

Program Evaluation  
M.S. Program in Mental Health Counseling  
St. John Fisher College  
January 2023

Dear Students, Alumni, Community Partners, Advisory Board, and Interested Parties:

On behalf of the faculty of the Mental Health Counseling Program, I am pleased to share evaluation data based on our last two years of operation. In accordance with the accreditation requirements of the Council for the Accreditation of Counseling and Related Educational Programs (CACREP), we will periodically share the results of various evaluations conducted for our program with you: our students, alumni, administration, alumni employers, intern supervisors, and community partners.

Included in this report are the following:

- Program Mission statement and Objectives
- Graduation and Attrition and Employment Rates
- Results of Alumni survey (2020)
- Results of Site Supervisors survey (2021)
- Results of Employers of graduates survey (2020)
- Results of Key Performance Indicators (2019-2022)

Our goal in gathering and reporting such data is to continuously evaluate and improve our program in light of our dynamic profession and a constantly changing environment. We hope to always provide the most thorough preparation possible for entry into the profession of mental health counseling.

Your feedback is always welcome. Thank you for your continued interest in, and support of, our program.

Sincerely,



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## Mental Health Counseling Program Overview and Mission Statement

The following program mission statement was adopted by the faculty of the Mental Health Counseling Program at St. John Fisher College and endorsed by the Advisory Board of the program. The Mission statement and Objectives were updated in October 2020.

### **Mission**

Building on the mission of St. John Fisher College, the Mental Health Counseling Program's mission is to deliver culturally informed personalized instruction to a diverse student body regarding essential counseling knowledge and skills, as well as facilitating the development and enhancement of personal qualities and characteristics necessary to become an outstanding professional mental health counselor.

### **Program Objectives**

Demonstrate professional skills and personal qualities required for working as an effective counselor in an integrated setting

Demonstrate a variety of differential diagnostic assessment skills consistent with the most current diagnostic manual

Demonstrate the ability to use a diverse range of evidence-based intervention strategies

Develop appropriate intervention plans based upon knowledge of culturally relevant variables in client care, including ethnicity, religion, socioeconomic levels, gender, sexual orientation, and disability status

Demonstrate professional behavior consistent with ethical guidelines of Mental Health Counseling professional organizations and regulatory agencies.

## Mental Health Counseling Program Outcomes Assessment

Program effectiveness is assessed using measures that include graduation rates and attrition, employment rates, alumni surveys, employee surveys, site supervisor surveys, Key Performance Indicators (KPIs) feedback from Advisory Board meetings, and formal curriculum review.

Please find the following measures of outcomes for this report:

## **Graduation Rates and Attrition**

In 2022, there were 34 graduates of the St. John Fisher College MS in Mental Counseling Program. Of the admitted students, 95% of our students graduated on time.

## **Alumnae/I Employment Rates**

The Mental Health Counseling Chair tracks each alumna/us through online permit and license verifications, email outreach, and communication from alumni. Alumnae/i employment rates are posted on our website in order to inform prospective students. This information is used by the Mental Health Counseling Faculty to evaluate the health of the field in our local area and to determine how many of our graduates secure employment in the field of mental health counseling. This is assessed annually.

At the end of 2022, there were 437 total graduates of the Mental Health Counseling program from 2006-2022. Our data demonstrates that 425 of those alumni have been employed in the field as mental health professionals. This represents a 97% employment rate.

## **Surveys**

Site supervisors, employers of program graduates, and alumni are surveyed in order to assess their perceptions of major aspects of our program and graduates' preparation for the practice of mental health counseling. Information from these measures has been useful to inform potential program changes. In accordance with the accreditation requirement for the Council for Accreditation of Counseling and Related Educational Programs (CACREP), we periodically share the results of various evaluations conducted for our program with students, alumni, administration, alumni employers, internship supervisors, and community partners. Alumni site supervisors, and employers of our alumni, are invited to complete electronic surveys that assess how our program has prepared graduates for work in the field of mental health counseling. Surveys are conducted every three years by the faculty to gather opinions and suggestions for program improvement. In addition to surveys, the program maintains LinkedIn and Facebook webpages, through which faculty members communicate regularly with our alumni regarding surveys and employment opportunities.

### Alumni Survey (2020)

The SJFC Mental Health Counseling Program deployed the Alumni Survey in 2020 and received 23 responses out of 112 possible respondents (21%). Unlike previous surveys, faculty in the MHC program decided to limit the pool of alumni respondents to graduates from the last four years in order to assess changes from current curricular adjustments. Alumni were asked to respond to statements on a five point Likert type scale asking if they strongly disagreed, disagreed, neither agreed nor disagreed, agreed, or strongly agreed with statements regarding their preparation and quality of the mental health counseling program.

In 2020, the MHC alumni from 2016-2020 agreed or strongly agreed that they were well prepared in 68% of the competencies listed below. In 2017, only 20% of competencies were at that level. The greatest gains were made in the following subject areas: Career Counseling and Social Advocacy. Case management and Referral skills and Consulting skills continue to be an area in need of improvement. Efforts to have case management presentations appear to have a minimal effect. A new effort to integrate case management and consultation in multiple courses will be explored. For additional areas, 100% of alumni reported they agreed or strongly agreed that they had quality preparation in the following areas: Theories, Counseling skills, Assessment and Diagnostic skills, Group Counseling skills, Human Development, Career Counseling, Multicultural Sensitivity, Social Advocacy, Professional and Ethical Behavior, Personal and Professional Behaviors that Promote Self Growth, Interpersonal Behaviors that Promote Collaboration, Openness and Responsiveness to Feedback, Dependability and Conscientiousness, Use of Evidence-based Counseling skills, and Personal Qualities Necessary for Success.

95%-99% of alumni reported they agreed or strongly agreed that they had quality preparation in the following areas: Use of Evaluation Data to Improve Counseling Services, Professional Standards and their Implications for Practice, Leadership skills, and the Development of Appropriate Intervention plans.

90%-94% of alumni reported they agreed or strongly agreed that they had quality preparation in the following areas: Program Development and Evaluation

Two areas identified for improvement were Case management and Referral skills (70%) and Consulting skills (83%) of alumni agreeing and strongly agreeing that they received quality instruction.

When asked about recommending others to the Mental Health Counseling Program at St. John Fisher College, 100% of students indicated they would recommend the program to someone with 96% indicating they would strongly recommend the program.

#### Site Supervisor Survey (2021)

The SJFC Mental Health Counseling Program Site Supervisor Survey was deployed in 2021 and 6 responses were received. These surveys were sent directly to site supervisors from the Director of Clinical Internships and also sent to current interns to forward to their site supervisors. In rating effectiveness, site supervisors were asked to rate the overall effectiveness of their St. John Fisher College interns on a five point Likert type scale asking if they felt interns were ineffective, somewhere ineffective, adequate, effective, or very effective in 19 areas.

The only area where interns were found to not have adequate effectiveness was in case management preparation. This is feedback we have experienced before and have bolstered our training in case management including exposure to common case management document as part of Practicum and local service resource sites.

### Employer Survey (2020)

The SJFC Mental Health Counseling Program Employer Survey was deployed in November 2020 and was sent via a web survey link to 280 alumni. We asked alumni to forward the survey to their employers. Two reminders were also sent to encourage alumni participation. The survey was open for 30 days and no responses were received. This format was developed to help with low participation in previous employer surveys. The MHC faculty will continue to explore innovative ways to gather this data. At the time of this report, no employer survey data was received.

### Key Performance Indicators (KPI) (2019-2022)

Students are evaluated throughout their program of study using Key Performance Indicators (KPI) that are derived from our core counseling curriculum and program specialty area of Clinical Mental Health Counseling. Data come in the form of performance on class assignments, exams, and evaluations.

Data are organized into two phases of assessment during our program. The first phase reflects data that are collected for each student prior to fieldwork and the second phase data are collected after a student has entered into their fieldwork placements. KPI data are collected as a part of class assignments and assessments and also in summative evaluations at the end of fieldwork semesters.

KPI data are analyzed using scores on exams and through the use of rubrics that outline competency expectations for each KPI requirement. In general, a student must achieve competency at 82% to meet minimum requirements. For GMHC 550 Counseling Practicum and GMHC 650 Counseling Internship, competency on site supervisor evaluations must be a 3 or better for a student to achieve a passing score on the faculty evaluation.

How data is used – We strive to have 90% of all students meet competency on all KPI assignments. When an assignment or assessment falls below the 90% success threshold, a review of the curriculum, assignment requirements, or teaching methods is done to determine how improvements can be made to improve outcomes.

KPI results Fall 2019-Spring 2022

Core Area	Key Performance Indicator	When Administered?	Evidence of Student Learning?	% of Students achieving Benchmark
Professional Counseling Orientation and Ethical Practice	GMHC 500 Mental Health Counseling as a Profession Counseling Skill Assignment	Phase 1	Rubric	98%
	GMHC 550 Counseling Practicum.	Phase 2	Faculty Evaluation	100%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%
Social and Cultural Diversity	GMHC 515 Social & Cultural Diversity Cultural Immersion Project	Phase 1	Rubric	100%
	GMHC 550 Counseling Practicum	Phase 2	Faculty Evaluation	100%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%
Human Growth and Development	GMHC 603 Human Development in Counseling Oral Examinations	Phase 1	Grade for Oral Exams	96%
	GMHC 590 Child and Adolescent Midterm	Phase 2	Grade on exams	97%
	Quiz 1	Phase 2	Grade on exams	89%
Career Development	GMHC 603 Human Development in Counseling Oral Exams	Phase 1	Grade for Oral Exams	96%
	GMHC 610 Final performance assessment	Phase 2	Rubric.	90%
Counseling and Helping Relationships	GMHC 500 Mental Health Counseling as a Profession Counseling Skill Assignment	Phase 1	Rubric	98%
		Phase 1	Rubric	100%

	GMHC 540 Group Theory & Process Group Co-Facilitation	Phase 2	Rubric	100%
	GMHC 590 Child & Adolescent Final Presentation	Phase 2	Rubric	100%
	GMHC 600 Family & Partner Popular Media Presentation	Phase 2	Faculty Evaluation	100%
	GMHC 550 Counseling Practicum	Phase 2	Faculty Evaluation	98%
	GMHC 650 Counseling Internship	Phase 2	Rubric	96%
	GMHC 620 Final Project			
Group Counseling and Group Work	GMHC 540 Group Theory & Process Co-Facilitation	Phase 1	Rubric	100%
	GMHC 630 Substance Use Counseling Group Counseling Assignment	Phase 2	Rubric	84%
	GMHC 550 Counseling Practicum	Phase 2	Faculty Evaluation	100%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%
Assessment and Testing	GMHC 520 Assessment in Counseling Midterm Final Exams	Phase 1 Phase 1	Grade Grade	86% 94%
	GMHC 550 Counseling Practicum	Phase 2	Faculty Evaluation	100%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%
Research and Program Evaluation	GMHC 520 Assessment in Counseling Research Presentation	Phase 1	Rubric	97%
	GMHC 575 Capstone Project	Phase 2	Rubric	98%

Foundations of Clinical MHC including case conceptualization and treatment planning	GMHC 530 Treatment Planning & Intervention Final Exam	Phase 1	Rubric	94%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%
Contextual dimensions including diagnostic process, differential diagnosis and the use of current diagnostic classification systems	GMHC 525 Psychopathology Final project	Phase 1	Rubric	92%
	GMHC 550 Counseling Practicum	Phase 2	Faculty Evaluation	100%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%
MHC Practice which demonstrates techniques and interventions for prevention and treatment of a broad range of mental health issues	GMHC 530 Intervention Exam	Phase 1	Grade	92%
	GMHC 550 Counseling Practicum	Phase 2	Faculty Evaluation	100%
	GMHC 650 Counseling Internship	Phase 2	Faculty Evaluation	98%