

Online M.S. Counseling Program
Carlos Albizu University

2023-2024 Annual Report

The Online M.S. Counseling program was implemented in January of 2024. This report presents a summary of our annual program evaluation results, corresponding curriculum and/or program modifications, and any other substantial program changes for our program during the spring and summer terms of 2024.

Academic Quality Indicators

The academic performance and dispositional development of master's level counseling students are evaluated on an annual basis by program faculty.

Key Performance Indicators (KPIs). Student outcomes are collected each term, guided by ten (10) KPIs which are aligned to CACREP's eight (8) foundational curricular areas and the entry-level specialization area of Clinical Mental Health Counseling. Each KPI is measured twice and at two different points in time as students matriculate.

During the 2023-2024 academic year, the following KPIs were assessed:

2. Demonstrate understanding of the importance of diverse social and cultural experiences of individuals and groups, intersectionality of identities, consequences of social privilege, select and use diversity-affirming counseling approaches and methods (CACREP 2024, Section 3.B, Social & Cultural Identities & Experiences).
3. Describe typical physical, intellectual, social, and emotional development through the lifespan and the impact of atypical development on individuals and families (CACREP 2024, Section 3.C, Lifespan Development).
4. Apply theories of career development and career opportunities in a global economy, and use of technology in comprehensive career assessment and planning strategies for individuals of all ages (CACREP 2024, Section 3.D, Career Development).
5. Demonstrate effective use of counseling skills and techniques during counseling and educational sessions; exhibit dispositions and behaviors conducive to building and maintaining therapeutic relationships (CACREP 2024, Section 3.E Counseling Practice & Relationships).
6. Apply theories, models, and interventions as relevant to the practice of group work in a variety of settings (CACREP 2024, Section 3.F, Group Counseling & Groupwork).
7. Articulate the types and uses of assessment in counseling, to include interpretation of results, identification of treatment needs, and planning appropriate services and approaches (CACREP 2024, Section 3.G, Assessment & Diagnostic Processes).

KPI outcomes data is systematically collected at the conclusion of each term (fall, spring, and summer) in the academic year, using a digitized faculty report form in Microsoft Forms. A minimum of 80% of students are expected to perform at target (80% or B level) on all KPI-aligned assignments and activities.

2023-2024 KPI Outcomes Data

KPI	Aligned Courses Assessed	N=	KPI Performance Target	Percentage of Students who Met or Exceeded Target
2	COUN 523 Cross Cultural Counseling	6	80%	80%
3	COUN 510 Lifespan Development	8	80%	87.5%
4	COUN 513 Career Counseling	6	80%	100%
5	COUN 501 Counseling Theory & Practic	8	80%	100%
6	COUN 520 Group Counseling	6	80%	100%
7	COUN 507 Substance Use & Behavioral	8	80%	100%

In the inaugural academic year (2023-2024) of the Online M.S. Counseling program, Cohort 1 performed at target (80%) or above on their KPIs.

A primary reason for students performing below 100% was determined to be inadequate time management and study skills.

Cohort 1 decreased by two (2) students prior to summer term, and two (2) following summer term.

Dispositional Ratings. Faculty ratings of student dispositional development relevant to effective counseling are scheduled for collection once annually, during fall term. The first dispositional review will occur in Fall 2024, with results appearing in the program's 2024-2025 annual report.

Program Modifications

Key performance indicators (KPIs). Cohort 1 performed at or above target on all KPI assignments. The following resource was identified to improve overall student KPI outcomes:

- 1) Provide time management and study skills training to all incoming students.

In summer 2024, faculty implemented a program requirement for incoming students to complete a series of self-paced, online workshops addressing time management and study skills, as provided at no cost by the Albizu University Student Success Center.

Substantial Program Changes

There are no substantial program changes to report at this time.

Summary

Cohort 1 performed above target on KPIs relating to career counseling and development, counseling theory and skills development, group counseling and groupwork, and substance use and behavioral health. Cohort 1 performed at target on KPIs relating to cultural competence and lifespan development.

Cohort 1 dispositional development is scheduled for review in fall 2024 term.

Fifty percent (50%; N=8) of Cohort 1 was retained at the conclusion of the 2023-2024 academic year.

A program requirement was added for incoming students to complete institution-provided training in time management and study skills. This requirement was implemented during summer 2024 term.

No substantial changes were made during the 2023-2024 inaugural year of the program.