

Course Outcomes Guide

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

Date: May '18

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: 91% of students met these outcomes in the Fall 2017 and Spring 2018 semesters. This is slightly down from last year at 93%. The concepts of residual welfare and institutional welfare remains a weakness for 14% 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 has improved and is holding steady from last year's data.

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. The lead instructor is

actually considering using a Social Work textbook in the future and is also actively looking for an OER to use as well.

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