Fall 2005: Counselor Evaluation Survey

Overview
Twice a year – during the fall and spring terms – students using BCTC Counseling Services are surveyed about their experience with their counselor. Survey questions ask about the purpose of the counseling visit, value of information received, friendliness/approachability of counselor, and whether the student would use Counseling Services again or recommend it to others. Results of these surveys supplement other information used in conducting performance reviews, as well as identifying potential program improvements.

Method
Institutional Research receives a list of counselors to be evaluated and creates individualized surveys for each counselor. As students leave their counseling session, they are asked to pick up a survey, complete it, and return it to a drop-box located in the Counseling suite. The surveys are collected by the office manager and delivered to the Academic Affairs office, where they are collated and sent to the I.R. office for processing. An individual report for each counselor is returned to Academic Affairs for use by the counselor for professional growth.

Sample
Surveys were provided for all four counselors. One hundred thirty two (132) completed surveys were returned to Institutional Research, representing 3 of the 4 counselors.

Results
Results for individual counselors were reported directly to the Academic Affairs office. Aggregate findings included:

- The main reason for using Counseling Services was for academic counseling (listed by 82.6% of students), followed by career counseling (16.7%), and selection of major (12.1%).

- 84.1% of students indicated their counselor showed concern for their problems. The same percentage indicated their counselor was a good listener, and helped them think about different possibilities.

- 75.8% of students indicated their counselor helped them understand college policies and regulations concerning students.

- 81.8% of students would recommend their counselor to a friend.

- 97.0% of students would visit Counseling Services again.