

Observation Form
Academic Counselor

Rating Key:

S: Satisfactory

NI: Needs Improvement

U: Unsatisfactory

NA: Not applicable*

*Receiving NA shall not reflect negatively on the evaluation

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.): _____

S: Satisfactory NI: Needs Improvement U: Unsatisfactory NA: Not Applicable

| Rated Section | Rating | 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 their needs. | | |
| b. Was attentive to questions and comments. | | |

| Rated Section | Rating | Comments or examples of behavior |
|--|--------|----------------------------------|
| 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. | | |
| 3. Referrals: When appropriate, the counselor a. Identified resources (such as pamphlets, books, counseling-related websites, and other tools). | | |
| b. Applied knowledge of student support resources and procedures to access services and make appropriate referrals. | | |
| 4. Rapport: The counselor conducted the session in a manner that established rapport with the counselee. | | |

| Rated Section | Rating | Comments or examples of behavior |
|---|--------|----------------------------------|
| 5. Time: The counselor a. Was on time for the scheduled appointment. | | |
| b. Used the allotted time productively. | | |

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:

| Rated Sections | Rating | Comments or examples of behavior |
|---|--------|----------------------------------|
| a. Actively and effectively listened to the counselee. | | |
| b. Answered questions clearly. | | |
| c. Provided counselee follow-up options. | | |
| d. Maintained counselee confidentiality. | | |
| e. Treated counselee respectfully and with sensitivity. | | |

| Rated Sections | Rating | Comments or examples of behavior |
|--|--------|----------------------------------|
| f. Fostered a climate of respect and empathy. | | |
| <p>7. Critical Thinking and Independence: The counselor encouraged critical thinking and independence. Ways to promote critical thinking include but are not limited to:</p> <ul style="list-style-type: none"> • Asking open-ended questions • Promoting independent thinking and encouraging independent research of educational/career options. | | |