

Program Outcomes Guide

Program Title: HSV Human Services Option

Date: Spring 2018

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 and complete an exit interview. This academic year 18 graduated and 13 transferred to a BSW program. This is an increase from last year's 15 students who graduated and transferred to BSW programs. The 13 students transferring to four-year colleges nine (9) of these are attending Salisbury University at USM-H, two are attending Shepherd University and one is attending Shippensburg University. This program continues to have a healthy transfer rate. Of the five (5) not transferring at the time of the assessment two (2) have gotten full-time positions in the field and three (3) are still exploring options for employment or transferring.

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 35% of students are having a difficult time with understanding empathy as a communication skill; 32% are not mastering the concept of self-determination in the field and 37% have difficulty with the concept of "starting where the client is". For Outcome 6 89% of students mastered matching client needs with community resources. This is an improvement from last year even though slight. For Outcome 7 92% of

students mastered being culturally competent in their diversity project which is also a slight improvement from last year.

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

The instructor had 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. These things did improve with the changes made to the curriculum and this will continue for next year.

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

Current resources are adequate at this time.