

Program Evaluation  
M.S. Program in Mental Health Counseling  
St. John Fisher College  
February 2010

Dear MHC Program Constituents,

On behalf of the faculty of the Mental Health Counseling Program, I am pleased to share with you some evaluation data based on our last three 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
- Results of alumni survey (class of 2006-2009)
- Results of survey of employers of graduates (class of 2006-2009)

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,

Signe M. Kastberg, PhD, NCC, LMHC

Associate Professor and Director, M.S. Program in Mental Health Counseling

St. John Fisher College

3690 East Avenue

Rochester, NY 14618-3597

[skastberg@sjfc.edu](mailto:skastberg@sjfc.edu)

585-385-7222

## **Mental Health Counseling Program 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 in Spring 2008.

### Mission

Building on the mission of St. John Fisher College, the Mental Health Counseling Program's mission is to deliver 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.

# Mental Health Counseling Program Alumni Survey Results (Fall 2009)

Last Modified: 2/09/2010

## 1. Month & Year of Graduation

The current survey was distributed to students who had graduated between the years of 2006 and 2009. The 17 respondents who answered this question were evenly distributed in terms of their graduation dates.

## 2. Student Status

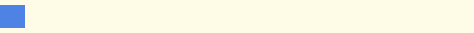
#	Answer	Response	%
1	Full Time Student	13	81%
2	Part Time Student	1	6%
3	Both	2	13%
	Total	16	100%

## 3. Gender

#	Answer	Response	%
1	Female	17	94%
2	Male	1	6%
	Total	18	100%

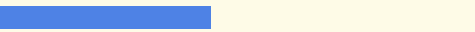

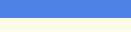


## 4. Ethnicity

#	Answer	Response	%
1	African American non-Hispanic	1	6%
2	American Indian or Alaskan Native	0	0%
3	Asian or Pacific Islander	0	0%
4	White, non-Hispanic	15	83%
5	Hispanic	1	6%

6	Multiracial		0	0%
7	Other		1	6%
	Total		18	100%

Statistic	Value
Mean	4.06
Variance	1.11
Standard Deviation	1.06
Total Responses	18

## 5. What was your primary reason for choosing to attend the Mental Health Counseling (MHC) Program at St. John Fisher College?

#	Answer		Response	%
1	The curriculum		8	44%
2	Reputation of the Program		1	6%
3	Location		5	28%
4	Registered and approved with New York State		0	0%
5	Recommendation of faculty, colleague, friend		3	17%
6	Other: Please specify		1	6%
	Total		18	100%

Other: Please specify

location and acceptance

Statistic	Value
Mean	2.56
Variance	2.97
Standard Deviation	1.72
Total Responses	18

**6. If you could choose a counseling program over again, would you choose to attend St. John Fisher College?**

#	Answer	Response	%
1	Definitely yes	13	72%
2	Probably yes	2	11%
3	Maybe/Unsure	2	11%
4	Definitely no	1	6%
	Total	18	100%

Statistic	Value
Mean	1.50
Variance	0.85
Standard Deviation	0.92
Total Responses	18

**7. Would you recommend the MHC Program to others looking for a master's degree program in mental health counseling?**

#	Answer	Response	%
1	Definitely yes	11	65%
2	Probably yes	2	12%
3	Maybe/Unsure	3	18%
4	Definitely no	1	6%
	Total	17	100%

Statistic	Value
Mean	1.65
Variance	0.99
Standard Deviation	1.00
Total Responses	17

## 8. Have you become employed as a counselor or other mental health professional after completing your degree at St. John Fisher?

#	Answer	Response	%
1	Yes (please specify the type of setting (e.g., chemical dependency program, family service agency, educational institution, outpatient clinic setting, etc.):	17	94%
2	No (please explain):	1	6%
3	I did not attempt to seek a counseling position. (please explain):	0	0%
	Total	18	100%

Yes (please specify the type of setting (e.g., chemical dependency program, family service agency, educational institution, outpatient clinic setting, etc.):	No (please explain):	I did not attempt to seek a counseling position. (please explain):
Middle school and High school	looking for employment	
chemical dependency		
family-based treatment program		
CPEP - ED crisis and mobile crisis visits		
Residential Care-Adolescents		
Outpatient Clinic		
Suicide Hotlien		
residential treatment facility		
Community Health Organization		
Psychiatric rehab Program		
Chemical Dependency Program, outpatient clinic		
suicide hotline		
Continuing Day Treatment Program		
Educational Institution		
High School based Prevention Counselor		
Oupatient Mental Health Clinic		
crisis hotline		

**9. Please indicate the primary activity of your job (i.e., what you spend most of your time doing each month):**

#	Answer	Response	%
1	Counseling (individual, group, couples, family)	13	72%
2	Case Management	0	0%
3	Administrative Activities (including supervision)	0	0%
4	Training (conducting workshops or other preventive interventions)	1	6%
5	Other (Please specify):	4	22%
6	NA- not working in the counseling field	0	0%
	Total	18	100%

**Other (Please specify):**

Crisis counseling and psychiatric evaluations  
 crisis work  
 unemployed  
 crisis intervention

Statistic	Value
Mean	2.06
Variance	3.11
Standard Deviation	1.76
Total Responses	18

**10. Have you established a counseling specialty (e.g., substance abuse, family therapy, play therapy, etc.)?:**

#	Answer	Response	%
1	No	12	67%
2	Yes (please specify):	6	33%
3	NA- not working in the counseling field	0	0%
	Total	18	100%

Yes (please specify):
adolescents
family counseling
I work with children, youth and families
LGBT issues
Substance Abuse
Troubled/at risk youth

Statistic	Value
Mean	1.33
Variance	0.24
Standard Deviation	0.49
Total Responses	18

## 11. To what professional organizations (e.g., ACA, AMHCA, NYMHCA) do you belong?

Please Specify:
None
none at this time, but will soon
ACA
NYMHCA
NYMHCA
NYMHCA
NYMCHA
ACA, AMHCA, NYMHCA
NYMHCA
NYMHCA, RAPCA, NARACES
NYMHCA

## 12. Have you obtained and/or applied for your NYS Mental Health Counseling limited permit?

#	Answer	Response	%
1	Yes	15	83%
2	No	3	17%
	Total	18	100%

Statistic	Value
Mean	1.17
Variance	0.15
Standard Deviation	0.38
Total Responses	18

## 13. Have you obtained and/or applied for your NYS Mental Health Counseling license?

#	Answer	Response	%
1	Yes	10	56%
2	No	8	44%
	Total	18	100%

Statistic	Value
Mean	1.44
Variance	0.26
Standard Deviation	0.51
Total Responses	18

## 14. Are you a NCC?

#	Answer	Response	%
1	Yes	0	0%
2	No	18	100%
	Total	18	100%

Statistic	Value
Mean	2.00
Variance	0.00
Standard Deviation	0.00
Total Responses	18

## 15. Other certifications/licenses you have obtained?

Text Response
LMHC - 8/2008
None
no
CASAC-T

Statistic	Value
Total Responses	4

## 16. Other certifications/licenses you plan to obtain?

Text Response
Montana Licensed Clinical Professional Counselor
CASAC
EMDR in early 2010
None
NCC after getting my license
NANC certification / CCEF certification (both are Biblical counseling certs)
CASAC
NCC, LMHC, CASAC
CASAC
CASAC

Statistic	Value
Total Responses	10

**17. The next section asks you to assess how effective the program was in meeting its objectives. Please circle a number that represents your assessment ranging from very ineffective (1) to very effective (5).**

#	Question	Ineffective	Somewhat Ineffective	Adequate	Effective	Very Effective	Responses	Mean
1	In providing knowledge to help you develop the requisite professional skills for working in a multidisciplinary mental health work setting.	0	0	0	7	11	18	4.61
2	In providing knowledge and skills in assessment consistent with the DSM-IV-TR.	0	0	3	3	12	18	4.50
3	In providing knowledge and skills in applying a diverse range of research-based intervention strategies.	0	0	1	11	6	18	4.28
4	In providing the skills necessary for developing culturally-appropriate intervention plans based upon a knowledge of client variables including	1	0	0	10	7	18	4.22

	ethnicity, religion, socioeconomic levels, gender, sexual orientation, and disability status.							
5	Developing the knowledge necessary to demonstrate professional behavior consistent with the ethical guidelines of the mental health counseling profession.	0	0	0	5	13	18	4.72
6	In providing knowledge of human development and its applications for counseling.	0	0	3	6	9	18	4.33
7	In providing the knowledge and skills to conduct career counseling and assist clients in career exploration.	0	2	2	10	4	18	3.89
8	In providing knowledge and skills in counseling and consultation processes.	0	0	1	5	12	18	4.61
9	In providing knowledge and skills in client assessment.	0	0	1	6	11	18	4.56
10	In providing	0	0	1	7	10	18	4.50

	knowledge and skills in group work.							
11	In providing knowledge and skills in research & program evaluation.	0	0	5	8	5	18	4.00
12	In providing the knowledge and skills to use evaluation data to improve my counseling.	0	1	4	7	6	18	4.00
13	In providing the knowledge and skills to use evaluation data to improve other aspects of my professional responsibilities.	0	0	4	8	6	18	4.11
14	In providing knowledge of the history of the counseling profession and the skills for navigating current political, institutional, and societal contexts.	0	0	5	8	5	18	4.00
15	In assisting you to develop an appreciation for the importance of social advocacy in the professional role of counselors.	1	0	2	7	8	18	4.17
16	In expecting you to communicate to clients a	0	0	0	7	11	18	4.61

	belief that they are capable of development and can productively work toward agreed upon goals for their betterment.							
17	In assisting you to engage in personal and professional behaviors that promote self-growth and student learning, including intellectual curiosity, enthusiasm, reflection, and responsible behavior.	0	0	2	2	14	18	4.67
18	In assisting you to develop or refine interpersonal behaviors that promote and foster collaborations with peers, supervisors, staff, and community members.	0	1	1	3	13	18	4.56

## 18. How satisfied were you with the following aspects of your program of study?

#	Question	Dissatisfied	Somewhat Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses	Mean
1	The teaching competence of the full-time faculty	0	2	0	1	15	18	4.61
2	The teaching competence of the adjunct faculty	0	1	5	7	5	18	3.89
3	The commitment of the faculty to teaching	0	0	0	6	12	18	4.67
4	Faculty responsiveness to student concerns	0	2	0	2	14	18	4.56
5	Fairness of faculty in evaluation of student performance	1	1	0	4	12	18	4.39
6	Availability of academic advisor	0	1	0	4	13	18	4.61
7	Quality of academic advising	0	1	0	5	12	18	4.56
8	Quality and timeliness of communication about program policies and procedures	0	0	0	7	11	18	4.61
9	Academic level and rigor of courses	0	1	0	3	14	18	4.67
10	Relevance of curriculum to your professional duties	0	0	1	5	12	18	4.61

11	Class size (i.e., number of students in courses)	0	0	0	6	12	18	4.67
12	Classrooms in which courses were taught	0	1	1	7	9	18	4.33
13	Technological resources available for learning	0	0	3	5	10	18	4.39
14	Availability of support services of SJFC (e.g., counseling, financial aid, library, etc.)	0	0	2	8	8	18	4.33
15	Quality of support services of SJFC (e.g., counseling, financial aid, library, etc.)	0	0	2	7	9	18	4.39

### 19. Please rate the following aspects of your practicum experience:

#	Question	Dissatisfied	Somewhat Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses	Mean
1	Site selection process	0	0	1	5	11	17	4.59
2	Appropriateness of site	0	0	1	2	14	17	4.76
3	Quality of supervision offered by faculty member in class	0	0	0	3	14	17	4.82
4	Quality of supervision offered by faculty member in individual supervision	0	0	0	2	15	17	4.88
5	Quality of	0	2	0	6	9	17	4.29

supervision offered by site supervisor								
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Statistic	Site selection process	Appropriateness of site	Quality of supervision offered by faculty member in class	Quality of supervision offered by faculty member in individual supervision	Quality of supervision offered by site supervisor
Mean	4.59	4.76	4.82	4.88	4.29
Variance	0.38	0.32	0.15	0.11	0.97
Standard Deviation	0.62	0.56	0.39	0.33	0.99
Total Responses	17	17	17	17	17

## 20. Comments about your practicum experience:

### Text Response

I would have preferred to have the weekly intensive supervision during internship rather than practicum.

I had a great practicum experience that led to my employment in the same agency and program 1.5 years after graduation. It was a perfect match.

Statistic	Value
Total Responses	2

## 21. Please rate the following aspects of your internship experience:

#	Question	Dissatisfied	Somewhat Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses	Mean
1	Site selection process	0	0	0	2	16	18	4.89
2	Appropriateness of site	0	0	0	1	17	18	4.94
3	Quality of supervision	0	0	0	5	13	18	4.72

	offered by site supervisor							
4	Quality of group supervision offered by faculty member	0	0	0	3	15	18	4.83

Statistic	Site selection process	Appropriateness of site	Quality of supervision offered by site supervisor	Quality of group supervision offered by faculty member
Mean	4.89	4.94	4.72	4.83
Variance	0.10	0.06	0.21	0.15
Standard Deviation	0.32	0.24	0.46	0.38
Total Responses	18	18	18	18

## 22. Please elaborate on differences in satisfaction in the categories for #21 based upon your different internship settings (if applicable):

### Text Response

Both internship experiences were very positive and both were a perfect match to what I hoped to do after graduation and what I am actually doing today.

Initial site supervisor was difficult to work with and did not help with the learning curve.

Statistic	Value
Total Responses	2

## 23. Please rate your overall satisfaction with the MHC program.

#	Question	Dissatisfied	Somewhat Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses	Mean
1	Please rate your overall satisfaction with the MHC program.	0	1	0	3	14	18	4.67

Statistic	Please rate your overall satisfaction with the MHC program.
Mean	4.67
Variance	0.59
Standard Deviation	0.77
Total Responses	18

## 24. What do you see as the strengths of the MHC Program at St. John Fisher College?

### Text Response

The faculty is a great strength. Their ability to be available and their attitude about counseling.

The quality of the curriculum and high standards.

Practicum and internship expectations provided best opportunity for students to learn.

Knowledgeable faculty, great atmosphere, great learning and willingness of faculty to assist me whenever I needed help.

faculty

quality of teaching, hands-on learning, internship experiences

Committed and highly skilled faculty.

the size because I was able to get one on one feedback and have a more personal relationships with faculty.

small class size, dedicated professional instructors, quality program with appropriate class material

The curriculum is strong and the emphasis on self-development and exploration is fantastic and necessary.

Diverse faculty with broad experience

Small classroom size, accessibility of faculty.

Size and adaptability

Consistency and quality of full time professors

Statistic	Value
Total Responses	14

## 25. How would you recommend that the MHC Program be changed or improved?

### Text Response

Quality of academic expectations were lacking - course work lacked difficulty. I don't feel that the faculty had the best approach with dealing with certain expectations and were not always fair when dealing with the students. Certain students were definitely targeted by faculty, while others were clearly favorites.

I would suggest covering more specific topics, such as DBT, TFCBT ect., as I did not feel prepared or knowledgeable enough to provide these types of therapies to my patients in treatment.

make it larger

More focus and instruction on assessment and differential diagnosis

Maybe have more elective courses or a minor focus.

offer a few specialties within the field

There is nothing wrong with the program, but I would have a hard time recommending it as long as there are so many obstacles to getting a job as an LMHC.

I would expand the group therapy learning experience to assist students in getting started in their internship placements where group is a large part of the experience.

More activism in getting the community to recognize the MHC degree.

remove the politicization from the program

Consistency and quality of adjunct professors

Statistic	Value
Total Responses	12

## 26. Other comments:

Text Response

This was the best experience of my life so far. I have recommended the program several times over.

Statistic	Value
Total Responses	1

# Employer Survey Results (Fall 2009)

Last Modified: 02/09/2010

## 1. Title/position of employee/supervisee

### Text Response

Crisis Specialist

In-Training Mental Health Therapist

Statistic	Value
Total Responses	2

## 2. Employment site

Respondents represented 2 outpatient mental health clinic settings; 1 in the Rochester area; 1 out of state

## 3. Title/position of person completing questionnaire

### Text Response

Manager

Altacare North Central Regional Clinical Supervisor

Statistic	Value
Total Responses	2

**4. The M.S. in mental health counseling program at St. John Fisher College is NYS-approved and requires that students demonstrate knowledge and skills in several areas of counseling. Beyond graduation it is important to know that these skills have translated to counselor effectiveness in the field. While effectiveness is a global concept that requires an integration of many knowledge and skill sets,**

**we ask that you rate the effectiveness of your employee/supervisee, a SJFC Mental Health Counseling graduate, to the extent that you are able, for each of the following knowledge/skill sets. Please leave any items blank that you feel are Not Applicable.**

#	Question	Ineffective	Somewhat Ineffective	Adequate	Effective	Very Effective	Responses	Mean
1	Knowledge of theory and relevant research in the field	0	0	2	0	0	2	3.00
2	Knowledge and skills in counseling	0	0	1	0	1	2	4.00
3	Knowledge and skills in consultation	0	0	1	0	1	2	4.00
4	Assessment or diagnostic skills	0	0	0	1	1	2	4.50
5	Case management and referral skills	0	0	0	1	1	2	4.50
6	Group counseling skills	0	0	2	0	0	2	3.00
7	Program development and evaluation	0	0	2	0	0	2	3.00
8	Ability to use evaluation data to improve counseling services	0	0	2	0	0	2	3.00
9	Career counseling and development	0	0	2	0	0	2	3.00
10	Knowledge about human development and application for counseling	0	0	1	1	0	2	3.50
11	Multicultural sensitivity/knowledge/skills in order to act as social advocate for clients of a variety of cultural backgrounds	0	0	1	1	0	2	3.50
12	Professional, ethical behavior	0	0	1	0	1	2	4.00
13	Knowledge of professional standards and implications for practice	0	0	1	0	1	2	4.00



**5. What knowledge and/or skill areas do you believe are strengths of this employee/supervisee?**

Text Response

Leadership, assessment and diagnostic skills

Diagnostic skills

Statistic	Value
Total Responses	2

**6. What knowledge and/or skill areas do you believe are deficient in the employee/supervisee?**

Text Response

group counseling, theory

Expectation of change is too high

Statistic	Value
Total Responses	2

**7. Please indicate the STRENGTHS of the Mental Health Counseling Program at SJFC as you have experienced them through working with this MHC Program graduate.**

Text Response

Too soon to comment on this.

Statistic	Value
Total Responses	1

**8. Given your impression of the preparation of this employee/supervisee, how likely would you be to recommend that your organization employ other graduates from SJFC Mental Health Counseling Program?**

#	Answer	Response	%
1	More likely	1	50%
2	Just as likely	1	50%
3	Less likely	0	0%
	Total	2	100%

Statistic	Value
Mean	1.50
Variance	0.50
Standard Deviation	0.71
Total Responses	2

**9. Additional Comments?**

Text Response

I believe that this employee would have been a success in whatever setting she went into, so I don't know if this is an evaluation of the program as much as an evaluation of her work ability.

More work/field experience would be helpful. 24 years old is young to be an in-training therapist.

Statistic	Value
Total Responses	2