

## **Evaluation of Graduates and Employers Summary-2005**

Recent graduates (i.e., within the past three years) from the master's, doctoral, and post-master's certificate programs, as well as their employers, were surveyed to evaluate the effectiveness of the counseling program at the University of North Carolina at Greensboro in the Fall of 2005.

### **Surveys administered to program graduates consisted of two parts:**

Part 1: Graduate demographic information

Part 2: UNCG program evaluation- comprised of a series of items to be rated on scales from 1 (lowest evaluation) to 5 (highest evaluation).

### **Surveys administered to employers assessed:**

Knowledge and skills of UNCG graduates relative to counselors and other mental health professionals with comparable experience levels.

### **The composition of graduate survey respondents was as follows:**

- 1 Post-Master's Certificate
- 10 M.S/EdS
- 21 M.S.
- 7 PhD

### **Respondents:**

39 graduate respondents completed the survey (respondents are broken down into 32 master's/PMC graduates and 7 doctoral graduates).

18 employer respondents completed the survey.

### **The current employment status of graduate respondents was as follows:**

- 83% master's/PMC graduates employed full-time
- 14% master's/PMC graduates employed part-time
- 3% master's/PMC graduates not employed
- 100% doctoral graduates employed full time

### **The current employment setting of graduate respondents was as follows:**

#### *Master's/PMC graduates*

- 27% employed in public mental health agencies
- 21% employed in public or private school (K-12)
- 15% employed in private mental health agencies
- 9% employed in university career counseling services
- 6% employed in medical settings
- 3% employed in university counseling centers
- 3% employed in student development/student affairs

- 16% employed in other settings (fire department, athletic department, therapeutic wilderness program, university tutorial center)

*Doctoral graduates*

- 86% employed as university faculty
- 14% employed in residential treatment programs

**The salary of graduate respondents was as follows:**

*Master's/PMC graduates*

- 8% \$20,000-29,000
- 68% \$30,000-39,000
- 20% \$40,000-49,000
- 4% \$50,000-59,000

*Doctoral graduates*

- 13% \$20,000-29,000
- 29% \$40,000-49,000
- 29% \$50,000-59,000
- 29% \$60,000-69,000

Overall Evaluation of the Program

**Masters Graduates:**

- 13 of the master's/PMC respondents indicated that the program exceeded their expectations.
- 16 indicated that the counseling program met their expectations.
- 3 respondents found that the program failed to meet expectations.
- Those who rated the program as meeting or exceeding expectations reported that enriching internship and practicum experiences, quality supervision and faculty mentoring, close relationships with cohort members, and above average course curriculum contributed to these evaluations.
- Those who rated the program as not meeting expectations cited difficult internship sites and the size of the program as reasons for this evaluation.

**Doctoral Graduates:**

- 5 doctoral graduate respondents reported that the counseling program exceeded expectations.
- 2 described it as meeting expectations.
- No doctoral graduate respondents found that the program failed to meet expectations.

Reasons for these ratings were the close relationships between faculty and students, quality internship experiences, supportive and rewarding learning environments, dissertation mentorship, and enriching research opportunities

### University Resources and Services

- The respondents who chose to rate the various services provided by the University found these aspects to be strong with ratings ranging from 3.0 to 4.5 on the 5 point scale.
- University counseling services and student disability services received particularly strong ratings.
- Although university computing received a relatively low rating, this survey was conducted before UNCG became a fully wireless campus.

### Professional/Personal Development

#### **Masters Graduates:**

- Master's/PMC graduate respondents endorsed items pertaining to professional and personal development with scores ranging from above average to superior.
- Respondents indicated that addressing self-awareness and self-evaluation were relative strengths of the program.
- Although all items were rated as “above average” or higher, computer and writing skills were rated relatively lower than other items.
- Master's/PMC respondents commented that the fostering of personal growth and insight was a tremendous strength of the program. In terms of areas of growth, these respondents suggested that grant writing or business centered curriculum may be beneficial additions to the program.

#### **Doctoral Graduates:**

- Doctoral graduate respondents also indicated overall satisfaction with their personal/professional development, with responses ranging from 3.5 to 4.8 on the 5 point scale.
- Writing skills, involvement in professional associations, and professional identity as a counselor, received the highest ratings among doctoral respondents.
- Although all items were rated as “above average” or higher, respondents rated computer skills, self-awareness, and self-evaluation relatively lower than other items.
- Doctoral respondents noted their appreciation for opportunities to engage in professional service and involvement as well as the desire for more mentoring in regards to writing for publication.

## General Aspects of the Counseling Program

### **Masters Graduates:**

- Master's/PMC graduate respondents also rated general aspects of the counseling program consistently as above average to superior.
- Items that received the strongest endorsements included clinic facilities, supervision, and faculty knowledge of the subject matter.
- Although item mean responses were high, opportunities to engage in research, advising, and interaction with faculty members received relatively lower ratings.
- Master's/PMC respondents commented on the many benefits of the quality supervision received in the program as well as the Departmental Clinic available for practical experience. They also noted their desire for more faculty-student interaction in the program and a stronger emphasis on school counseling issues.

### **Doctoral Graduates:**

- Doctoral graduate respondents also rated these items as above average to superior.
- All items received strong ratings, including opportunities to be involved in research, advising, Clinic facilities, environment for developing peer networks, and faculty member's knowledge of subject matter.
- These respondents noted that specific faculty and course material stimulated much academic and personal growth, which has continued to develop even after graduation.

## Counseling Knowledge and Skills

### **Masters Graduates:**

- Master's/PMC graduate respondents rated their counseling knowledge and skills as above average to superior.
- Relative strengths in this area were related to professional behavior, basic counseling skills, and ethical standards.
- Although all item mean responses were high, items addressing systemic level change, group counseling skills, and assessment received relatively lower endorsements.

- Respondents commented on the benefits of the Clinic facility and its effectiveness as a tool for fostering basic counseling skills. They also suggested that the diagnosis and treatment planning course be required of all students regardless of track.

### **Doctoral Graduates:**

- Doctoral graduate respondents rated their counseling knowledge and skills as strong, with item mean responses ranging from 4 to 4.7.
- Items with the strongest endorsement in this area included the scientist-practitioner approach, basic counseling skills, and ethical standards and legal issues.
- Although all items received strong endorsements, items related to cognate courses, systemic-level change, and evaluation of counseling interventions received relatively weaker endorsements.
- Respondents reported that the program was challenging yet supportive—offering learning opportunities that adequately prepared them to enter the counseling field.

### Employer’s Ratings of Graduate Employee Knowledge and Skills

- The majority of employers of graduates from the counseling program at UNCG found their employees to have counseling knowledge and skills higher than other counselors at the same experience level.
- The largest number of employers found that their employees demonstrated higher than average counseling knowledge and skills in areas such as ethical standards, knowledge of theories, professional behavior, writing, self-confidence, and issues of diversity.
- In areas related to research and research results, the scientist-practitioner approach, evaluation of counseling interventions, career development, and consultation theory, the majority of employers found their employees’ counseling knowledge and skills to be comparable to other counselors at the same experience level.
- A small number of respondents (2 out of 18) found their employees’ knowledge and skills to be lower than counselors at the same experience level in the areas of speaking/presenting, teaching, self confidence, and research.
- Employers commented that their graduate employees were well trained in the basic tenets of counseling and helping skills, play therapy, assessments, compassion, and career counseling. They reported that writing measurable goals, research skills, and presentation techniques may be areas of growth.