

Program Outcomes Guide

Directions: Please complete this form to document your progress toward improving student learning. For each item, indicate your progress and your anticipated next steps. Thank you!

Program Title: HSV Human Services Option

Date: Spring 2014

Program Team: Frances Cade

Expected Learning Outcomes:

1. Students will graduate prepared for transfer to a BSW program.
2. Students will be able to implement and integrate knowledge, skills, and attitudes necessary to help people help themselves.
3. Students will communicate clearly in written reports.
4. Students will demonstrate effective oral communication with staff, clients, families, and communities.
5. Students will use critical thinking to analyze client needs, problems and client interventions.
6. Students will effectively match the needs of consumers of social services with available community resources.
7. Students will be able to provide services in a culturally competent manner.
8. The social work option student will successfully transfer into a BSW program at the four-year level.

Assessment (How do or will students demonstrate achievement of each outcome?)

Outcomes 1 and 8: The graduating Human Services transfer students meet with the program lead faculty member to discuss their BSW applications in the semester prior to their last semester. We meet again for them to report their decision about transfer. This academic year 13 graduated and 12 transferred to a BSW program. The 13th student has not made a decision about continuing with his education at this level. The 12 students transferred to Salisbury University at USMH, Shippensburg University, Shepherd University and Hood College.

Outcomes 2-5: These outcomes are assessed in the course of HST-207 Social Work with Individuals.

Outcome 6: This outcome is assessed in the course of HST-208 with the Community Analysis Group Project.

Outcome 7: This outcome is assessed in the course of HST-201 Understanding Diversity for the Helping Professional with the diversity group project.

Validation (What methods have you used or will you use to validate your assessment?)

Results (What do your assessment data show? If you have not yet assessed student achievement of your learning outcomes, when is assessment planned?)

From assessing the Outcomes of 2-5 in HST-207 42% of students are having a difficult time with understanding empathy as a communication skill; 39% are not mastering the concept of self-determination in the field and 40% have difficulty with the concept of “starting where the

client is”. For Outcome 6 80% of students mastered matching client needs with community resources. For Outcome 7 89% of students mastered being culturally competent in their diversity project.

Follow-up (How have you used or how will you use the data to improve student learning?)

The instructor will have the students spend more actual class time on practicing the skill of empathetic communication skills as well as explore strengthening the instruction of self-determination and the concept of “starting where the client is” through the use of more case studies.

Budget Justification (What resources are necessary to improve student learning?)

Current resources are adequate at this time.