

## ABSTRACT

Title: A Technology Assisted Counseling Observation System: A Study of the Impact on Teaching and Learning

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The Counseling Department at Indiana University of Pennsylvania installed a technology enhanced counselor training and clinical observation system (the Landro Play Analyzer system). The system was designed to replace their traditional video tape and one-way window observation systems used for counselor training and clinical supervision.

Howard Gardner's work with multiple intelligences is used as a theoretical framework in this study in helping to understand how the Landro Play Analyzer has changed the many ways in which counselor training is being conducted, and how it has changed the multiple ways the counselor education students are learning. The Landro Play Analyzer allows students to learn concepts and techniques in a variety of ways and for the professors to introduce concepts and techniques in multiple ways.

This evaluative case study explores the impact this new system has on both teaching and learning. Seven professors and five graduate students in the Counseling Department at Indiana University of Pennsylvania were interviewed. The five research questions that were explored in this study are: the impact the system had on teaching and learning; how the counseling faculty members changed the way they teach their students; how the way in which the counseling students learn their counseling skills has changed because of the new system; how the new

system provides for student reflection and feedback; and how the new system reduces or increases the anxiety of students because their counseling sessions are recorded.

This study shows that the Landro system has a significant impact on both learning and teaching. Faculty members incorporated the Landro Play Analyzer into their courses and the system changed the way students learn counseling skills. The Landro system provides innovative ways for students to record, review, clip and code, and reflect on their counselor training sessions. Reinforcement of counseling concepts and techniques is enhanced by the Landro system due to the capability to review, clip and code, and compare progress over time. When issues regarding anxiety were discussed in the interviews, subjects explained that it is not the Landro system, but just the process of being recorded, that creates anxiety.