



Clinical Mental Health Counseling Program Evaluation Comments 2020-2022

1. "I learned a lot and greatly benefitted from my time at Xavier. I feel set up for success and was able to find a job after graduation. Faculty were awesome and so helpful. My internship experience was also awesome, I feel happy with the choice of site and with my supervision experience there.
2. At times however I noticed multiple students who were not cut out for this field and proved themselves ineffective as counselors, and they were never addressed. Feedback for all students was pretty much only positive. Also one faculty member held outdated beliefs regarding trauma. Summer classes were also a bit lacking in substance at times (not all)."
3. "I loved my time in this program. I would attribute this to my classmates, who were from a wide variety of backgrounds, and my professors, including the adjuncts who taught. I really appreciated that during my time there were older students who were attending for career changes or continuing in a specific field. These students brought so much to classes, especially during group discussions.
Additionally I appreciated that through my classes I was able to qualify for additional certifications (CDCA assistant, career counselor certification). I would have appreciated courses specifically on children and the elderly. It also felt like prospects after graduation revolved solely around private practice or agency settings, and missed private businesses (such as working with health apps, or consulting for specific companies) altogether. I would also have been interested in more information on presenting projects/ research at conferences.
4. I would 100% recommend this program to others. I feel like I have left well connected and with a foundation I can build on."
5. "Amazing program with the best professors, always available and are in your corner. Again, overall a terrific program and I feel honored to have been able to complete this degree at Xavier!
6. I am a big fan of the XU graduate counseling program. I was and felt prepared to serve my clients with humility
7. Xavier was the the most enjoyable and rewarding educational experience I have had. I was able to learn the information needed to help others in an environment that was supportive and inclusive. I would high recommend it to others.
8. Overall I have been very pleased with my experience. Professors are very knowledgeable and the content of the material is relevant and helpful. I would recommend other to XU's counseling program and am very grateful to have been a part of the program.

9. I have greatly enjoyed the program as a whole and it's level of professionalism and care. I am proud to be a student in this program. I appreciate how well the department has adapted to let me attend remotely due to the pandemic. Thank you!
10. This program is the best that I researched in the area. Having the opportunity to finish my degree through this program was the best thing that happened to me last year. I am very grateful for having the opportunity to attend here. I wish that I had completed my entire degree here. I was very appreciative of the extremely helpful staff and professors. I appreciated their knowledge, wisdom, kindness, and overall caring character. I feel equipped with the knowledge and wisdom I learned in a single semester here and will be forever grateful.
11. Very helpful and friendly and educational. Loved my experience here!
12. Xavier has amazing staff and faculty. I really enjoyed the majority of my professors both as instructors and as human beings. They were full of knowledge and compassion. Xavier did a good job of giving a broad range of counseling education. There are so many different sections of counseling, it's hard to get too in depth of specific areas. While I did enjoy getting an overview of a lot of different areas of counseling, I've found myself frustrated in the field now because I feel like I just knew minor bits of a lot of things instead of a lot about a specific thing. I also felt, and continue to feel, very frustrated with the lack of counseling relating to children. Xavier focuses heavily on the counseling process with adults, especially in a one-on-one setting. I feel more confident in counseling adults because of this, but does not help my confidence in my current job of working with kids. I really enjoyed my time at Xavier and am incredibly thankful to have met so many amazing people and be given such an incredible education. I hope that Xavier adds more options to specialize the experience more in the direction that the students want to take their counseling careers.
13. The online learning experience was not ideal for my learning style. In person is a must going forward.
14. The faculty is passionate about their job and the workshops were always informational and relevant to the field.
15. Faculty support is outstanding. Not enough emphasis on marriage counseling and treatment planning. Not enough practice on note making. Building overall curriculum around a few core textbooks might help students integrate learning into more coherent general/eclectic approach.
16. Xavier prepared me for all possibilities as a Counselor and provided me with the necessary tools to stand out as a new grad.
17. I am extremely happy with the program at Xavier and really appreciate the professors. I find that I am better equipped in this profession than colleagues that attended other programs.
18. I felt as though the program as a whole was a positive experience. It seemed to be targeted at preparing students to enter private practice roles with adults. Those of us entering agency settings, or working with youth or older adults, were not as well prepared. Speciality workshops or support groups for students working with youth or other specific populations would have been beneficial. I also think that offering some weekday options for the weekend only classes would have been nice. I worked full time and attempted to do my internship as well, and having weekend classes made this very challenging. I understand the reasoning for this, but having an option for students would have been nice. Regarding strengths, I thought the faculty was

impressive and truly cared about the well-being and growth of the students. I appreciated the pacing of the program and felt well prepared for the NCE.

19. The professors are overall such a helpful, intelligent, wonderful group of individuals. My only regrets mainly involve the pandemic and the inability to get to know everyone further. I think Xavier handled the transition to online learning very well in such a stressful and difficult time. My only concern not related to the pandemic was some students' responses in classes not always being managed by the professor; some people often spoke over others (sometimes aggressively so) and that made it feel a bit intimidating to speak up when those things were tolerated in class. I know that is a very difficult thing to manage! It just felt habitual sometimes and was not (visibly) helped. Thank you all for everything! I am proud to be a Xavier graduate!
20. "I am glad I came to Xavier, even my supervisor mentioned that Xavier is one of the schools in this region that has a good counseling program. I am at the right spot and the faculty members show/live what they teach by meeting students where they are at.
21. THANK YOU TO EVERY FACULTY MEMBER!"
22. Xavier has diverse faculty students are able to learn from. Some improvements that could be implemented are as follows. The order of classes took in the program could be adjusted. It would make sense to take Group Process after or during Pre-practicum, so that one actually has started learning some counseling skills to use in that class to practice with a group. Taking this class my first semester taught me about groups, but it did not do much in the way of teaching me how to run them in a clinical sense. Had I had more clinical skills, I could have practiced applying these with my cohorts in that class. There was a lack of preparation about what to expect, how to apply for jobs, what to expect in interviews, how to apply to take the NCE, what an NPI number is, and many important things after graduation. I wish I had been prepared more for immediately after graduation. Some faculty seemed to not be supportive of students making mistakes, learning, and doing things differently. Family Systems is also a class that should be taken after or during pre-practicum, as we are expected in that class to use counseling skills without ever being taught them. I think it would be beneficial to start at least talking about clinical skills and what they look like in the first semester. More videos or in-person shadowing experiences watching experienced counselors and how they use skills with clients. I wish there had been classes (or at least electives) on specific modalities, such as DBT, ACT, CBT, etc. Learning specific techniques and how to use them with clients would have been very beneficial. When I started working with clients, I felt I had no idea what I was doing or where to start. I think building clinical skills into each class in some way would help tremendously. We often talk about what it might look like with a client in very vague or abstract terms, but rarely ever see it done by an experienced clinician. I felt completely unprepared for Practicum in many ways. I did not feel like I had support in finding a practicum/internship site. The internship resource list that goes out to students badly needs to be updated. Much of the contact info. is for individuals who no longer work at the agency. It is important to have good relationships with the agencies on the resource list so that students can trust they are making a good decision about a practicum/internship site. Overall, I wished for a lot more clinical and administrative support. There were many times when I was not sure if I was filling out the internship log correctly or doing things right. It was hard to get solid answers from professors. I felt the program overall was very competitive. Supporting and encouraging other students should be fostered more than students competing with one another. We are all there because we want to be great counselors.

Using that as a way to draw students together instead of having them compete with one another could create a greater sense of community, and allow students to reach out to one another more when they are having issues or need help with a certain skill or class.

23. It would be helpful to include more developmental and play therapy instruction.
24. Strength is the level of professional training with instruction. Suggested area of improvement is strongly in regards to the last year, with students, not only trying to meet XU's requirements but also the licensing board, very limited guidance and the conflicting information with hours, etc. it would have been beneficial if this education was incorporated earlier in courses.
25. I had a great experience but the standard of work and quality expected among the wide range of professors was often frustrating. I had many questions that often went unanswered.
26. Xavier's graduate program is amazing. The attention to detail and the care for each student is beyond the call and it creates an environment of growth and success of the students.
27. I have not had a lot of classes still which is why I have marked several areas undecided. Xavier's Counseling Program is an excellent one.
28. Xavier's faculty instructors are all experienced professionals who have significant knowledge to impart and a desire to foster growth in students. The primary area of improvement that I would hope for within the program is to hold student performance to a higher standard of academic rigor. The aim of the program seems to be to graduate capable counselors, and it is my view that this goal could be supported by making it a little harder to earn an A.
29. The Xavier Counseling program has helped shape me into an effective and gain confidence in my clinical skills. I am excited to continue practice my skills that I have learned from this program.
30. Professors were very helpful (especially for someone who had been out of school for 10 years)
31. Professors took extra time to explain concepts after class.
32. The program handled going remote for Covid very seamlessly
33. The program was very experiential and I feel as though I learned through practice and not solely through instruction
34. It was amazing and helpful that all professors had actual counseling experience and not just PhDs
35. Just a GREAT overall experience
36. Thank you all!!"

37. I honestly couldn't say enough good things about this program. It blows my mind how much I've grown as a person and professional over the past 2 years and how much more I know. I had no idea it was possible to get this far in 2 short years and I credit the intentionality of the faculty in the program. Yes, I've learned textbook things and feel confident that I'll pass the licensure exam, but I'm more impressed with how well I've been prepared to actually counsel clients and help people in practice. I didn't know empathy was a skill when I started and I'm amazed at how well that's trained. I haven't had a single professor I wouldn't take a class with again or consult with as a counselor in the future. More case studies and real examples are always helpful but those are usually built in to classes already. I don't think I can ever learn enough about specific interventions and areas of specialization and certification.

38. I really enjoyed the program, even though having to move online did take away from the experience significantly. I think that cultural/diversity issues can and need to be addressed in a more direct and practical manner. In addition, I would like to stress to continue to put theory into practice as much as possible. At a masters level, students should be responsible to stay up on their readings, and class time should be there for discussion and practical application of the theory.

39. "From what I have seen from other programs/students from other programs, Xavier's counseling program holds its students to high standards and pushes them academically. I think it stresses the importance of multicultural competence and ethics in a way that I haven't seen from students in other programs which I didn't really realize until gaining experience with counselors/counseling trainees outside of Xavier. Most of the professors are truly exceptional teachers and examples of what it means to be a standup counselor.

40. I would say that the improvement areas largely center around communication, organization, and professionalism, specifically regarding scheduling courses and supporting students/actually paying attention and making sure they are on the right track. I think students should either be 100% expected to figure it out on their own OR they should receive genuine support and attention regarding their course schedule.. otherwise, they are taught to handle it independently but that they can trust a faculty member to sign off on it, and I think this process was overall extremely flawed. It personally cost me hundreds of dollars and I am fairly particular and cautious about the work I do in all areas, including my academic scheduling. In general, most of the faculty members were so amazing about communication and promptly getting back with me and other students about any concerns/questions. Others were not so prompt in their response and sometimes did not even bother to respond (to questions that absolutely should have be answered). I don't think this is acceptable, certainly not professional, and it caused many of my colleagues in the program unnecessary stress. These were the same people who didn't communicate clearly about assignments/expectations and tended to project what I find to be unfair and inappropriate social expectations of students regarding class conversations. Also, most of the students I have talked to (myself included) truly dislike group projects as most of the work inevitably falls on the students who are academically motivated which is obviously unfair. Other students who do not value their academic career should not get credit for the hard work of those who do.. In my opinion.

41. Overall, I'm delighted that I was apart of Xavier's program. Between the faculty members who showed competence, care, and compassion and the level of support and preparation I felt going into the field, I will (and have) confidently recommend Xavier's program to prospective counseling students. I have a deep appreciation for my time spent at Xavier, and I am proud that Xavier's counseling program is where I began my journey as a counselor. "

42. "Strengths: The faculty is overall welcoming and experienced. I felt there were ample opportunities for diverse workshops. The practicum/internship placement was smooth and easy. Students admitted to the program, overall, were warm, knowledgeable, accepting, open-minded

and good peers. There was significant information of multicultural counseling, importance of acceptance of all identities/social justice info, etc.

43. Areas of improvement: Advising was below average: My advisor was inactive in my experience, did not provide overall helpful guidance, did not help me fit my schedule to my preferences/work life (I had to complete it on my own), and they were difficult to get ahold of. Entering the field, I would have liked increased time spent on teaching interventions. I felt like much of the program was spent becoming a good counseling student (getting good grades/writing) and not spend becoming a good counselor/practitioner. I recognize this is also a problem with graduate programs in general. "

44. The greatest strength of Xavier's program is the availability of the faculty and their overwhelming support for the students to succeed. As a non-traditional student, I appreciated the attention and care I genuinely felt during my studies in the program. I also applaud the emphasis the program places upon self-care and mindfulness. My suggestion for improvement is that there be some content for the care of children be added to the program. Now that I'm in practice, the number of children under the age of ten that I see daily is one of the most surprising aspects of my job. Despite this, I would still recommend Xavier's program highly.

45. Xavier could benefit from giving more direction to graduate students about what is required for classes/what is required throughout the entirety of the program. It would be helpful to have a better understanding of what is needed altogether to graduate.

46. Wouldn't have asked for a better program. This program is good at what they do. THANK YOU!

47. The program is extremely supportive and helpful along with caring for their students. They do not lack empathy or quality of material at all. Please let me know how I can best asset and repay the department for being so accommodating and supportive.

48. I would recommend this program to anyone seeking to be a counselor

49. The professors in this program are fantastic. It has been a very supportive environment throughout my time here. Being able to work full time and complete the program in two years is not something I expected to be able to do, and would not have been possible with professors of lesser quality.

50. Xavier's counseling program gives students several opportunities to not only learn from the staff but from each other.

Programmatic Responses to Likert Scores and Concerns Noted in Comments:

Overall, Xavier students are highly satisfied with their experience in the program. We were pleased to see that many of our students felt as though the department managed well during the covid pandemic with online courses. CMHC students felt as though we incorporate multicultural and diversity issues well within the program, and appreciated a diverse faculty with diverse skills and practice experience. In Spring 2020, we onboarded 17 CMHC students from Cincinnati Christian University who had suddenly

closed their doors due to financial reasons. Some of the students responding in the program evaluation may allude to only having been in the program one semester and they are from CCU whom we had an agreement to teach out, and special arrangements to transfer into the program.

Also, one of the most appreciated aspects of Xavier's program has been the accessibility, support and encouragement of the faculty, this was highlighted multiple times in both programs.

Although our students are highly satisfied, there is still room for improvement. I've cited three areas for improvement.

1. A major theme within the last two years is a request to focus on additional course work and practice related to child/adolescent counseling.
 - The Play Therapy workshop returned as a summer workshop in 2021. In 2022 an additional summer workshop titled Mental Health Interventions for Urban Youth was introduced and well attended.
 - We have hired a new faculty (fall 2022), Assistant Professor who specializes in Child/Adolescent counseling.
2. Licensure preparation.
 - Students receive a more detailed handout within COUN 671 and COUN 766 that explains the process from a student's vantage point (written by a student).
 - COUN 766 also in part of the class is the preparation to take the NCE.
3. Focus on Interventions. A recurring theme for CMHC program students is a greater focus on interventions in the classroom. One student also asked for additional demonstrations of interventions.

Additional Interventions have been added to COUN 671-01, Sand Tray Therapy and EMDR demonstrations. These treatment modalities call for specialized training when utilizing the interventions. In addition, Creative, Multicultural Interventions have been added to the Internship class as well.

RLN.