

NCSU
Counselor Education Program
2016 Employer Survey Responses

The Survey

In August 2016, we identified 103 graduates of the entry level and doctoral programs between 2014-2016. Surveys were sent electronically to these graduates with a cover letter explaining the survey and requesting their permission and help by asking their employers/supervisors to complete and return the surveys to the program. The effective sample size was 103. A follow-up email was sent to the alums a week later. All responses were collected in two weeks.

Findings

Fifteen responses were received and analyzed, yielding a response rate of 14.56%. Means and standard deviations for each of the items are presented below. Any response of “not qualified to respond” was removed from the data set. The range of means was from a high of 4.80 to a low of 3.92, indicating that averages ranged from average to above average.

Items	M	SD
1. Understands the nature and needs of individuals and groups.	4.73	0.46
2. Facilitates interpersonal relations with clients, colleagues, supervisors, and parents	4.73	0.46
3. Ability to conduct in-house research and evaluation and report the results clearly to others.	3.92	0.79
4. Performance in applicable assessment activities (i.e., testing, diagnosis, interpretation, reporting).	3.91	1.14
5. Ability to assemble, organize, and disseminate counseling information effectively (e.g., career, personal-social, and governmental information).	4.57	0.51
6. Effectiveness in group counseling or developmental or preventive groups.	4.57	0.51
7. Performance when working in one-to-one relationships with clients.	4.71	0.47
8. Skill in applying appropriate strategies in crises.	4.31	0.75
9. Ability to maintain liaisons and cooperative working relationships with agencies in the community at large.	4.67	0.62
10. Ability to handle administrative responsibilities effectively.	4.67	0.49
11. Sensitivity to cultural, gender, disability, and sexual-orientation issues.	4.87	0.35
12. Performance as an advocate for her/his clients, profession, and agency/school.	4.64	0.50
13. Ability to behave in an ethically appropriate manner.	4.80	0.41
14. Ability to cope with the technological challenges associated with her/his position.	4.53	0.74
15. Ability to develop thoughtful, well organized programs that meet the needs of clients/students/or others.	4.64	0.50
16. Understanding of career and lifestyle development.	4.73	0.46
17. Efforts to strengthen his or her professional development.	4.60	0.63

Discussion

All items were rated average or above average, with means ranging from 3.92 to 4.80. The five highest scores were found in the following areas: professional ethics, career development, understanding needs of individual and groups, one-on-one relationships with clients, and interpersonal relationships with colleagues. facilitating skills, counseling programs, administration, use of technology, delivery of counseling services, cultural skills, professional ethics, advocacy for clients, liaison with agencies, and group counseling. Only two areas had means rated as average, these areas were assessment and research. This shows that our employers continue to rate between average and excellent on most of the items including professional ethics, individual and group counseling needs and strategies, and working relationship with clients. The overall findings are encouraging. Our graduates in the study appear to be doing well.