

***Outcomes Assessment Plan
Educational Outcomes***

Program/Dept Name: HUMAN SERVICES

Submitted by Jean Matthews & Robert Helgoe, Ph.D.

Date: December, 2003

1. Program Objective: Students will be demonstrating second year level of Self-Management as taught from the first course completed in the Human Services Program through program completion.

| 2. Intended Outcome(s) ¹ | 3. Criteria or Target | 4. Comparison ² | 5. Assessment Methods or Tools | 6. When/How Assessment will be Accomplished |
|---|---|--|--|---|
| Student practices self-management as described in <i>Self-Management</i> section of Human Service Program document "Being a Student." | 90% of students in the sixth quarter of study will: <ul style="list-style-type: none"> • be punctual for classes, faculty meetings and Practicum, • be responsible for any lecture or missed assignments, • observe "late guidelines," • if late to class, • be prepared for class by completing assignments, • get adequate sleep to stay awake in class, and • manage medications so that teaching and learning are not compromised. | First year students who are still in the process of learning basic life skills Second year students own assessments done the first year and compared to present | A variety of methods are used including: attendance records, instructor observations of preparation, relevant participation by student, student alertness, Practicum evaluation completed four quarters by on-site supervisor, and on-site meetings with Practicum Coordinator | Faculty will complete self-management checklist for individual students biweekly with end-of-class feedback to student. |

¹ Outcomes should include one or more of the following: 1) Cognitive Learning Outcome, 2) Behavioral Learning Outcome, 3) Affective Learning Outcome, or 4) Attainment Outcome.

² Note if comparison data or groups are available using 1) pre-test/post-test, 2) baseline data, or 3) regional or national data and a brief description if needed.

7. **What were the results of the assessment(s)?** By simply announcing the objective to HSERV 101 students and giving them a preliminary list of self-management skills, considerable improvement in class attendance, promptness, and courtesy were noted. Student contact with instructors was more efficient and appropriate.
8. **How were the results used to improve?** Results have led to refinements in the HSERV student mentoring and tutoring program and the expansion of those activities. New learning objectives concerning self-management have been developed for HSERV 198, the Pre-practicum Seminar, and that seminar has been chosen as the place from which to “launch” the Portfolio project (Objective 1). To bolster the student’s recognition of the importance self-management skills and attitudes, three guest speakers have addressed them regarding the college’s resources and expectations in those regards. Adjunct faculty will be oriented to the Program Objectives and incorporated in the design of the Portfolio contents.

1. Program Objective: Students will exhibit three basic SCANS skills/qualities.

| 2. Intended Outcome(s)¹ | 3. Criteria or Target | 4. Comparison² | 5. Assessment Methods or Tools | 6. When/How Assessment will be Accomplished |
|---|--|----------------------------------|---|--|
| (Type 2) Student demonstrates personal qualities of responsibility. | 90% of all HSERV 101 students; 90% of all 199 completers | SCANS standards | SCANS criteria, page 25 of “skill standards.” | In HSERV 101 and 198/200 (as scheduled) with grade of “C” or better. |
| (Type 3) Student demonstrates sociability | 90% of all HSERV 101 students; 90% of all 199 completers | SCANS standards | SCANS criteria, page 25 of “skill standards) | In HSERV 106 and 232 |

¹ Outcomes should include one or more of the following: 1) Cognitive Learning Outcome, 2) Behavioral Learning Outcome, 3) Affective Learning Outcome, or 4) Attainment Outcome.

² Note if comparison data or groups are available using 1) pre-test/post-test, 2) baseline data, or 3) regional or national data and a brief description if needed.

7. **What were the results of the assessment(s)?** Objectives 2 and 3, concerning SCAN Skills, were then seen to be contingent upon the concurrent development of Objective 1 outcomes, and a proposal for the development of a new Portfolio system of tracking student progress toward all three Objectives was developed and proposed for funding under the Assessment Project grant. The grant was approved, and involves both Dept. Chairs.

8. How were the results used to improve?

1. Program Objective: Students will exhibit basic thinking and communication skills applied to HSERV contacts.

| 2. Intended Outcome(s) ¹ | 3. Criteria or Target | 4. Comparison ² | 5. Assessment Methods or Tools | 6. When/How Assessment will be Accomplished |
|--|---------------------------|----------------------------|---|---|
| (Type 2) Student demonstrates problem-solving abilities. | 80% of all ATA candidates | | SCANS cluster,* page 24, recognizes/solves problems and reasoning skills. | In HSERV 132, 141, 202, and 203 as scheduled. |
| (Type 2) Student demonstrates basic communication skills | 80% of all ATA candidates | | SCANS cluster, page 24, reading, listening, and speaking. | In HSERV 106, 131, and 198 as scheduled. |

¹ Outcomes should include one or more of the following: 1) Cognitive Learning Outcome, 2) Behavioral Learning Outcome, 3) Affective Learning Outcome, or 4) Attainment Outcome.

² Note if comparison data or groups are available using 1) pre-test/post-test, 2) baseline data, or 3) regional or national data and a brief description if needed.

7. What were the results of the assessment(s)?

8. How were the results used to improve?

1. Program Objective: Students will demonstrate knowledge of professional service delivery system.

| 2. Intended Outcome(s) ¹ | 3. Criteria or Target | 4. Comparison ² | 5. Assessment Methods or Tools | 6. When/How Assessment will be Accomplished |
|--|-----------------------|----------------------------|---|---|
| (Type 1) Student demonstrates knowledge of HSERV policies and procedures | 80% of ATA candidates | Baseline | Examinations in HSERV 101, 202, 242, and/or 149 | As courses meet |
| (Type 4) Student names this objective at practicum; work site for specific service | 80% of ATA candidates | (SCANS) | HSERV 199 contract fulfillment and skill standards* - page 26 (understanding systems) | By Practicum agency supervisor, and each learning contract |
| (Type 2) Student demonstrates competency, RE: Principle 10, Inter-professional relationships | 90% of ATA candidates | Type 3, Regional | Skill standards, manual* - page 32 (abilities) | HSERV 198, Pre-Practicum; 200 Practicum; and 245 Ethics with grade of “C” or better |

¹ Outcomes should include one or more of the following: 1) Cognitive Learning Outcome, 2) Behavioral Learning Outcome, 3) Affective Learning Outcome, or 4) Attainment Outcome.

² Note if comparison data or groups are available using 1) pre-test/post-test, 2) baseline data, or 3) regional or national data and a brief description if needed.

7. What were the results of the assessment(s)?

8. How were the results used to improve?