

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 '17

Course/Program Team: Fran Cade

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: 93% of students met these outcomes in the Fall 2016 and Spring 2017 semesters. The concepts of residual welfare and institutional welfare remains a weakness for 11% of students as evidenced by Exam I.

Outcome 3: 30% 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 continues to be a positive change from the last three years, but remains a challenge the instructor continues to explore to increase this learning outcome.

Outcomes 4 and 5: 10% of students are having difficulty understanding the difference between the professional helping relationship and a friendship. This continues to improve.

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

The adjustments with the new textbook and the consistency of having the lead instructor teaching all sections offered this year has made a difference in the success of the students. The instructor is exploring curriculum changes to strengthen the knowledge of the differences between human services and social work specifically.

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

Current needs are met.