

<b>Annual Report</b>
<b>Program Information:</b>
<b>Clinical Mental Health Online</b>
<b>Summary of the Program Evaluation Reports:</b>
<b>Current Student Survey:</b>
<p>Results of the current student survey indicate that on average over 90% of students are satisfied or highly satisfied with most aspects of the Clinical Mental Health (CMHC) Online program and the academic components. In three areas, more than 10% of students indicated dissatisfaction including: The Research and Program Evaluation Course, Faculty Advising, and Student Services related to the course registration process.</p>
<b>Academic Course Reports</b>
<p>The university provides robust tools to assess the success rates of each course. The courses in the CMHC-D program all have success rates that are consistent with graduate level courses across the university and fall into the acceptable criteria as established by the university (70% success).</p>
<b>Subsequent Program Modifications:</b>
<p>Per the feedback received on the current student survey, the following modifications were made:</p> <ol style="list-style-type: none"> <li>1. Students reported concerns with the research and program evaluation class, citing concerns about the material and the involvement of professors. Consequently, major revisions were made to the research and program evaluation course (COUC 515). These changes included increased application to the field of counseling, a textbook change to reflect a counselor identity, and more interactive assignments with professors.</li> <li>2. Students expressed concern over finding their faculty advising mentor, in partnership with the information technology department at the university; a project was initiated to increase the visibility and availability of faculty advisors.</li> <li>3. Due to the decline in participation noted toward the end of the survey, modifications to the student survey have been made for the 2020-2021 academic year to decrease the number of questions and increase survey completion rates.</li> <li>4. Feedback was passed on to the appropriate departments regarding student services</li> </ol>
<b>Other Substantial Program Changes:</b>
<b>Institutional Effectiveness PLO Assessment:</b>
<p>Per our institutional assessment plan, the Program Learning Outcome (PLO) 4 was assessed by multiple faculty. The Online Chair for the Center for Counseling and Family Studies (CEFS), Online MA CMHC Program Director, CEFS Director of Clinical Training, and the Director of Assessment reviewed the MA CMHC PLO 4 results. The discussion noted that additional instruction and revision of assignments in earlier course would better prepare the students to complete COUC 699 (Counseling Internship) Case Presentation papers. The following action plan was developed and approved by this committee:</p> <p>The COUC 667 Clinical Diagnosis &amp; Treatment Planning course assignments need to be revised and enhanced in the area of diagnosis and treatment planning. This will better prepare the students when completing Case Presentation papers during the student's COUC 699 Counseling Internship.</p>

**The revised online COUC 667 instructions cannot be implemented until Fall 2020. Therefore, the committee proposes that the online MA CMHC PLO 4 action plan be reassessed during the Fall 2021 semester. This will provide the time needed for students to complete COUC 667 which, in turn, will then better prepare them to accomplish the COUC 699 Case Presentation papers in the 2021-22 academic year.**

**The COUC 699 Case Presentation Instructions will be reviewed and edited based on a review of the revised COUC 667 assignment instructions. This is to ensure that the COUC 699 Case Presentation Instructions and grading rubric are in alignment with the information/instruction provided in COUC 667 in conducting assessments for treatment planning and caseload management, conducting assessments for treatment planning and caseload management, and appropriate use of diagnostic tools to describe symptoms of clients with mental and emotional impairments**