

OBSERVATION FORM

ACADEMIC/PSYCHOLOGICAL SERVICES COUNSELOR

NOTE TO OBSERVER: Review the counselor's duties and responsibilities PRIOR to your observation. Evaluate the counselor's performance and contact with counsees using specific, detailed examples.

OVERALL OBJECTIVE: To determine whether the counselor demonstrates proficiency in counseling services and interpersonal relations.

RATING KEY:

A. Exceeds Expectations B. Meets Expectations C. Needs Improvement D. Unsatisfactory E. Not Enough Information/Not Applicable

Counselor: _____

Evaluator: _____

Date: _____ Scheduled Time: _____ Time Session Began: _____

Number of Counselee(s): _____ Session Location: _____

Type of Counseling Session Observed (e.g., General, TRIO, EOPS, Athletes, Transfer, Career, etc.): _____

Counseling Topics Covered (e.g., general education, schedule creation, SEP, transfer, graduation/certificate requirements, career/major, personal, probation/dismissal/retention, etc.): _____

RATING KEY:

A. Exceeds Expectations B. Meets Expectations C. Needs Improvement D. Unsatisfactory E. Not Enough
Information/Not Applicable

Rated section	A B C D E	Comments or examples of behavior
1. Expertise: The counselor demonstrated counseling a. skills appropriate to the session.		
b. knowledge of current policies and requirements affecting counselee (e.g., entrance, graduation, etc.)		
c. accurate, up-to-date knowledge of careers, courses, articulation, and certificate/degree/transfer programs.		
2. Responsiveness: The counselor a. listened to/identified/helped to clarify the counselee's academic, personal, and career issues/concerns and was helpful in addressing her/his needs.		
b. was attentive to questions and comments.		
c. responded clearly and precisely to individual needs and special circumstances.		
d. prioritized issues/concerns and established tasks to be completed.		
e. guided the counselee's class selections and educational planning to address their needs/goals.		
f. adapted style of communication to counselee's developmental level.		

Rated section	A B C D E	Comments or examples of behavior
<p>3. Referrals: When appropriate, the counselor</p> <p>a. identified resources (such as pamphlets, books, counseling-related websites, and other tools).</p>		
<p>b. provided information about other student support services.</p>		
<p>c. applied knowledge of student support resources and procedures to access services and make appropriate referrals.</p>		
<p>d. collaborates with other staff and outside resources when needed.</p>		
<p>4. Rapport: The counselor conducted the session in a manner that established rapport with the counselee.</p>		
<p>5. Time: The counselor</p> <p>a. was on time for the scheduled appointment.</p>		
<p>b. demonstrated evidence of preparation and organization.</p>		
<p>c. used the allotted time productively.</p>		

Rated section	A B C D E	Comments or examples of behavior
<p>6. Communication with counselee: Regardless of national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, or pregnancy or because they are perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics, the counselor:</p>		
<p>a. Actively and effectively listened to the counselee.</p>		
<p>b. Answered questions clearly.</p>		
<p>c. Provided counselee follow-up options.</p>		
<p>e. Maintained counselee confidentiality.</p>		
<p>f. Treated counselee respectfully and with sensitivity.</p>		
<p>g. Fostered a climate of respect and empathy.</p>		
<p>7. Critical Thinking and Independence: The counselor encouraged critical thinking and independence. Ways to promote critical thinking include but are not limited to: * Asking open-ended questions * Promoting independent thinking and encouraging independent research of educational/career options. Provide examples.</p>		

Rated section	A B C D E	Comments or examples of behavior
8. For Psychological Services Counselors ONLY.		
The Psychological Services Counselor		
a. demonstrated knowledge of crisis protocol.		
b. demonstrated awareness of signs and behaviors typical of a student in crisis and made appropriate referrals.		
c. created an appropriately structured setting and maintained the boundaries of the counseling relationship.		
d. provided accurate documentation and reporting of crisis situation.		
e. provided only those services and applied only those techniques for which she/he is qualified by education, training, or expertise.		

OVERALL PERFORMANCE RATING

- A. Exceeds expectations.
- B. Meets expectations.
- C. Needs improvement. (Improvement plan required. See Improvement Plan form.)
- D. Is unsatisfactory. (Improvement plan required. See Improvement Plan form.)

EVALUATOR COMMENTS:

I have met with the evaluatee and discussed the evaluatee's counseling observation.

Signed: _____ Date: _____
 Evaluator

EVALUEE COMMENTS:

I have met with the evaluator and discussed my counseling observation.

Signed: _____ Date: _____
 Evaluatee