Fall 2006: Counselor evaluation survey

Overview
Twice a year – fall and spring – 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. Since the Spring survey takes place after performance reviews are completed, results of the surveys are used primarily for program improvements and professional growth.

Method
Institutional Research receives a list of counselors to be evaluated and creates pre-slugged 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 twenty-two (122) completed surveys were returned to Institutional Research, representing all 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 77.9% of students), followed by career counseling (16.4%), and selection of major/personal counseling/other (less than 7%).

- 86.9% of students felt their counselor showed concern for their problems.

- Over 84% of students felt their counselor was a good listener, could be trusted with confidential information, and helped them think about different possibilities.

- 73.0% of students indicated their counselor helped them understand college policies and regulations concerning students.

- 78.7% of students would recommend their counselor to a friend.

- 91.8% of students would visit Counseling Services again.

Webpage summary Fall 06 Counselor Survey.doc