

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

For Academic Year:	2025-2026
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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. Professional Counseling Orientation and Ethical Practice: Graduates will develop a professional identity as a counselor in alignment with ethical and legal standards, informed by Concordia's Lutheran Christian identity, and exhibit the dispositions related to effective, ethical practice. |
| 2. Social and Cultural Identities and Experiences: Graduates will develop an understanding of theories and models of multicultural counseling and advocacy while demonstrating multicultural competence in their interactions with individuals, families, and groups. |
| 3. Lifespan Development: Graduates will incorporate theories and principles of optimal lifespan development in order to promote resilience and wellness in individuals and families across the lifespan. |
| 4. Career Development: Graduates will demonstrate the ability to conceptualize the interrelationship among work, socioeconomic standing, wellness, disability, trauma, relationship, and other life roles for clients' diverse career needs and educational development. |

5. Counseling Practice and Relationships: Graduates will apply theories and models of counseling through essential interviewing, counseling, and case conceptualization skills, while integrating developmentally relevant and culturally sustaining treatment and intervention plans.
6. Group Counseling and Group Work: Graduates will demonstrate knowledge of the theoretical foundations of group counseling and group work, including how to effectively facilitate group practice, navigate group dynamics, and implement appropriate therapeutic factors unique to working with groups.
7. Assessment and Diagnostic Processes: Graduates will acquire, refine, and demonstrate an ability to assess client issues for diagnosis and treatment planning utilizing culturally sustaining and developmentally appropriate methods.
8. Research and Program Evaluation: Graduates will demonstrate the ability to critique research to incorporate evidence-based counseling practices in various settings.
9. Specialty Counseling Practice: Graduates will acquire, refine, and demonstrate appropriate skills specific to their chosen counseling specialty (i.e., Clinical Mental Health Counseling or Marriage, Couple, and Family Counseling).

Program Assessment Overview Aligns with GLO: Effective Communication			
Per our CACREP accreditation requirements, we assess all PLOs. Data will be shared regarding the PLO that is the focus of this year's APLO assessment and is aligned with the GLO, "Effective Communication." If desired, we can share our Annual Report, once completed, for a view of how all PLOs are assessed.			
PLOs Assessed	Evidence and Assessment Instrument	Performance Objectives (Targets/Criteria) Measures:	Results for Measures of Student Learning:
PLO 5- Counseling Practice and Relationships	COUN 633 - W7A1 - Experiential Clinical Skills Lab Recording Verbatim COUN 602 - W7A3 Final Theories Paper COUN 642 - W8 - Case Conceptualization and Treatment Plan Presentations	At least 85% of students will achieve a score of "2 Meets Expectations," or higher on the rubric for each programmatic KPI/PLO to demonstrate Program-level effectiveness. 0 = Does Not Meet Expectations 1 = Approaching Expectations 2 = Meets Expectations 3 = Exceeds Expectations	COUN 633 - 96% COUN 602 - 98% COUN 642 - 100%

Summary of Program Assessment Findings

For the signature assignment in **COUN 602**, 95.65% of students met the expected standard and this exceeds the program's established minimum threshold of at least 85% of students will achieve a score of "2 Meets Expectations," or higher on the rubric for each programmatic KPI to demonstrate program-level effectiveness. This score indicates that students are grasping the concepts implied by the Program Learning Outcome: Counseling Practice and Relationships. There is slight room for improvement. The program faculty, in consultation with program leadership, work to evaluate the course's contribution to program success. This is an ongoing process aided by the leadership's review of student scores on the KPI measure once every term.

For the signature assignment in **COUN 633**, 97.78% of students met the expected standard and this exceeds the program's established minimum threshold. At least 85% of students will achieve a score of "2 Meets Expectations," or higher on the rubric for each programmatic KPI to demonstrate program-level effectiveness. This score indicates that students are grasping the concepts implied by the Program Learning Outcome: Counseling Practice and Relationships. This is an ongoing process aided by the leadership's review of student scores on the KPI measure once every term.

For the signature assignment in **COUN 642**, 100% of students met the expected standard and this exceeds the program's established minimum threshold. At least 85% of students will achieve a score of "2 Meets Expectations," or higher on the rubric for each programmatic KPI to demonstrate program-level effectiveness. This score indicates that students are grasping the concepts implied by the Program Learning Outcome: Counseling Practice and Relationships. This is an ongoing process aided by the leadership's review of student scores on the KPI measure once every term.

Program Proposed Course of Action for Improvement in Learning Outcomes

- Formative Feedback: Faculty identified an opportunity to provide more formative feedback to students during early clinical training, particularly regarding "basic attending/listening skills" in COUN 633.
- Active Learning: The program will explore the use of more active learning strategies to further engage and motivate students during experiential clinical skills labs.
- Professional Development: The program will explore ways to offer more professional development for faculty to improve pedagogy and curricular design, with a specific focus on inter-rater reliability and clinical skill evaluation (e.g., faculty and adjunct meetings/trainings).
- Rubric Refinement: Following the successful launch of embedded Canvas LMS rubrics in Fall 2025, faculty will continue refining these tools across all courses to ensure real-time tracking and consistent, data-driven evaluation.
- Future Planning: For the upcoming academic year, the program is identifying more effective measurement tools (e.g., potentially refined CCS-R scoring) to assess PLO 1: Professional Counseling Orientation and Ethical Practice across multiple courses, including COUN 605 and COUN 642.