

Co-Curricular Assessment Report

Report for Year: 2020-2021

A. Information

- Office/Department/Program: Powercat Financial
- Contact Name(s): Jodi Kaus, Director
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B. Outcomes or Goals

1. Program assessment website (including your specific outcomes): <https://www.k-state.edu/powercatfinancial/about/>
2. Please list your outcomes or goals and measures used to assess achievement (you may insert a table here if you desire):

Student Learning Outcomes:

1. Students utilizing Powercat Financial will be satisfied with their personal financial counseling experience at Powercat Financial;
2. Students utilizing Powercat Financial will report a reduction in financial stress after receiving personal financial counseling;
3. Student will exercise sound reasoning to analyze, make decisions and overcome financial problems when serving as a peer financial counselor.

Outcome 1

Measure:

A post-session evaluation survey was administered via Qualtrics immediately after a student attended a financial counseling session. The information generated was quantitative with the question posed being "In an overall, general sense, how satisfied are you with the service you have received?" Response options were either very satisfied, mostly satisfied, indifferent or mildly dissatisfied, and quite dissatisfied. In 2020-2021, 66 surveys were completed. See attached survey.

Outcome 2

Measure:

A post-session evaluation was administered via Qualtrics immediately after a student attended a financial counseling session. The information generated was quantitative with 2 questions and one being "On a scale of 1 to 10 (1 being low and 10 being high), where would you say your stress level was when you came in today?" A second survey question posed was "On a scale of 1 to 10 (1 being low and 10 being high), where would you say your stress level is now?" See attached survey. In 2020-2021, 66 surveys were completed. See attached survey.

Outcome 3

Measure:

The Director observed client sessions in-person and/or via Zoom and evaluated counselors' reasoning abilities and problem-solving skills against an internal counseling session evaluation form obtaining a mix of quantitative and qualitative results. Target: Average score of 5 out of 7 for effectiveness. See attached rubric.

C. Findings and Analysis

- Describe the data collected, the process through which your unit discussed the data, and conclusions drawn for each outcome or goal:
- Discuss the decisions made for improvements and/or changes to be made in coming year:

Outcome 1

Clients participating in a personal financial counseling session were very (83%) or mostly (12%) satisfied with the services they received. The average satisfaction rating was 1.18 on a scale from 1 to 4, with 1 being very satisfied.

We would like to maintain this high overall client satisfaction over the next year. With our large data set the changes in outcomes will report as very small incremental increases or decreases we have found. Our peer counselors review their client evaluations surveys regularly for areas of improvement. Certain common concern areas are discussed at group trainings to enhance proficiency of all counselors. Counselors set SMART goals for areas of improvement in counseling which are monitored by the director.

Outcome 2

Average financial stress level of clients fell 37% from 4.6 to 2.97 on a 10 point scale from the beginning to end of the session. Previously decreased stress levels were maintained at a two-month follow-up survey, but currently that finding was not found to be true. This was in part due to a change in oversight of the research methodologies due to a change in personnel, but this change in outcome will also help to inform our practices going forward.

By then end of the next yearly assessment, we would like to see that decreased stress levels were maintained at a two-month follow up survey for clients who participate in a financial counseling session.

Outcome 3

Returning peer financial counselors obtained an average score of 6.0 in overall ineffectiveness on a scale from 1 to 7, with 7 being effective and 1 being ineffective. Lower individual scoring was given primarily for not using open-ended questions, not establishing next-steps for client retention, and not using summary responses to accurately identify client's intentions which is consistent with observations made by the director.

We enhanced our peer counselor training to focus on the areas that were shown as being less than effective skills and abilities where counselors should use open-ended questions, establish next-steps for client retention and use summary responses to accurately identify client intentions. We brought in an outside professional to help educate peer counselors on how to effectively counsel students via Zoom as during Covid the online methods of service delivery increased substantially.

Powercat Financial

**CIRCLE THE NUMBER THAT BEST REPRESENTS AN EVALUATION OF THE SKILLS OF _____ COUNSELOR
DURING THE COUNSELING SESSION OBSERVED BY _____ ON _____ DATE/TIME.**

Prior to Beginning of Session:		
Reviewed all client intake and research information in KSIS prior to session. Researched any necessary topics to prepare.	1 2 3 4 5 6 7 Ineffective Effective	
Began client session on time, dressed in appropriate office attire, with necessary forms and supplies.	1 2 3 4 5 6 7 Ineffective Effective	
Beginning of Session:		
Appropriately greet and welcome client in reception area – your first impression!	1 2 3 4 5 6 7 Ineffective Effective	
Provided a thorough introduction of self and explanation of PF free services	1 2 3 4 5 6 7 Ineffective Effective	
Reviewed confidentiality policy thoroughly with client	1 2 3 4 5 6 7 Ineffective Effective	
Thanked client for participating in research, if applicable, explained 2 month follow up research survey email & calendar appt. set	1 2 3 4 5 6 7 Ineffective Effective	
Gathered background information about client & created foundation of trust	1 2 3 4 5 6 7 Ineffective Effective	
Established and prioritized client's goal(s) for the session	1 2 3 4 5 6 7 Ineffective Effective	
Application of Counseling Skills:		
Exhibited empathy and genuineness toward client	1 2 3 4 5 6 7 Ineffective Effective	
Exhibited discriminating skills by using summary responses to accurately identifying client's intentions.	1 2 3 4 5 6 7 Ineffective Effective	
Used open ended questions (why, how, tell me more, etc.) to expand awareness of both client and counselor.	1 2 3 4 5 6 7 Ineffective Effective	
Exhibited effective problem-solving skills and devised effective solutions specific to client's indicated needs.	1 2 3 4 5 6 7 Ineffective Effective	
Utilized resources, PF website and links to online tools and referrals etc. to assist client.	1 2 3 4 5 6 7 Ineffective Effective	
Wrap-up of Counseling Session:		
Discussed and established next steps for retention of client (set next appointment?)	1 2 3 4 5 6 7 Ineffective Effective	
Ensured that post-session evaluation and counselor's log were properly completed in KSIS and any follow up was completed as necessary.	1 2 3 4 5 6 7 Ineffective Effective	

GENERAL OBSERVATION NOTES:

AVERAGE OVERALL RATING: _____

Default Question Block

Your eID: \${e://Field/eid}

Thank you for taking this survey. You can leave this survey without completing and return later. Please note that you must use the same browser and computer as cookies are used to save your responses in progress.

What was your PF counselor's first and last name?

What was the month and day of your client session with PF?

What is the current year?

On a scale of 1 to 10 (1 being low and 10 being high), where would you say your stress level was when you came in today?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10

On a scale of 1 to 10 (1 being low and 10 being high), where would you say your stress level is now?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10

How would you rate the quality of service you have received?

- ☐ Excellent

- ☐ Good
- ☐ Fair
- ☐ Poor

How empathetic and understanding was your primary counselor?

- ☐ Very understanding and non-judgmental
- ☐ Mostly understanding and non-judgmental
- ☐ Somewhat understanding, but a bit judgmental
- ☐ Not at all understanding, and/or judgmental

If a friend were in need of similar help, would you recommend Powercat Financial to him or her?

- ☐ Yes, definitely
- ☐ Yes, I think so
- ☐ No, I don't think so
- ☐ No, definitely not

Do you believe the services you received will help you to deal more effectively with your financial problems?

- ☐ Yes, they will help a great deal
- ☐ Yes, they will help
- ☐ No, they likely won't help
- ☐ No, they seem to have made things worse

In an overall, general sense, how satisfied are you with the service you have received?

- ☐ Very satisfied
- ☐ Mostly satisfied
- ☐ Indifferent or mildly dissatisfied
- ☐ Quite dissatisfied

If you were to seek help again, would you come back to our program?

- ☐ Yes, definitely
- ☐ Yes, I think so
- ☐ No, I don't think so
- ☐ No, definitely not

What aspects of the counseling did you find most helpful?

Anything else we should know?

What did you learn today?