

J. Evaluation of School Counseling Programs

1. Context Evaluation

Questions	How to Answer the Questions	Resources
1. Is there a full-time counselor in your school?	A full-time counselor is defined as a person whose work responsibility is solely providing services for the students in one school	Job description of counselors
2. What are the main types of services that are offered?	The major domains of counseling are outreach, assessment, admission, education/career, personal/social, consultive/management	For definitions, please refer to Fillmore, 1991. Comparison of the types of services offered with the services students use the most will reveal the needs of students and discrepancy that needs to be removed
3. What is the proportion of students who come for services?	To count the # of students who come for services in one academic year and compare that number with the total number of students in the school; to group the students who come for services regularly, off and on, and only once a year	Logs and records of students' use of the services
4. What are the characteristics of the students who come for services?	To group students who use the services in terms of types of services used; to compare their academic achievement, grade level, SES, and attitudes toward school	Visitation records, student academic records. The characteristics help identify the students' needs in regard to counseling services and help establish the future goals for counseling.
5. How well does your program meet recognized standards?	Document review and interviews with counselors	Handbook for counselors and/or other districtwide documents

Questions	How to Answer the Questions	Resources
6. Is the environment where the services are provided comfortable?	Survey to students	Questions like: Do you feel comfortable about the environment where the service is offered? If there should be changes, what are the things that need to be done in order for you to be comfortable?
7. What are the students' needs in regard to counseling services?	Interviews with students, teachers, counselors, and parents; analysis of relevant documents	Questions like: What counseling service(s) do you think you would like to have in your school? Do you think the services offered in your school at present are adequate?
8. To what extent are the mission and goals of the counseling services understood by the staff, students, teachers, and other personnel?	Identify clear statements of mission and goals in the handbook. Survey all personnel concerned.	Questions like: Do you know what the mission and goals of the counseling services at school are? How are you informed of them?

2. Input Evaluation

Questions	How to Answer the Questions	Resources
1. How are students referred to the services?	The personnel can be teachers, principals, social workers, parents, community members, peers, or students themselves.	Counseling records and visitation records. The pattern will reveal the possible discrepancy that might exist regarding the communication between counselors and other personnel.
2. What are the major resources you have for the services?	Document and resource review	Budgets, personnel qualifications and experience, external support services

Questions	How to Answer the Questions	Resources
3. Is there a policy or written plan for counseling programs?	Document review	Looking for explicit policy that guides the services provided
4. To what extent does the policy monitor the process of the program?	Is the policy specific enough so it makes sense to laypersons?	Meeting minutes, school policy, books or documents

3. Process Evaluation

Questions	How to Answer the Questions	Resources
1. Does the counselor always treat the students with respect?	Surveys to students and observation	Major points are: Do you think the counselor really cares about your problems? Are you listened to?
2. Does the counselor exhibit professional attitude and behavior all the time?	Observation and survey of students	Questions such as: Are you treated with respect by counselors? Are the behaviors exhibited by counselors during sessions appropriate in your point of view?
3. To what extent are the students aware of the services?	Interviews or survey of students. The percent of students who know about the services will reveal the future focus of information dissemination.	Questions like: Do you know about the services offered at your school? How are you informed of them?
4. When do students use services?	Trace the trends when services are used the most frequently, not so often, and not at all.	Visitation log and records. The trend helps identify students' needs.
5. To what extent are the students willing to use the services?	Interviews with students	Questions like: Do you like being serviced like this? If you are asked to rate your willingness to use the services, which number would you give it from 1-6, where 1 is least and 6 is most?

Questions	How to Answer the Questions	Resources
6. Are the services provided on a timely basis?	Examination of the log of student visitation, and comparison of the time services are provided with the time services should be provided.	Logs and records
7. Are there procedures for the students to go through in order to use the services?	Document review and interviews with counselors	Identify possible obstacles students encounter in using the services
8. To what extent does paperwork prevent students from using the services freely?	Document review	Count of the forms and steps that need to be undertaken before the services are used.
9. To what extent do students and/or their teachers, parents, etc. understand the procedures?	Interviews with the students, parents, and teachers.	Questions like: Are you familiar with the procedures you need to go through in using the services? How are you informed of them? Do you think they are necessary procedures? Are there any other ways that can help make it more effective?
10. How well are the following behaviors performed?	Observation. (A checklist may be developed in terms of the specific behaviors reflecting satisfactory service.)	Handbook for counselors
11. What is the general attitude of the students who use services?	Survey or interview Forms students fill out when visiting the counselor	Questions like: Do you think it is necessary for you to use the service? Do you like the fact that you use the service?

4. Product Evaluation

Questions	How to Answer the Questions	Resources
1. How satisfied are students with the services?	Survey of students	Questions like: Are you satisfied with the services? Please list the major strengths and weaknesses that you have experienced in using the services.
2. What effect are the services having on students?	Survey or interviews with students, parents, teachers	Questions like: Do you think you are helped greatly by using the services? Has the counseling made any difference in your life? Have your problems been taken care of completely, somewhat, or not at all?
3. To what extent do the services meet the recognized standards of the profession and school/state regulations?	Document analysis	Compare student reaction, teacher feedback, and feedback from other personnel and determine the extent to which the services are meeting the standards.