

## Course 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!

**Course/Program Title:** HST-103 Introduction to Human Services

**Date:** May '14

**Course/Program Team:** Fran Cade/Richard Snyder (adjunct currently teaching this course)

### Expected Learning Outcomes

1. Understand the historical development of human services delivery systems in American society.
2. Identify the functions and operations of human service agencies.
3. Understand the purpose and role of the social work profession.
4. Understand the nature of the helping relationship.
5. Identify the characteristics of an effective helper.

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

**Outcomes 1 and 2:** The Agency Visit Paper and Presentation and Exam I

**Outcome 3:** The Helpstarts here.org assignment and Exam I

**Outcomes 4 and 5:** Exam II

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

The competencies of the Council on Human Service education and the Council on Social Work Education have been used to validate what is being assessed.

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

**Outcomes 1 and 2:** 88% of students met these outcomes in the Fall 2013 and Spring 2014 semesters. The concepts of residual welfare and institutional welfare remains a weakness for 12% of students as evidenced by Exam I.

**Outcome 3: 40% of students are not understanding the difference between the human services definition and the definition of social work and the uniqueness of social work as a helping profession. This was a change from the past two years in the wrong direction, however according to the instructor for the course the students coming into the class were less prepared than previous students**

**Outcomes 4 and 5: 18% of students are having difficulty understanding the difference between the professional helping relationship and a friendship. This did improve.**

**Follow-up (How have you used or how will you use the data to improve student learning?)**  
**Professor Snyder and Cade had discussed strengthening the instruction of the introduction of social work specifically to improve the identified weakness. The adjustments seemed to have helped in the past year however this year we experienced a difference.**

**Budget Justification (What resources are necessary to improve student learning?)**  
Current needs are met.