

Summary of Program Evaluation Reports

Current Student Survey

Results of the current student survey indicate that on average over 90% of students are satisfied or highly satisfied with most aspects of the Marriage, Couple, and Family Counseling (MFC) program and the academic components. Further, over 81% of student responses indicate good or excellent satisfaction with the instruction they are receiving in the MFC program, over 81% indicate they would recommend the MFC program to others, and over 72% indicate the MFC program is meeting their expectations. In addition, over 81% of student responses indicating good or excellent satisfaction with the instruction they are receiving. In two areas more than 10% of students indicated dissatisfaction including: 1) academic advising; and 2) career center; these areas are shared services across the university. Additional program related concerns are as follows: 1) balance of theoretical and practical skills; 2) developing a better understanding of diversity issues; 3) opportunities to communicate, collaborate, and connect with faculty and peers; 4) accessibility of program faculty; 5) accessibility of the faculty advisor; and 6) usefulness of the student handbook.

Academic Course Report (Success Rates)

The university provides robust tools to assess the success rates (s-rates) of each course. In this context, s-rates are defined as a C grade or better so the course counts toward the student's degree completion plan. The courses in the MFC 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 School of Behavioral Sciences. Related to graduates of the MFC program, 15 students graduated during the 2020-2021 academic year, with a completion rate of 86.96%. Of the graduates seeking employment as a marriage, couple, or family counselor, 96.6% were hired within 180 days of graduation.

Subsequent Program Modifications

Per the feedback received on the current student survey the following modifications were made:

1. Student concerns about university services, such as academic advising and the career center, are addressed on an individual level. The department continuously works with university service departments to improve quality and services based upon student survey feedback.
2. In response to student concerns about developing a better understanding of diversity issues, the COUC 504 course was reviewed and revised in conjunction with the online CMHC program to ensure continuity between the online and residential environments. Textbook and assignment updates were completed and will be deployed for the Spring 2022 semester.
3. Student expressed concerns with not being aware of or having sufficient opportunities to collaborate and connect with faculty and peers. To remedy this situation, an online SHARE Space was added to the new CMHC/MFC Advising Center, which lists research and professional

development opportunities, as well as a space for residential students to interact with one another. Students can also connect with peers and faculty within the classroom.

4. Students expressed concern about accessibility of program faculty, especially related to the responsiveness of faculty instructors. In response, the Residential MFC Program Director and Department Chair have emphasized the need for timely communication. End of Course Surveys are also reviewed each term to evaluate student satisfaction with faculty communication.
5. Students expressed concern over finding their faculty advising mentor (FAM). Within the new CMHC/MFC Advising Center, student advising groups are more clearly defined, and faculty advisors make specific effort to connect and meet with advisees each semester. A requirement within the COUC 500 orientation course also requires new students to connect with their FAM.
6. The program handbook is emphasized as a primary resource for students about the residential MFC program. In addition to program information, policies and procedures are outlined in the handbook. In response to student feedback, faculty advisors and faculty instructors will emphasize the usefulness of the handbook to locate program-related information.

Other Substantial Program Changes

Related to temporary restrictions in place related to the COVID pandemic, coursework for the residential MFC program was offered in an online environment. Students indicated challenges in such a rapid change to online learning. However, as the university relaxed COVID-related policies, all residential programs returned to campus, and courses are once again offered in a residential setting.

The Department of Counselor Education and Family Studies initiated a CACREP self-study that concluded in December 2021 and was submitted to CACREP for initial review. The department is seeking reaccreditation for this MFC program, along with the other four accredited programs housed within the department. The department anticipates the reaccreditation process will be completed for a final review by the CACREP Board in its January 2023 biannual meeting.