

## Program Outcomes Guide

**Program Title:** HST Human Services

**Date:** Spring 2018

**Program Team:** Frances Cade

### **Expected Learning Outcomes:**

1. Students will graduate prepared for a career in human services.
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 Human Service career student will successfully complete an internship.

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

Previous to an institutional change of not being able to require internships in the Summer of 2017 this program was assessed by the eight (8) outcomes being assessed with the mid-term and final internship evaluation instrument which is completed by the internship site supervisor and the student at mid-term and the site supervisor at the completion of the internship (final). All of these were completed in consultation with the faculty member and there is a mid-term site visit and assessment conducted by the faculty member and an exit interview completed with the student by the faculty member at the conclusion of the internship. The lead faculty member is now developing a new program assessment. However, below you will find the data for those who did complete an internship last year.

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

The internship evaluation instrument was developed from the competencies from the Council on Human Services Education and members of the advisory committee and human service agency site supervisors.

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

**There were four (4) Human Service career students this academic year who completed the internship and graduated from the program again this year. This remained the same from last year. Although there were ten (10) students who graduated from the program this year. The four (4) students who graduated and completed an internship were all rated at 100% on the outcomes evaluated on for a successful completion of fieldwork.**

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

**The number of career students graduating is improving from the last two previous academic years. This year ten (10) graduated compared to the five (5) from last year. The overall numbers for the enrollment in the career program continues to be smaller than the**

**transfer program. However, it has been determined that it is important to continue this program as the number of students is improving and the graduation rate has improved.**

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

Current resources are adequate at this time.