- Over the course of being supervised supervisor saw him gain general rapport with clients and feel more relaxed in role of counselor.
- Good intellectual understanding of client needs.
- Intern asked for help when need
- Very effective in identifying new ideas for groups with low functioning patients.
- Cooperative and enthusiastic when working with peers.
- Worked very well with adolescents in crisis
- Assisted staff with data entry

Please provide evidence of the effectiveness or lack of effectiveness of the Intern's work in testing and assessment, clinical case notes/progress notes, development of treatment plans/ educational planning?

- Clinical progress notes, treatment plans, & educational planning - excellent
- Very effective
- Demonstrated satisfactory clinical documentation
- Performed well documentation of suicide threat
- Completes work efficiently, timely
- Case notes were wordy, but normal for a student
- Complete case notes on time – well written
- Provided educational recommendations
- Very effective with students
- Able to explain information to students and help them process information
- Mastered, administered and interpreted assessments'
- Plans of action were effective, well thought out
- Worked with client goals and treatment plans, MEAP
- Developed new form and reporting protocol for bullying for the district.
- Goal oriented treatment planning
- Good clinical documentation
- All paperwork done in timely fashion.
- Did an excellent job with electronic record system
- Completed assessments in timely manner, reviewed clinicals with psychiatrists

- Kept clear and effective notes, able to verbalize professionalism
- Excel spreadsheets, files on grades
- Created educational plans for college students.
- Successful and diligently completed assessments, and required documentation
- Intern assessments are thorough and include appropriate clinical formation
- Implemented educational planning for 6th grade students
- Completed treatment plans and notes in a timely manner
- Completed all case notes in a timely and professional manner. Developed treatment plans and reintegration planning post release.
- Successful at career assessments, developed an organized successful treatment plan for at risk students
- Ability to catch the feel of a session and documentation improved.
- Notes were done in a timely manner, documentation was clear, precise
- Completion of group counseling notes,
- Meets criteria and expectations for documentation. Needs to work on time management and streamlining documentation process.
- Notes became more detailed and clinically appropriate.
- Excellent documentation.

How effectively did the counseling intern work with procedures, managerial tasks, departmental forms, school/organizational forms, etc.?

- All okay
- Very effective
- Assisted site manager with operations and summer day camp.
- Able to dive-in and learn as progressed.
- Excellent organizational skills and follow through
- Completed all notes on time
- Excellent, well organized
- Worked well – independent, able to carry through with tasks
- Followed procedures well
- Completed all forms without issues
- Created forms for guidance office
- Effective and learned quickly
- Efficient and professional
- Intern did well facilitating contacts with schools and outpatient providers
- Completed forms accurately
- Very organized, instrumental in developed the behavioral referral form
- Intern did everything asked of her in effectively and within short time period
- Intern had some challenges with managing paperwork and deadlines
- Followed all procedures on a daily basis
- Intern did not appear to have issues following procedures.
- Worked well with procedures, managers, tasks and forms.
- Intern understands process
- Very good performance with procedures. Especially good at staff training tasks as evidenced by

DSM-5 training project packet – saw need and stepped up to fill need.

- Very organized, shows initiative, independent learner
- Above average in skills, learned quickly from his mistakes and attention to details.
- Intern knew the processes well and followed all procedures
- Performed each task professionally
- Maintained professional attitude when navigating through changes in program.

Additional Comments:

- Intern was creative, very helpful
- Intern worked well with clinical treatment team
- Intern was a pleasure
- Great asset to high school
- School Intern worked with outside agencies to benefit clients
- Willing to take on additional responsibilities at high school while intern at elementary & middle school
- Intern was a pleasure to work with
- Send more UDM interns
- Intern was a wonderful blessing and essential asset
- Intern great asset to intake department
- Documented effectively
- Developed handbook for the organization's new youth program
- Created a brochure for the orientation program
- Intern will be a wonderful addition to counseling staff
- Great addition to the team/staff.
- Extremely helpful while interning
- Planned career day, which was exceptional – used Skype
- Intern became overly attached to clients, as many rookie counselors do
- Intern was an outstanding and very valuable asset to school counseling department
- Intern would benefit from having additional supervision – to go beyond interns comfort zone
- Good intellectual understanding of clients, need to translate intellectual understanding to more animated and relaxed presentation and communication with clients
- Intern was confident in her work, supportive and exhibited exceptional insight
- Was open to feedback but did not consistently seek (initiate) feedback
- Flexible and willing to assist
- Pleasure to have as an intern

<i>Preparation</i>	Very Well	Good	Average	Below Expectations	Poorly
12. How well was this student prepared to function professionally in your agency, utilizing counseling skills and techniques appropriate for his/her academic level?	89%	8%	3%		
13. How well was this student prepared to judge and act ethically within the regulations of your agency?	89%	11%			
14. How well was this student prepared to respond to clients in a culturally competent manner?	76%	24%			

For any of the items that you indicated were “below expectations” or “poorly”, please provide evidence (i.e., student intern attempted to refer a vision-impaired client to a support group for vision-impaired persons without exploring with the client that such support was needed, desired or related to the client’s presenting issue)?

- Intern met all expectations
- Effective counselor
- Very professional and ethical
- Intern was prepared, good insight
- Showed clinical strength and insight when working with clients.

Please provide any suggestions below for improvement in the educational preparation of our students.

- Intern well prepared
- Intern encouraged to continue in area of consultation and training for families.
- Well prepared and dependable
- Teach to write more succinctly
- Well prepared
- Explore the scientific/biological nature of addiction
- UDM is a stellar program – evidenced by quality of intern
- Prepare students for MCBAP and CAADC/CADC
- Intern needs additional time and confidence in group and presenting self as an authority
- Supervisor impressed with amount of direct supervision given to students while in the UDM program - student was well prepared
- Be mindful of growing research in counseling field
- Doing great!
- Would like intern to demonstrate leadership
- Increase student centered activities; small group counseling, continue to keep students records updated
- Intern needed very little additional training except policies and procedures of internship site
- Mentally prepare students that they may have to complete tasks that are listed on the “do not do”

ASCA model list

- Client cultural competency could be better, but will improve with exposure
- Very impressed by the scope of knowledge that intern had
- Intern represented UDM with pride and outstanding commitment to her education and internship
- Intern was enthusiastic and a great addition to the treatment team

***Counseling Program
Employer Survey 2014-2015***

Number of Former Students Evaluated: 12

Respondents Included: Supervisors and directors of various mental health organizations, addiction treatment centers and high schools

Survey Timeframe: Fall, 2014 – Winter, 2015

Responses to each of the three questions are included immediately following the question:

To what degree do you believe our students are/were prepared to work as professional counselors/clinicians?

He's tremendously prepared – good clinical insight, can think of alternatives, thoughtful in his interactions with clients – really good clinical insight –completely prepared.

I think the UDM Counseling program prepares student academically and the practicum and clinical experience – prepare for real life and real situations.

The UDM trained counselors have been highly prepared to work as professional counselors in the behavioral healthcare field as evidenced by their quick adaptation to our organization's biopsychosocial assessment process and clinical documentation procedures. The counselors additionally are able to sift through client intake information and adequately formulate working clinical diagnoses and treatment plans that reflect the needs of each client. Crisis intervention is an important part of the counseling role at the Sacred Heart clinic and UDM counselors have strong assessment skills and use appropriate interventions in this area.

In terms of the therapeutic process, the counselors are well versed in utilizing a humanistic approach to establish a trusting relationship with a diverse client base. For those counselors that are new to the field, they are open to developing a more eclectic approach inclusive of evidence-based practices.

Overall, I have found that UDM counselors are well prepared to work in the fast paced setting of the Sacred Heart clinic with adult clients with substance use and integrated disorders.

I believe he is equipped with the professional skills to be successful

Administer for teen mom's program, done very well, works well with community and staff, good balance but strict in setting boundaries with compassion.

I believe students from UDM are well prepared to take on the demands of being a high school counselor. The staff at our school is 60% Detroit Mercy Alumni. Their responsibilities with the

department include, NCAA accreditation, vocational programs, international students, standardized testing coordinator, credit recovery, dual enrollment, college and career week, district crisis team and group facilitator.

As a former student, I was able to open a private practice once I became an LPC. I graduated feeling well prepared and confident that I could work as a counselor at any location.

_____ was a great addition to our staff. She is smart, professional, and relates well with our students and teachers. She also coordinates our testing program. I think that is a resounding testament to how your program prepared her.

I have never been as impressed as I was with the kind of experience _____ had when he joined our team. His hours of monitored therapy sessions were incredible. I had no doubts about his ability to fit right in and do an amazing job.

What is your perception of the academic quality of UDM's Counseling Program based upon the demonstrated knowledge and competencies of our former students?

UDM's Counseling Program is a high quality program particularly due to the counseling instruction environment provided for students completing practicums and for those counselors working towards their full licensure. The program not only focuses on student learning and performance, it provides the student with the opportunity to develop their professional counselor identity and ethics needed to succeed in the field.

My perception of the academic quality of UDM's Counseling Program is that it is excellent. When I was working as a school counselor as an LLPC, I noticed that I, as well as a fellow UDM graduate, were far advanced in our skills compared to those who graduated from other universities. Our peers came to us for guidance even though they had worked at this school longer than we had. We were both leaders in that counseling department.

Outstanding.

It seems fine. Sometimes it is difficult to know where the line exists between personal qualities and knowledge/skills gained through a program.

He knows everything a therapist should know. He understood the different approaches. We briefly had another former student on our staff and both have excellent written and verbal skills.

The most glaring example of demonstrated knowledge and competencies of former students is reflected in the development and improvement of our current programming. Your former students have spearheaded the development of a summer bridge program for entering 9th grade students, solidified community partnerships that directly address our achievement gap and coordinate 21F policy (ability to take online classes as part of course schedule). Lastly counselors have improved the selection of junior and senior mentors for our 9th grade transition program. This

program impacts 120 mentors and over 300 incoming freshmen. Counselors have applied data driven and researched best practices to improve the success of our freshmen students.

Very high, rate it very high because she's so efficient in so many areas, works well in the community, works with city officials, with funders, well equipped to move in and out of those area.

Do you have any other input regarding our alumni or the UDM Counseling Program?

To this day, when I am making critical decisions at my work, I still hear my professors voices in my head warning me of possible situations to be wary of and how to handle them. It was the best part of my education at UDM. My professors were experienced in the field and were able to guide us and advise us of the pitfalls or potential difficulties in counseling and drill them into our brains so that we would be sure to use Best Practices and offer the highest quality of care to our clients/patients

No, just appreciation for you providing us with _____. Thank You!!!

Keep up the good work. Your students are very impressive. I would love to have another intern from your university in the future.

Very committed and compassionate about what she's doing.

The UDM alumni at our organization continue to be open to developing self-awareness to improve their clinical skills and therapeutic techniques. The alumni also demonstrate a strong passion for social justice.

None. Thank you!

III. 2014-15 Counseling Program Modifications

As a result the latest program evaluation as well as in response to new knowledge in the field and changes in accreditation standards, several modifications were made to the University of Detroit Mercy Counseling program. Some of the major modifications are included below:

Revision of employer evaluation survey of graduates to ensure the capture of most relevant information for use in ongoing program improvement

Incorporated specific guidelines regarding pursuit of state certification for substance use counseling (e.g., CAADC) into the *Counseling Program Graduate Student Handbook* to ensure broad dissemination

Developed new guidelines for pursuit of state certification for school counselors and incorporated guidelines into the *Counseling Program Graduate Student Handbook* to ensure broad dissemination

New course development in school counseling to address special education and the role of the school counselor: *CNS 5480: Special Education and the School Counselor*

New course development in clinical mental health and addiction counseling including: *CNS 5490: Trauma, Crisis and Prevention*

New course development in addiction counseling including: *CNS 5940: Addiction Counseling: Issues in Practice and Evaluation*

New course development in clinical mental health counseling including: *CNS 5620: Critical Issues in Clinical Mental Health Counseling* and *CNS 5680: Advanced Issues in Assessment and Treatment*

Updated the *Admission Evaluation* process to include an assessment of perceived interpersonal skills

Updated the *Counseling Program Graduate Student Handbook* to include updated curricula, additional resources for state and national counseling associations, and other new resources to provide additional student guidance

Significant modifications to specific courses to address new best practices and research in Counseling