

## Student Learning Outcomes

**Program:** Human Services

**Division:** Community, Family and Child Studies

**Year:** 2012 - 2014

| A. Student Learning Outcomes                             | B. Where Outcomes are Assessed                                  | C. Methods for Outcomes Assessment                                    | D. Expected Level of Program Performance                                   | E. Data Collection  | F. Results   | G. Plan For Improvement   |
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| What should the graduates of your program be able to do? | Where do you see evidence that the student can do these things? | How does your program evaluate student/graduate skills/abilities?     | What is the expected level of student performance <u>for the program</u> ? | How and when will you collect the data needed to evaluate the performance of the program? | What are the results of the evaluation?  | How will you use this information to improve the program?   |
| Demonstrate knowledge of Human Services history          | HUS 101   | Demonstrate competency in HUS 101 written assignment (History Paper). | 75 % of students will complete test #1 with a score of 71 or better.       | Review of all student written assignment in HUS 101.                                      | 81% of students completed test #1 with a 71% or better.<br><br>We moved the written assignment over to HUS 103 results there show that 71% of students received a grade of C or better demonstrating competency regarding the written history paper. | We are reworking the curriculum for HUS 103 in an effort to provide the students with technical writing assistance. |

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| <p>Demonstrate knowledge of group process.</p> | <p>HUS 235,<br/>HUS 250,<br/>HUS 251</p> | <p>Field Placement Analyses and group activity assignments</p>                                      | <p>80 % of students will receive a score of satisfactory or better in crisis management skills on the final field placement evaluation, group activity assignment, and tests.</p>                      | <p>Review of all final evaluations by site supervisors for HUS 250 and 251.</p> <p>Classroom activity assignment that facilitates a group assignment and tests.</p> | <p>85% of students in the HUS 251 course received a satisfactory score (equivalent to a "C" in their field placement sites.</p> <p>80% of students received a "C" or better on these activities and assignments in the past academic year.</p> | <p>We have reworked the HUS 235 course and added in more experiential features. We plan to refine some of these changes, and develop more self-critiquing opportunities for the students.</p> |
| <p>Demonstrate case management skills.</p>     | <p>HUS 209,<br/>HUS 250,<br/>HUS 251</p> | <p>Field Placement Analyses, students' client/case services plan and social history assignment.</p> | <p>80 % of students will receive a score of "Satisfactory" or better in case management on the final field placement evaluation, students client/case service plans and social history assignment.</p> | <p>Review of all final evaluations by site supervisors for HUS 250 and 251, students' case services plan and social history assignment.</p>                         | <p>85% of students in the HUS 251 course received a satisfactory score (equivalent to a "C" in their field placement sites.</p> <p>79% of students received a "C" or better on these activities and assignments in the past academic year.</p> | <p>We are working to increase the experiential opportunities in the class to allow students to practice skills and critique their own performance</p>   |

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| Demonstrate crisis intervention skills and knowledge                                     | HUS 237, HUS 250, HUS 251    | Field Placement Analyses and crisis intervention writing assignment.   | 80 % of students will receive a score of "Satisfactory" or better in crisis intervention on the final field placement evaluation. | Review of all final evaluations by site supervisors for HUS 250, 251 and crisis intervention writing assignment. | 85% of students in the HUS 251 course received a satisfactory score (equivalent to a "C" in their field placement sites.<br><br>72% of students received a "C" or better on these activities and assignments in the past academic year. | We are looking at creating a mixed mode version of the course, and then to align the mixed mode version with the online version.<br><br>We are looking at using video to record students as they perform skills and then to engage in self-critiquing activities, to understand where their performance is subpar and repetition to make corrections |
| Demonstrate knowledge of self through interpersonal interactions with clients and others | HUS 102, HUS 250 and HUS 251 | Field Placement Analyses and written assignment that assist them in exploring the dimensions of meaningful interpersonal relationships | 80 % of students will receive a score of "Satisfactory" or better in interpersonal skills on the final field placement evaluation | Review of all final evaluations by site supervisors for HUS 250 and 251  | 85% of students in the HUS 251 course received a satisfactory score (equivalent to a "C" in their field placement sites.<br><br>86% of students received a "C" or better on these activities and assignments in the past academic year. | Our results here have exceeded expectations. However as we move to compressed scheduling we will be working to maintain the integrity of the course.   |

**STUDENT LEARNING OUTCOMES FOR PROGRAM REVIEW**