# TOTAL QUALITY COUNSELING



WRITTEN BY

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#### TQC

#### **CHAPTER 1: DEVELOPMENTAL ELEMENTARY/MIDDLE SCHOOL COUNSELING**

#### What skills will today's children need in the world of tomorrow?

Today's children will need:

- Basic skills (reading, math, writing, etc.).
- Interpersonal skills (ability to get along with others).
- · Communication skills (oral as well as written).

#### What is a developmental approach to a school counseling program?

A developmental approach helps students as they develop:

- Physically.
- Emotionally.
- Socially.
- · Cognitively.

#### What are the goals of a developmental school counseling program?

As stated by Myrick in *Developmental Guidance and Counseling: A Practical Approach* (1993), the goals of a developmental school counseling program are:

- Understanding the school environment.
- · Understanding self and others.
- Understanding attitudes and behavior.
- Developing decision-making and problem-solving skills.
- Developing interpersonal and communication skills.
- Developing school-success skills.
- Creating career awareness and educational planning.
- Creating community pride and involvement.

# What are some things a comprehensive developmental elementary school counseling program is not?

A comprehensive developmental elementary school counseling program is not:

- Crisis-driven.
- Helping students feel good for feeling-good's sake.
- Only for students with problems.

#### What does research show are the benefits of a developmental elementary school counseling program?

Research shows improvement in:

- School attitudes and work habits, which correlate to dropping out or staying in school.
- Peer relationships and communication skills, which correlate to vital skills and understandings employers want in their workers.
- Motivation, behavior, and grades, which correlate to learning and achievement (basic academic skills).



#### ▶ What is your role as a counselor?

Your role is:

- To teach students that choices have consequences.
- To help students develop self-discipline.
- Not to administer punishment or discipline.

#### What is your role in helping students learn?

Your role is to help children and adults learn from their mistakes.

Learning from one's mistakes, so they aren't repeated, is called "experience."

#### ▶ What skills will you need?

A skilled counselor can:

- · Listen in a non-judgmental manner.
- · Question in a non-threatening way.
- Make restatements for clarification.
- Use feeling statements such as "You" messages and "I" messages to establish trust.

#### Why is the ability to communicate so essential?

It allows for a better understanding of self and others.

Through a process of self-disclosure and feedback, a trust relationship can be developed, feelings and actions explored, alternative courses of action considered, and the student's own plan of action developed to change his/her behavior. You can't change a student's behavior. They must do it themselves.

#### What is so difficult about listening?

Non-judgmental listening means accepting the person and what has been done even though you don't necessarily agree with the person's behavior or ideas.

Listening invokes the use of more than just one's ears.

- The ears are used for hearing words and ideas. They help you to know what is said and what is not said.
- The eyes are used to observe body language or nonverbal behavior. They are also used to establish eye contact.
- The torso is used to lean in toward a person, giving him/her your full attention.
- The mouth allows you to say things to show that you hear and that you care about what is said.
- The mind helps you to perceive the feelings—positive, negative, or both—behind the words.



## **TEACHER REFERRAL FORM**

Student:	
Referred by:	
Problems/Issues:	
Please check items student displays:	Please elaborate on any of the areas you marked, so
Academic behaviors	I can have a fuller understanding. (If you need more
☐ Does not participate in class	space, please write on the back side of this sheet.)
☐ Poor study habits	
☐ Does not complete homework	
☐ Does not complete class work	
<ul><li>☐ Anxious while taking tests</li><li>☐ Disorganized</li></ul>	
☐ Does not follow directions	
☐ Does not pay attention	
Self-understanding	
☐ Poor decision-making skills	
☐ Lacks self-confidence	
☐ Negative communication skills	
☐ Lacks self-control	
<ul><li>☐ Poor anger management skills</li><li>☐ Poor goal-setting habits</li></ul>	
Relationships with others:	•
□ Poor social skills	
☐ Teased by others	
☐ Teases other students	
☐ Lacks positive friendships	
☐ Not aware of the feelings of others	
☐ Negative family relationships	One positive thing about this student:
<ul><li>☐ Poor problem-solving skills</li><li>☐ Does not work well in groups</li></ul>	One positive timing about this student.
Check any behavior that the child frequently	
displays in class:	
☐ Happy ☐ Anxious ☐ Sad	
☐ Withdrawn ☐ Angry ☐ Worrisome	
☐ Sleepy	

WHEN YOU FINISH THIS FORM, PLEASE DROP THIS FORM IN MY MAILBOX.

I will contact you to arrange a time for me to meet with this student. Thanks for all your help!



# What is the difference between small-group counseling and classroom guidance?

Both are direct services to students; however, they are not the same.

COUNSELING IS A PROCESS	CLASSROOM GUIDANCE IS A LESSON
Usually less than 10 members.	Entire classroom (15 or more).
Leader facilitates communication among members.	Leader presents information.
Atmosphere of openness, trust, support.	Atmosphere of information giving and processing.
Leader is a certified school counselor.	Leader may be a teacher, principal, counselor, etc.
Techniques are largely verbal—interaction is the key process.	Techniques run the gamut of approaches—basically is teaching.

#### What is the purpose of small-group counseling?

Small-group counseling helps students learn to explore with others their attitudes, ideas, feelings, and how these are related to their behaviors.

#### What is it that makes small-group counseling such an effective intervention?

Small-group counseling is effective because, no matter what the reason for forming the group, it allows:

- The processes of listening and speaking to occur in a non-judgmental setting.
- Self-disclosure.
- An opportunity to be listened to.
- Giving and receiving feedback from one's peers to take place.

It allows students to listen to other students, and gives the counselor insight into student interactions. Additionally, it can be very enlightening for students to "see" that others have similar concerns—"I am not the only one."

#### ▶ How do I get students into my group?

Students become a part of group counseling through:

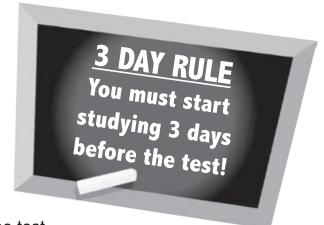
- Counselor recommendation. While working with individuals you may feel that a small-group experience is appropriate.
- Parent requests.
- Teacher suggestions.

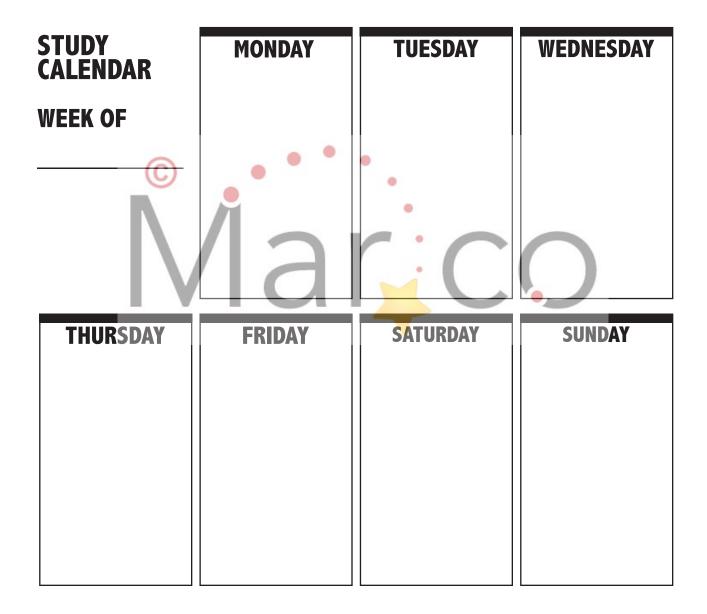


# **TEST PLANNING SHEET**

# TO PREPARE FOR A TEST DO ANY OR ALL OF THE FOLLOWING:

- Make flashcards and play a game.
- Read aloud your notes to yourself.
- ☐ Write down important information again.
- Draw helpful pictures and diagrams.
- Read the pages that will be covered in the test.







#### Why would adults come to you with their problems? Aren't you there to deliver direct services to the students?

Very often the adults are part of the student's problem instead of the solution. By receiving help from the counselor they, in turn, help the student.

#### For example:

(A)

- Parents who set no limits and require no responsible behavior from their children and then can't understand why they won't listen.
- A teacher who does not allow anyone to move without permission cannot understand why a student with Attention Deficit Hyperactive Disability (ADHD) is having trouble following the rules.

#### What is one approach to use when helping teachers or parents change a student's behavior?

Have the adult consultee use the *Behavior Frequency Assessment Chart* (see page 95). List the behaviors desired and rate them as to their frequency. Rate this behavior at the beginning, during, and after the agreed-upon time to try interventions.

#### ► How does the Behavior Frequency Assessment Chart work?

In the sample chart, Becky has improved on all behaviors targeted for intervention by the teacher after a period of four weeks.

(C)															
BEHAVIOR STUDENT BECKY TEACHER BURNS				CY /	ASS	ESS	MEI	IT (	HA	RT					
LENGTH OF ASSESSMENT TIME 4 Weeks Nov. 5th-Nov. 30th															
List the student's behaviors. Check th	e fred	quenc	y of	each	beha	vior I	isted	You	may	make	addi	itiona	l con	nmen	ts.
DESIRED BEHAVIORS	s	VERY		S	ELDO	М	SO	METIN	ES		OFTEN	V		VERY OFTEN	
	PRE	DURING	POST	PRE	DURING	POST	PRE	DURING	POST	PRE	DURING	POST	PRE	DURING	POS1
Completes Assignments	~				~				~						
Follows Directions	~				~				~						
Stays In Seat	~							~				~			
Raises Hand Before Speaking	~							~				~			
Argues With Teacher									/		~		/		
	_														



#### How is it possible to approach the task of teaching classroom guidance?

There are basically two ways to teach a classroom guidance program.

- The first is when the counselor teaches all the lessons with no teacher followup.
- The second is when the counselor teaches some lessons which are correlated to the school curriculum, and the teachers teach part of the program and followup on the counselor's efforts.

# What do you want parents and teachers to understand about classroom guidance?

Parents and teachers should understand that their students are learning about:

- Their own unique selves.
- · Their own unique feelings.
- The feelings of others.
- How feelings relate to behavior.
- The decision-making process.
- How responsibility means accepting the consequences of one's actions.
- How to solve problems with others.
- The world of work and how it relates to their future role as workers.

#### ▶ What are some ways you can teach the introductory lesson?

In grades Kindergarten through second you can:

- Divide poster board into four parts. On each part draw a face showing a different basic feeling—happy, sad, angry, afraid.
- Then, in the classroom, have the students relate a time when they have had each feeling and, if time permits, draw a picture of one situation.

In grades three through six you can:

- Divide a poster board in fourths. Find pictures illustrating four basic feelings and glue them to the poster board.
- Divide another poster board in half for situation cards. Find or draw two situations
  where one of the people pictured had to make a decision. An example of a
  decision-making picture would be a picture showing a boy who has broken a
  window and is running away, and another boy who is watching the incident.
- In the classroom, share the four feeling pictures and ask students to share a time when they have had similar feelings.
- Then, share the situation cards and have students answer the following questions:
  - "How would you feel if this were you?"
  - "What is one thing you could do to solve the problem?"
- Give each student a *There is a Counselor in Your Elementary School* brochure (see page 109) or one like it to take home and share with his/her parents.



#### **FOLLOWING DIRECTIONS**

#### Grades 4-6

#### **Purpose:**

Students will learn about following directions and why following directions is important.

#### Materials:

Following Directions: Student Pre-Test (page 121) for each student
Following Directions Activity Sheet (page 122) for each student
Following Directions: Student Post-Test (page 123) for each student
Pencil for each student
Following Directions: Teacher Survey (page 124) for each teacher
Following Directions Poster (page 125) for each classroom

#### **Procedure:**

Introduce yourself and review classroom rules.

Give each student a copy of the *Following Directions: Student Pre-Test* and a pencil. Inform the students that you are not grading the pre-test, so they do not need to worry if they are unsure of the answers. Have the students complete the pre-test, then collect them.

Play *Simon Says* for approximately 10-15 commands. Then ask the students what they needed to do in order to play *Simon Says*. Acknowledge all the students' responses. If the students do not come up with the correct answer, let them know they had to follow directions in order to do well at *Simon Says*.

Inform the students that today's lesson focuses on following directions.

Ask the students the *who, what's, when, where, why,* and *how* of following directions:

Who: Ask the students, "Who has to follow directions?"

**What:** Ask the students, "What does following directions mean?" and "What are two types of directions you have to follow in school?" (verbal and written)

**When:** Ask the students, "When do you have to follow directions in school?"

Where: Ask the students, "Where else do you have to follow directions?"

Why: Ask the students, "Why do you have to follow directions?"



#### ▶ How is a Career Day set up?

It is important to remember that this is a public relations opportunity for your school and the better organized the day is, the more successful it will be. The more successful it is, the better it will be viewed by everyone involved.

Choose speakers who represent a variety of occupations. Use the parents of your students whenever possible.

Prior to the actual Career Day, send a letter (see page 140) to your speakers outlining what is expected of them.

There are many ways to make the speakers available for the students. For example:

- Speakers can setup in the cafeteria or auditorium and students may pass through with their class or group. This method is recommended for grades kindergarten through second, but is also applicable for grades three through six.
- Speakers can be assigned to a classroom or space, and students in grades three through six can sign-up ahead of time to visit speakers. The speakers are given a certain amount of time for their presentations. When the allotted time has elapsed, the students move to their next choice.

Some ways to make your Career Day more successful are:

- Send Career Awareness Speaker—Helpful Hints (see page 141) to each speaker prior to Career Day.
- Have peer helpers and student leaders meet the scheduled community speakers and interview them in the library or media center before the program begins.
   Use the *Discovering The Facts* interview sheet (see page 142).
- Have refreshments available before or after the program for the speakers.
- Have students assigned to escort the speakers to their stations.
- Take photos during the session(s).
- Have the speakers return to the library after the program to process their experiences. This is important as it will give you feedback about the success of the program. The speakers will also enjoy the opportunity to talk about their role in the Career Day.

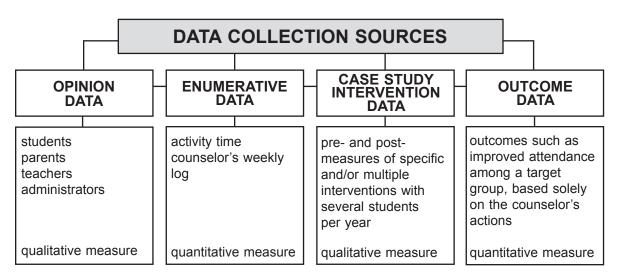
Some suggestions for follow-up are:

- Have the students in grades two through six write thank you letters to the speakers.
- Send any photos, essays, and drawings that are appropriate to their career to each speaker.
- Send a thank you letter or certificate of appreciation to each staff member for his/her support.



	YEARLY GUIDANCE SCHEDULE						
MONTH	GOALS	ACTIVITIES/FOCUS					
NOVEMBER	Make the administration and staff aware of guidance activities	Distribute weekly counselor schedule each Monday					
	Develop student leaders/helpers	Continue peer facilitator training					
	Meet needs of individuals experiencing adjustment problems	Continue small-group and individual counseling					
	Meet sequential affective developmental needs of all students	Teach 5th Graders in classrooms (4-6 classes)     "You" messages     "I" messages     accepting responsibility for consequences (weekly orientations)     learning from mistakes     seeing problems from both sides of conflict					
DECEMBER	Make the administration and staff aware of guidance activities	Distribute weekly counselor schedule each Monday					
	Develop student leaders/helpers	Continue peer facilitation training; reach 1/2 way point - special project: helpers lead small group discussions on friendship with a second-grade class (4 sessions) under counselor's supervision.					
	Meet the needs of individuals experiencing adjustment problems	Continue small group and individual counseling					
	Meet the affective developmental needs of all students	Teach 3rd Graders in classrooms (4-6 classes)  • review feelings - why they are important to recognize and share with others  • choices and responsibility  • recognizing choices exist  • problem solving  • home and school responsibilities					
JANUARY	Make the administration and staff aware of guidance activities  Develop student leaders/helpers	Distribute weekly counselor schedule each Monday  Utilize helpers as "Meeters and Greeters" (weekly orientations)  Utilize helpers to read to/vocabulary drill with first graders					
		Continue formal training					
	Meet the needs of individuals experiencing adjustment problems	Continue small-group and individual counseling					
	Meet the affective developmental needs of all children	Teach Kindergarten classrooms (4-6 classes)					
FEBRUARY	Make the administration and staff aware of guidance activities	Distribute weekly counselor schedule each Monday					
	Meet the needs of individuals experiencing adjustment problems	Continue small-group and individual counseling					
	Develop student leaders/helpers	Continue peer facilitation training					
	Publicize counselor's role and contribution to learning	Plan and follow-through with National School Counseling Week activities					





#### ▶ Why is opinion data important?

Although opinion data is not hard quantitative data, it is a bonafide way to get close to your "customers." Your aim, of course, is "customer" satisfaction with your services.

The "customers" for your services are the best source for feedback on your program's effectiveness. You will want to survey:

- Students (individually or in groups)
- Parents
- Teachers
- Administrators

#### What are some ways to collect opinion data from students?

Student opinions can be surveyed either in groups or individually.

When all the questions have been answered, tabulate the actual numbers and convert them to a percentage of total class.

When surveying students individually, it is important that the students are able to read.

A Likert Scale instrument (see below) is one way to survey students.

	STRONGLY AGREE	AGREE	NOT SURE	DISAGREE	STRONGLY DISAGREE
I like talking with my counselor					
I changed my way of doing things after talking with my counselor.					

# THE FOLLOWING SAMPLES ARE REPRODUCIBLE/PRINTABLE PAGES INCLUDED ON THE CD-ROM





# **HOW TO GET ORGANIZED**

THINK AHEAD

What are you going to be doing? What will you need?

☑ BE READY FOR THE DAY

Have the right supplies.

Know where your supplies can be found.

MAKE A LIST

Write down what you need to do.

**PRIORITIZE** 

Decide the order in which the things on your list should be completed. Chores? Homework? TV? Friends? Practice? Snack?

- M KNOW HOW MUCH TIME YOU HAVE
- BREAK BIG JOBS INTO SMALL JOBS
- GET STARTED! DON'T WASTE TIME!



Avoid people and places that can distract you.

Avoid anything that takes your attention away from your work.

☑ CHECK YOUR WORK

Look for careless mistakes. You may have skipped a problem.

M KNOW WHEN YOU ARE FINISHED

Checklist:

- ☐ I have done all the problems I can.
- ☐ I believe all my answers are correct.
- ☐ My handwriting is neat.
- ☐ I have checked my punctuation and grammar.



## CHILD STUDY TEAM CHART \*Adapted from L. Cribbs

	"Adapted from L. Cribbs					
	B	C				
Ψ	<b>+</b>	<b>+</b>				
STEP 1 Teacher identifies the problem(s).	STEP 1 Teacher makes a formal request for assistance to the Child Study Team.  STEP 1 CST refers studen consideration of handicapping cond Referral is completed at CST meeting.					
Ψ	Ψ	<b>Y</b>				
STEP 2 Teacher contacts the parent(s).  Teacher should document the contact with the date, time, subject, and relevant comments.  STEP 3 Teacher discusses problem with principal, counselor, and/or resource teacher to develop interventions.	STEP 2 Teacher participates in Child Study Team (CST) meeting with other members: Counselor Social Worker Principal Psychologist  STEP 3 CST develops a plan of strategies to be tried by teachers and others. Plan should be documented.	STEP 2 Full evaluation done with student including: Psychological Social history Medical Educational Hearing screening Observation  STEP 3 Meeting is set up to discuss evaluation results and eligibility for special placement due to handicapping condition.				
Ψ	Ψ	Ψ				
STEP 4 Teacher tries interventions:     Counseling     Parent contact(s)     Resource help     Reduced workload     Modified instruction  (If problem is not resolved,     go to Level B.	STEP 4 CST reviews plan to decide if it needs to be modified, is successful, or if the problem needs to go to Level C.  Level C only takes place if recommended by CST.	STEP 4 (If found eligible)  IEP meeting with:     Teacher     Psychologist     Principal     Social Worker     Counselor     Special Ed. Rep     Parents				



# FOLLOWING DIRECTIONS STUDENT POST-TEST

Na	me Date:							
Directions: Answer the questions the best that you can.								
1.	Who has to follow directions?							
2.	What does following directions mean?							
3.	What are two types of directions you have to follow at school?							
4.	How does someone look when following directions?							
5.	Why is it important to follow directions?							
6.	Did you enjoy this lesson?							
7.	What did you not like about this lesson?							



# **TALK IT OUT**

Names of students involved:
STUDENTS COMPLETE ALL STEPS
Stop Cool Off 3
Take Turns Talking The Person Holding The Craft Stick Gets To Talk  Brainstorm Solutions
Choose The Idea You Like Best.
Signatures:



#### **ELEMENTARY GUIDANCE EVALUATION FOR ADMINISTRATORS**

The items or statements listed below cover some areas in which the counselor may have made significant contributions to the pupils or to the general welfare of your school. Indicate the degree of help the program contributed to your pupils or school by placing a check in the appropriate box after each statement.

Check: Box 1—Much help has been given

Box 2—Some help has been given

Box 3—You feel that the counselor made no contributions in this area

Box 4—You do not know

	1	2	3	4	'	13.	The counselor has been of help in working			
ORGANIZATION AND ADMINISTR	ATION				F	4.4	with the "slow-learner."	$\vdash$	$\square$	$\vdash$
The counselor has been of assistance organizing, administering, and develop	- 1						The counselor has been of help in working with "underachievers."			
the program of guidance services.  TEACHER INVOLVEMENT		Ш				15.	The counselor has been of help in working with students with "reading problems."			
					Ī	16.	. The counselor has been of help in "diag			
<ol><li>The activities of the counselor had complimented and facilitated the work the teachers.</li></ol>					L		nosing learning difficulties."  The counselor has helped the students in			
The counselor has provided service which were beneficial to most teach within the school.							making adjustments at transitional points in their education, i.e., changing grades, changing schools, elementary to middle/jr. high school, etc.			
<ol> <li>The counselor has assisted teachers meeting the intellectual, personal, a social needs of all students.</li> </ol>					7	18.	The counselor has been of help to professional staff in interpreting cumulative folder information.			
EMPHASIS ON THE STUDENTS			4	6	-	19.	The counselor has been helpful in making	_	П	$\Box$
5. The counselor has focused on and rec nized good behavior as well as proble					•		referrals and working with "referral agencies."			
and crises.		$\vdash$	+	$\dashv$		RES	SULTS			
<ol> <li>The counselor has provided services a activities of benefit to all students attended the school.</li> </ol>	and ling					20.	The counselor has been instrumental in acquiring an overall higher level of achievement among students.			
LEARNING ENVIRONMENT			-			21.	The counselor's activities have been		П	
7. The counselor has assisted in the development of wholesome attitudes towards			4				instrumental in decreasing the number of potential dropouts.			
teacher, school, and self.			_	4	1	22.	The counselor has been of assistance in			
<ol><li>The counselor has sensitized the teach to the personal needs of students.</li></ol>	ers						reducing absenteeism and tardiness of selected students.			
<ol> <li>The counselor has assisted teachers creating an atmosphere that builds of fidence, avoids threat, creates a feel</li> </ol>	on- ling				4	23.	The counselor has been of assistance in improving work habits and study skills of students.			
of security, and is conducive to learning.					2	24.	he counselor has been instrumental in			
GENERAL AREAS OF ASSISTANC							establishing a better home-school and teacher-pupil rapport.			
<ol> <li>The counselor has helped in the exidentification of students with "speneeds."</li> </ol>					1	25.	The counselor has assisted in the reduction of referrals made to the principal for			
<ol> <li>The counselor has been of help in work with "behavior problems."</li> </ol>	ting				L		disciplinary reasons.			
12. The counselor has been of help in work	ing	П								

with "gifted" students.