## NTID
### Department of Counseling Services Outcomes Assessment
#### Plan and Report for AY 2007-2008

**Program Goal:** facilitate the academic, personal/interpersonal and career development and success of each student

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| First year students will know the timeline and procedure for selected academic policies | 80% of students will demonstrate satisfactory knowledge:  
- period of time for add/drop and withdrawal  
- method for add/drop and withdrawal  
- know current degree level within their major. | End of first year survey/questionnaire (Administered during Table Talk and with Clipboard Survey) | Students will achieve a score of 80% on end of first year questionnaire | Fall/Winter 2007-2008 | Spring-beginning 20073 | 81% of the students said the Add/Drop period was the first 5-6 days of the quarter.  
82% of the students knew the best method for course withdrawal.  
85% of the students knew their degree level. | Questions seemed clear to most students. Continue efforts to teach these concepts in Freshmen Seminar class and individual advising sessions. |
| First year students will be able to perform essential academic processes | 80% of first year students will:  
- successfully register for fall quarter  
- predict length of degree program | • Student Information System  
• STARS  
• 21-day report  
• Course-plan chart | At least 80% of first year students will be registered for fall quarter by the end of spring quarter (20073) | Fall/Winter 2007-2008 | Spring-end of 20073 | 85% of eligible students were registered for fall quarter (20081) by the end of spring quarter (20073). | Administer survey during year. Increase number of survey respondents. |
| First year students will be satisfied with counseling services | 80% of first year students will express satisfaction with counseling services | End of first year satisfaction survey | Students will rate counseling services with an average score of at least 4.0 (Scale: 1-5) | Fall/Winter 2007-2008 | Spring 20073 | 84% of survey respondents (N=57) agreed that they were satisfied with the counseling services they received during their first year. Mean satisfaction score = 4.23 | Number of respondents has increased. Continue to administer survey at end of spring quarter. Add survey times during academic year as well. |
Graduating students will express satisfaction with counseling services

80% of graduating students will express satisfaction with counseling services

- Graduating student satisfaction survey
- Given to students during final quarter of academic program
- Students will rate counseling services with an average score of at least 4.0 (Scale: 1-5)

| Fall/Winter 2007-2008 | Spring 20073 | 74% of respondents (N=28) agreed that they were satisfied with the counseling services they received during college. Mean satisfaction score = 4.01. | Administer survey at the beginning of spring quarter and continue through quarter. More frequent reminders may increase number of participants. |

Comments:

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Rev: 08/14/2008