

## Program Student Learning Outcome Assessment Report

**College/School:** College of Social and Behavioral Sciences

**Program:** Master of Science in Counseling/Clinical Mental Health Counseling

**Campus:** Phoenix

**Campus Date**

**Range:** FY 2017-  
2018

### CACREP COMMON CORES AREAS (Aligned to Current CACREP Standards)

#### 1-PROFESSIONAL COUNSELING ORIENTATION AND ETHICAL PRACTICE

**CCMH V.01AZ SLO 1:** Students will demonstrate knowledge, skills and dispositions key to success in professional counseling, advocacy, and ethical practice.

**Benchmark assignments:**

**CCMH/515 R. 5.1: Week 8 - Integrative Paper**

**CCMH/581: Week 6 – Supervision Plan Using a Case Vignette V2**

**Criteria for success:**

The criterion for success for the University of Phoenix's (UOPX's) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 86% of students met or exceeded expectations.

**Assessment Changes Made or Planned:** For CCMH/515 R5.1, the benchmark assignment was implemented in January 2017. For CCMH/581, the benchmark assignment was implemented in October 2017. CCMH/515 R5.1 and CCMH/581 will be reviewed by faculty, via an asynchronous meeting forum, in FY 2019-2020.

**Academic Change Made or Planned:** Both courses were updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/515 R. 5.1 and CCMH/581, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from

## 2-SOCIAL AND CULTURAL DIVERSITY

**CCMH V.01AZ SLO 2:** Students will demonstrate knowledge, skills and dispositions in social and cultural diversity that provide an understanding of societal changes and trends; human roles; societal subgroups; social mores and interaction patterns; and differing lifestyles.

**Benchmark assignments:**

**CCMH/510 R. 4: Week 6 – Advocacy Project**

**CCMH/515 R. 5.1: Week 8 – Integrative Paper**

**Criteria for success:** The criterion for success for the University of Phoenix’s (UOPX’s) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 97% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/510 R.4, the benchmark assignment was updated in January 2017 to conform to new CACREP standards. For CCMH/515 R. 5.1, the benchmark assignment was implemented in January 2017. CCMH/510 R.4 has been reviewed by faculty, via an asynchronous meeting forum, in FY 2019-2020. CCMH/515 will be reviewed by faculty, via an asynchronous meeting forum, in FY 2019-2020.

**Academic Change Made or Planned:** Both courses were updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/510 R. 4 and CCMH/515 R 5.1, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

## 3 - HUMAN GROWTH AND DEVELOPMENT

**CCMH V.01AZ SLO 3:** Students will demonstrate an understanding of human growth and development to include wellness, the importance of mind-body interactions and their effect on physical and psychological well-being; the nature and needs of individuals at all developmental levels; normal and abnormal human behavior; personality theory; and learning theory within cultural contexts.

**Benchmark assignments:**

### **CCMH/520 R.3: Week 4 – Pharmacological Treatment Analysis**

### **CCMH/548 R.6: Week 6 – Final Case Conceptualization and Treatment Plan**

### **CCMH/551: Week 6 – Treatment of a Personality Disorder**

**Criteria for success:** The criterion for success for the University of Phoenix’s (UOPX’s) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 91% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/520 R.3, the benchmark assignment was implemented in September 2017. For CCMH/548, the benchmark assignment was implemented in September 2017. For CCMH/551, the benchmark assignment was implemented in November 2016. CCMH/548 and CCMH/551 have been reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020. CCMH/520 R.3 will be reviewed by faculty, via an asynchronous meeting forum, in FY 2019-2020.

**Academic Change Made or Planned:** The courses were updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/520 R.3, CCMH/548, and CCMH/551, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

## **4- CAREER DEVELOPMENT**

**CCMH V.01AZ SLO 4:** Students will demonstrate an understanding of career development theories; occupational and educational information sources and systems; career and leisure counseling, guidance, and education; lifestyle and career decision-making; and career development program planning, resources, and evaluation.

### **Benchmark assignments:**

### **CCMH/540 R.3: Week 6 - Vocational Assessment Summary and Treatment Plan**

### **CCMH/540: Week 6 - Vocational Assessment Summary and Treatment Plan**

**Criteria for success:** The criterion for success for the University of Phoenix’s (UOPX’s) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 92% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/540, the benchmark assignment was implemented in January 2015. For CCMH/540 R.3, the benchmark assignment was implemented in September 2017. CCMH/540 R.3 has been reviewed by faculty, via an asynchronous meeting

forum, in FY 2019-2020.

**Academic Change Made or Planned:** CCMH/540 R.3 was updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/540 R.3, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

## 5-COUNSELING AND HELPING RELATIONSHIPS

**CCMH V.01AZ SLO 5:** Students will demonstrate an understanding of counseling and helping relationships to include philosophic bases of helping processes; counseling theories and their applications; helping skills; consultation theories and their applications; helper self-understanding and self-development; facilitation of client or consultee change; and techniques for prevention and intervention.

### Benchmark Assignments:

**CCMH/510 R.4: Week 6 - Advocacy Project**

**CCMH/515 R. 5.1: Week 8 – Integrative Project**

**CCMH/548 R.6: Week 6 – Final Case and Conceptualization and Treatment Plan**

**CCMH/551: Week 6 – Treatment of a Personality Disorder**

**CCMH/565: Week 6 – Integrative Process**

**CCMH/581: Week 6 – Supervision Plan Using a Case Vignette V2**

**Criteria for success:** The criterion for success for the University of Phoenix's (UOPX's) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 89% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/510 R.4, the benchmark assignment was updated in January 2017 to conform to new CACREP standards. For CCMH/515 R 5.1, the benchmark assignment was implemented in January 2017. For CCMH/548 R.6, the benchmark assignment was implemented in September 2017. For CCMH/551 and CCMH/565, the benchmark assignment was implemented in November 2016. For CCMH/581, the benchmark assignment was implemented in October 2016.

CCMH/510 R.4, CCMH/548 R.6, and CCMH/551 have been reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020. CCMH/515 R.1, CCMH/565, and CCMH/581 will be reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020.

**Academic Change Made or Planned:** CCMH/510 R.4, CCMH/515 R.1, CCMH/548 R.6, CCMH/551, CCMH/565, and CCMH/581 was updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/510 R.4, CCMH/515 R.1, CCMH/548 R.6, CCMH/551, CCMH/565, and CCMH/581, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

## 6-GROUP COUNSELING AND GROUP WORK

**CCMH V.01AZ SLO 6:** Students will demonstrate an understanding of group counseling and group work to include group development, dynamics, and counseling theories; group leadership styles; group counseling methods and skills, and other group approaches

**Benchmark assignments:**

**CCMH/568 R.4: Week 8 – Reflections on Participation in a Counseling-Oriented Group**

**CCMH/568 R.6: Week 8 – Reflections on Participation in a Counseling-Oriented Group**

**Criteria for success:** The criterion for success for the University of Phoenix's (UOPX's) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 100% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/568 R.4, the benchmark assignment was implemented in June 2016. For CCMH/568 R.6, the benchmark assignment was implemented in October 2017. CCMH/568 R.6 has been reviewed by faculty, via an asynchronous meeting forum, in FY 2019-2020.

**Academic Change Made or Planned:** CCMH/568 R.6 was updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/568 R.6, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

## 7-ASSESSMENT AND TESTING

**CCMH V.01AZ SLO 7:** Students will demonstrate an understanding of assessment and testing to include group and individual education and psychometric theories and approaches to appraisal; data and information gathering methods; validity and reliability; psychometric statistics; factors influencing appraisals, and use of appraisal results in helping processes.

**Benchmark assignments:****CCMH/544 R.5: Week 7 – Treatment Planning Handbook****CCMH/548 R.6: Week 6 – Final Case and Conceptualization and Treatment Plan****CCMH/565: Week 6 – Integrative Project****CCMH/578 R.3: Week 6 – Seminar in Clinical Mental Health**

**Criteria for success:** The criterion for success for the University of Phoenix's (UOPX's) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 96% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/544 R.5, the benchmark assignment was implemented in October 2017. For CCMH/548 R.6, the benchmark assignment was implemented in September 2017. For CCMH/565, the benchmark assignment was implemented in November 2016. For CCMH/578 R.3, the benchmark assignment was implemented in July 2017.

CCMH/544 R.5, CCMH/548 R.6, and CCMH/578 R.3 have been reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020. CCMH/565 will be reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020.

**Academic Change Made or Planned:** CCMH/544 R.5, CCMH/548 R.6, CCMH/565, and CCMH/578 R.3 were updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/544 R.5, CCMH/548 R.6, CCMH/565, and CCMH/578 R.3, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

**8-RESEARCH AND PROGRAM EVALUATION**

**CCMH V.01AZ SLO 8:** Students will demonstrate an understanding of counseling research and program evaluation to include types of research; basic statistics; research-report development; research implementation; program evaluation; needs assessment; and ethical and legal considerations.

**Benchmark assignments:****CCMH/510 R.4: Week 6 - Advocacy Project****CCMH/525 R.3: Week 8 - Research Proposal**

**CCMH/548 R.6: Week 6 – Final Case and Conceptualization and Treatment Plan****CCMH/551: Week 6 – Treatment of a Personality Disorder****CCMH/578 R.3: Week 6 – Seminar in Clinical Mental Health**

**Criteria for success:** The criterion for success for the University of Phoenix's (UOPX's) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 93% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/510 R.4, the benchmark assignment was updated in January 2017 to conform to new CACREP standards. For CCMH/525 R.3 and CCMH/548 R.6, the benchmark assignment was implemented in September 2017. For CCMH/551, the benchmark assignment was implemented in November 2016. For CCMH/578 R.3, the benchmark assignment was implemented in July 2017.

CCMH/510 R.4, CCMH/548 R.6, CCMH/551, and CCMH/578 R.3 have been reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020. CCMH/525 R.3 will be reviewed by faculty, via asynchronous meeting forums, in FY 2019-2020.

**Academic Change Made or Planned:** CCMH/510 R.4, CCMH/525 R.3, CCMH/548 R.6, CCMH/551, and CCMH/578 R.3 were updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/510 R.4, CCMH/525 R.3, CCMH/548 R.6, CCMH/551, and CCMH/578 R.3, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

**9-COMMUNICATION**

**CCMH V.01AZ SLO 9:** Students will demonstrate effective communication in the classroom and workplace.

**Benchmark assignments:**

**CCMH/510 R. 4: Week 6 - Advocacy Project**

**CCMH/515 R. 5.1: Week 8 – Integrative Paper**

**CCMH/520 R. 3: Week 4 – Pharmacology Treatment Analysis**

**CCMH/525 R.3: Week 8 - Research Proposal**

**CCMH/540 R.3: Week 6 – Vocational Assessment Summary and Treatment Plan**

**CCMH/544 R.5: Week 7 – Treatment Planning Handbook**

**CCMH/548 R.6: Week 6 – Final Case and Conceptualization and Treatment Plan**

**CCMH/548: Week 6 – Final Case and Conceptualization and Treatment Plan**

**CCMH/551: Week 6 – Treatment of a Personality Disorder**

**CCMH/565: Week 6 – Integrative Project**

**CCMH/568 R.6: Week 8 – Reflections on Participation in a Counseling-Oriented Group**

**CCMH/578 R.3: Week 6 – Seminar in Clinical Mental Health**

**CCMH/581: Week 6 – Supervision Plan Using a Case Vignette V2**

**CCMH/597A: Week 14 - Clinical Case Staffing Presentation**

**Criteria for success:** The criterion for success for the University of Phoenix’s (UOPX’s) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 91% of students met or exceeded expectations.

**Assessment Change Made or Planned:** This learning outcome is not aligned to any specific CACREP provision. It is a University of Phoenix academic provision which measures writing and communication skills for the classroom and workplace. All benchmark assignments are reviewed pursuant to this standard. All benchmark assignments were modified during the FY 2017-2018 time period to be measured to this requirement. This standard has been reviewed and will continue to be reviewed, via asynchronous meeting formats, during FY 2019-2020.

**Academic Change Made or Planned:** The above denoted courses were updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to these courses, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.



**CCMH V.01AZ SLO 10:** Students will demonstrate knowledge, skill and professional dispositions necessary in the use of appropriate psychological tests and assessments, diagnostic processes and classifications (including the DSM and ICD), treatment planning in the context of clinical mental health counseling practice.

**Benchmark assignment:**

**CCMH/597A: Week 14 - Clinical Case Staffing Presentation**

**Criteria for success:** The criterion for success for the University of Phoenix's (UOPX's) internal programmatic assessment is 80% of students meet or exceed expectations. FY 2017-2018 data indicates that 93% of students met or exceeded expectations.

**Assessment Change Made or Planned:** For CCMH/597A, the benchmark assignment was introduced in 2015 and updated in September of 2017 to conform to new CACREP standards.

CCMH/597A will be reviewed by faculty, via an asynchronous meeting forum, in FY 2019-2020.

**Academic Change Made or Planned:**

CCMH/597A was updated to align with current CACREP standards and internal University of Phoenix programmatic assessment requirements. In FY 2017-2018, curriculum development updated topics, objectives, learning activities, and assignments. The Academic Plan for FY 2019-2020 is to implement changes to CCMH/597A, as needed, per faculty input from asynchronous Assessment Review Meeting forums and Academic Programmatic Reports, review of internal data sources (Student End of Course Survey and Faculty End of Course Survey sources, weighted fail/withdrawal rates, etc.), professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.

## 11-CLINICAL EXPERIENCE

**Assessment Change Made or Planned:** During FY 2019-2020, qualitative and quantitative data collected in FY 2017-2018 from administrative internships; clinical experience; portfolio I and II; and practicum will be analyzed.

**Academic Change Made or Planned:** Clinical Experience and Residency is aligned with CACREP standards. The Academic Plan for FY 2019-2020 is to implement changes, as needed, per faculty input, professional curriculum developers, subject matter experts, and the academic deans from the College of Social and Behavioral Sciences.