

Report of Student Learning and Achievement
Concordia University Irvine
Townsend Institute – Master of Arts in Counseling Program

For Academic Year:	2024-2025
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Townsend Institute Mission

Master of Arts in Counseling Program Purpose

Committed to the transformational power of competency, character, and connection, the **Townsend Institute** provides counselors, executive coaches, and organizational leaders with world-class, life-changing educational experiences that are biblically-informed, research-supported, and rooted in the Townsend growth model.

As a Christ-centered **counseling program**, our mission is to develop competent, culturally informed counselors, educators, supervisors, scholars, leaders, and advocates to promote the wellness of all populations and systems. We are dedicated to preparing wise, honorable, cultivated citizens through a connected community of learners, empowering them to advance the counseling field and effect positive societal change from a research-supported perspective.

Program Learning Outcomes (PLOs)

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| 1. Scholarly Research - Master relevant aspects of conducting research, statistical procedures, methods, assessment, program evaluation and its utilization to improve counseling effectiveness. |
| 2. Systems Thinking - Analyze and apply the concepts necessary to utilize their skills in individual/small group counseling, couples, family systems, organizational consultation/collaboration, and community partnerships. |
| 3. Ethical Leadership - Assess and apply standards of ethical leadership, informed by Christian principles and values to the counseling setting in which they practice and in accordance with the ACA Code of Ethics, legal precedence, and other appropriate licensure standards. |
| 4. Effective Communication - Communicate clearly through effective problem-solving, decision-making, and conflict resolution to support individuals, couples, families, groups and organizations through skilled use of applicable methods while adjusting for diverse settings and context. |

5. Reflective Clinical Practice - Engage in reflective clinical practice through the balancing of diagnostic decision making, appropriate assessment, informed research based best practices, and theoretical frameworks of human dynamics.
6. Clinical Judgment and Assessment - Develop the clinical judgment, interpreting assessment tools used in clinical practice and mastery of clinical tools necessary for treatment planning. Work with the diversity of behaviors found in individuals, groups, couples, and families across the lifespan.

Program Assessment Overview Aligns with GLO: Scholarly Research			
Program Learning Outcome (PLO)	Course	Signature Assignment	Expected Standard
PLO 1 - Scholarly Research	COUN 602 COUN 614	COUN 602 - Final Theories Paper COUN 614 - Final Project, Final Edits	80% of students will earn 84% or better

Program Assessment Results

PLO 1 Scholarly Research - Master relevant aspects of conducting research, statistical procedures, methods, assessment, program evaluation and its utilization to improve counseling effectiveness. (GLO: Scholarly Research)							
Measure 1: Alumni Survey <i>80% of positive feedback</i>		Measure 2: Graduates Survey <i>80% of positive feedback</i>		Measure 3: Site Supervisors Survey <i>80% of positive feedback</i>		Measure 4: Employers Survey <i>80% of positive feedback</i>	
Score and % "Agreement"	Benchmark Met	Score and % "Agreement"	Benchmark Met	Score and % "Agreement"	Benchmark Met	Score and % "Agreement"	Benchmark Met
3.54, 95.83%	Yes	3.53, 93.33%	Yes	3.48, 98.20%	Yes	3.43, 100%	Yes
KPI 8 - Research and Program Evaluation - Students will be skilled in the identification of evidence-based counseling practices and utilize the scientific method for client and program evaluation.				CACREP Standard - 2.F.8.b- identification of evidence-based counseling practices			
Measurement	Course Assessed			Assessment	Mean % of Score	Benchmark	Met
Measurement 1 <i>Benchmark: 80% of students will earn 84% or better</i>	COUN 602 Theories of Counseling			Final Theories Paper (W7A3, 170 points)	94.14%	94.87%	Yes
Measurement 2 <i>Benchmark: 80% of students will earn 84% or better</i>	COUN 614 Methods and Practice of Research and Evaluation			Final Project-Final Edits (W7A2, 100 points)	97.12%	97.70%	Yes

Summary of Program Assessment Findings

PLO 1: Scholarly Research: Master relevant aspects of conducting research, statistical procedures, methods, assessment, program evaluation and its utilization to improve counseling effectiveness.

Signature assignments - The expected standard was met.

- In COUN 602, 94.87% of students meet the expected benchmark of earning an 84% or higher on the signature assignment, the “Final Theories Paper”. The average student score on the signature assignment was 94.14%.
- In COUN 614, 97.70% of students met the expected benchmark of earning an 84% or higher on the signature assignment, “Final Project - Final Edits”. The average student score on the signature assignment was 97.12%.

Other PLO 1 Assessments (indirect measures) - The expected standard was met.

- Alumni Survey - 95.83% of alumni self-reported that they agreed they’d learned the material necessary to understand the Program Learning Outcome: Scholarly Research.
- Graduates Survey - 93.33% of graduates self-reported that they agreed they’d learned the material necessary to understand the Program Learning Outcome: Scholarly Research
- Site Supervisors - 98.20% of site-supervisors surveyed agreed that students represented the knowledge implied by the Program Learning Outcome: Scholarly Research
- Employers - 100% of employers of program graduates agreed that students represented the knowledge implied by the Program Learning Outcome: Scholarly Research

Program Proposed Course of Action for Improvement in Learning Outcomes

The assessment did not identify major areas of concern around the PLO: Scholarly Research, however, as a program, we evaluate all of our PLOs. The remaining bullet points address some of those other areas of concern as a result of our comprehensive assessment.

KPI 6, related to student competence in group counseling theory and practice, revealed a gap in performance on the second assessment measure. In response, the faculty and Subject Matter Expert (SME) will revise the COUN 604: Theory and Practice of Groups course collaboratively. These instructional enhancements (i.e., readings, assignments, and a new group activity experience) will be implemented in subsequent academic terms to improve student outcomes on the associated final project.

The current assessment benchmark requiring 100% competency on the Counselor Competency Scale–Revised (CCS-R) for all graduates during internship has been deemed aspirational but not consistently achievable. In consultation with the Field Education team and assessment committee, a revised benchmark will be established to reflect realistic performance expectations while promoting high professional development standards. This was identified as an area of growth in the 2023-2024 report and is in progress and should be completed by Fall of 2025.

Graduate feedback indicates a need for enhanced preparation regarding post-graduation professional pathways, including licensure processes, private practice development, and insurance navigation. This feedback is being integrated into future programming and advising resources. This goal has continued since the previous year.

- A faculty-led task force will be established to increase access to information and advising related to licensure pathways and post-degree professional preparation. Every state was addressed, and pathways for licensure information were compiled for advising to reference and better support students' needs for licensure information.