

Counseling Services Evaluation

(Student evaluation of counseling faculty)

Purpose

The Counseling and Academic Advising Council (CAAC) strongly recommends the use of the attached "Counseling Services Evaluation" tool by all counseling faculty. The evaluation tool was endorsed by CAAC on *(date)*.

It is important for all counseling faculty to use a common standard evaluation tool to measure counselor effectiveness and quality of services to promote improvement toward meeting student needs.

In addition to periodic assessment as stated in the "Kapi`olani Community College Counseling Faculty Standards of Practice," measuring effectiveness of counseling services is part of the University's contract renewal and tenure/promotion process. Contract renewal and tenure/promotion guidelines require student evaluations including discussion of counselor's performance and plans for improvement.

The attached evaluation template should be used by counseling faculty to meet the expectations of the "Kapi`olani Community College Counseling Faculty Standards of Practice" and University's contract renewal and tenure/promotion process.

Distribution

Each counseling unit by cluster or department should promulgate procedures for the distribution and collection of the "Counseling Services Evaluation" tool. These procedures may need to be included in the tool's introduction to student evaluators.

Academic Advising and Special Population Questions

There are three (3) sets of questions on the evaluation tool. Questions #1-6 are common questions for all units to use. Single asterisk (*) questions are academic advising questions. Double asterisks (**) questions are special population questions. Please select the appropriate academic or special population questions based services provided to students.

Updates

The CAAC will evaluate the effectiveness of the "Counseling Services Evaluation" tool and make necessary recommendations at the last meeting of each academic year.



Counseling Services Evaluation

At Kapi'olani Community College, counselors have a goal to consistently improve their services in meeting students' needs. Please take a few minutes to complete this survey. Your responses and comments will assist in the improvement of future sessions with you and your fellow students. Your time is greatly appreciated!

Thank you for taking the time to help me improve my services.

Counselor's Name: _____

Date: _____

Reason for my visit (*check as many as applicable*):

- | | | |
|--|---|--|
| <input type="radio"/> Registration Assistance | <input type="radio"/> Career Counseling | <input type="radio"/> Disability Support |
| <input type="radio"/> Academic/Transfer Advising | <input type="radio"/> Personal Counseling | <input type="radio"/> Job Placement |
| <input type="radio"/> College Adjustment/Success | <input type="radio"/> Financial Aid Scholarship | <input type="radio"/> Other: |

Please select one answer for each of the following questions:

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

1. The counselor understood my needs and concerns.	—	—	—	—	—
2. The counselor was respectful and caring.	—	—	—	—	—
3. I received relevant and helpful information.	—	—	—	—	—
4. I am more aware of campus and community resources that are available to me.	—	—	—	—	—
5. The counselor helped me become aware of options to my situation and possible steps to take.	—	—	—	—	—
6. I can reach this counselor by telephone, in-person, or via e-mail when I need assistance.	—	—	—	—	—
7.* As a result of this session, I have a better understanding of my degree requirements	—	—	—	—	—
7.** I understand and know how to access the support services this program offers.	—	—	—	—	—

Please turn over.

8.* I can now apply the information learned in this session to selecting courses and determining my academic progress.



9. The most helpful part of this session was:

10. The least helpful part of this session was:

11. Other comments and suggestions:

**Academic Advising Questions **Special Populations Questions*

Thank you for your time in completing this survey!