

**Human Services Department  
Assessment Plan  
Student Learning Goals and Outcomes**

**Goal 1: Intellectual inquiry, critical thinking, and problem solving**

*Learning Outcome 1a: Analyze human services related theories and models.*

**Beginning**

**Developing**

**Meets Expectations**

<p><b><u>Knowledge:</u></b> Students are exposed to human services theories and models</p> <p><i>Course:</i> HUSR 201 Introduction to Human Services</p>	<p><b><u>Knowledge:</u></b> Beginning to integrate and apply human services theories and models in a variety of settings and contexts.</p> <p><i>Course:</i> HUSR 310 Case Management</p>	<p><b><u>Knowledge:</u></b> Students are able to effectively integrate and apply theory and practice.</p> <p><i>Course:</i> HUSR 380 Theories and Techniques of Counseling</p>
<p><b><u>Performance:</u></b> Exam scores on relevant theories/models</p> <p><i>Measurement Tool:</i> Exam # 2 scores that cover theories section of text</p>	<p><b><u>Performance:</u></b> Students engage in meaningful learning activities that integrate theory with practice such as creating case plans or through role-play activities.</p> <p><i>Measurement Tool:</i> Ecological Model assignment</p>	<p><b><u>Performance:</u></b> Students engage in clinical applications, write integration or application papers, and conduct presentations that effectively analyze human services related theories and models.</p> <p><i>Measurement Tool:</i> Paper on integration/application and grading rubric for paper</p>

**Goal 1: Intellectual inquiry, critical thinking, and problem solving**

*Learning Outcome 1b:* Employ logical approaches to real world problems in the human services field that rely on the development of research, program designs, and evaluation methods to draw reasonable evidence based conclusions.

**Beginning**

**Developing**

**Meets Expectations**

<p><b><u>Knowledge:</u></b> Students are exposed to various techniques in research design and data collection techniques</p> <p>Course: HUSR 315 Research and Data Management in Human Services</p>	<p><b><u>Knowledge:</u></b> Students develop critical thinking techniques for best practices in program design and implementation</p> <p>Course: HUSR 385 Program Design and Proposal Writing</p>	<p><b><u>Knowledge:</u></b> Students review and assess evaluation methods and create an appropriate evaluation protocol utilizing relevant sources that address agency needs. Students show critical thinking and problem solving skills in order to draw reasonable, evidence-based conclusions.</p> <p>Course: HUSR 470 Evaluation of Human Services Programs</p>
<p><b><u>Performance:</u></b> Exams on research methodology and ability to utilize appropriate technology to analyze data</p> <p><i>Measurement Tool:</i> 1) Exams that cover research methodology; 2) Data analyses assignment</p>	<p><b><u>Performance:</u></b> Evaluate and integrate appropriate literature on a Human Service related topic and draw reasonable conclusions that inform the design of a relevant program proposal.</p> <p><i>Measurement Tool:</i> Program Proposal</p>	<p><b><u>Performance:</u></b> Students conduct evaluations and prepare reports via written and oral formats that demonstrate critical thinking and scientific acumen.</p> <p><i>Measurement Tool:</i> Program evaluation final report that address course objectives</p>

**Goal 2: Professional, self-reflective, field based practice with culturally diverse populations.**

Learning Outcome: Demonstrate cultural competence in working collaboratively and ethically with diverse populations in the human services field.

**Beginning**

**Developing**

**Meets Expectations**

<p><b><u>Knowledge:</u></b>            Demonstrate an understanding of culturally competence and ethical behavior as well as develop insight into interpersonal and intrapersonal skills necessary for effectively interact with others</p> <p><i>Course:</i>            HUSR 411 Service Delivery to Communities</p>	<p><b><u>Knowledge:</u></b>            Demonstrate the ability to work collaboratively and ethically in human services delivery to diverse communities.</p> <p><i>Course:</i>            HUSR 396/L Practicum Seminar</p>	<p><b><u>Knowledge:</u></b>            Demonstrate proficiency with working with culturally diverse populations.</p> <p><i>Course:</i>            HUSR 496/L Internship Seminar</p>
<p><b><u>Performance:</u></b>            Students engage in small group activities that address ethical and cultural issues.</p> <p><i>Measurement Tool:</i>            Four Skills of Cultural Competence Worksheets</p>	<p><b><u>Performance:</u></b>            Students role play group and individually clinically related skills in class.</p> <p><i>Measurement Tool:</i>            Supervisors' Evaluation of the Interns</p>	<p><b><u>Performance:</u></b>            Students facilitate interpersonal growth and cultural relational skills under supervision; students demonstrate four cultural competence understanding and skills through case analysis and action plans.</p> <p><i>Measurement Tool:</i>            Supervisors' Evaluation of the Interns</p>

**Goal 3: Communication skills**

Learning Outcome 3A: Communicate effectively about human services issues using written communication.

**Beginning**

**Developing**

**Meets Expectations**

<p><b><u>Knowledge:</u></b> Students demonstrate basic understanding of written documentation of client interactions through case notes.</p> <p><i>Course:</i> HUSR 310 Case Management</p>	<p><b><u>Knowledge:</u></b> Students demonstrate a working knowledge of written communication using English and APA format on issues related human services</p> <p><i>Course:</i> HUSR 385 Program Design and Proposal Writing</p>	<p><b><u>Knowledge:</u></b> Students demonstrate effective written communication using APA format on topics related to human services and evaluation of programs.</p> <p><i>Course:</i> HUSR 470 Evaluation of Human Services Program</p>
<p><b><u>Performance:</u></b> Students will be given in-class writing assignments as well as essay exams.</p> <p><i>Measurement Tool:</i> Case Management Client Folders</p>	<p><b><u>Performance:</u></b> Students will be given essay examinations or participate in on-line forums in which they write about various human services issues.</p> <p><i>Measurement Tool:</i> Program Proposal</p>	<p><b><u>Performances:</u></b> In final paper, students demonstrate the ability to write about human services issues without grammatical/APA formatting errors.</p> <p><i>Measurement Tool:</i> Program evaluation final report that address course objectives.</p>

Learning Outcome 3B: Communicate effectively about human services issues using oral communication.

**Beginning**

**Developing**

**Meets Expectations**

<p><b><u>Knowledge:</u></b> Students demonstrate basic oral communication skills on topics related to human services</p> <p><i>Course:</i> HUSR 350 Human Services Leadership</p>	<p><b><u>Knowledge:</u></b> Students demonstrate a working knowledge of oral communication on topics related to human services</p> <p><i>Course:</i> HUSR 385 Program Design and Proposal Writing</p>	<p><b><u>Knowledge:</u></b> Students demonstrate effective oral communication on topics related to human services</p> <p><i>Course:</i> HUSR 470 Evaluation of Human Services Program</p>
<p><b><u>Performance:</u></b> Students participate in group and individual presentations in-class.</p> <p><i>Measurement Tool:</i> Group Presentation on Leadership Service Announcement</p>	<p><b><u>Performance:</u></b> Students participate in group and individual presentations in-class.</p> <p><i>Measurement Tool:</i> Presentation of Program and Proposal for Funding</p>	<p><b><u>Performances:</u></b> Students participate in group and individual presentations in-class.</p> <p><i>Measurement Tool:</i> Presentation of Intervention and the Presentation of the Final Evaluation Results</p>

Learning Outcome 3C: Integrate information technology in support of human services implementation.

**Beginning**

**Developing**

**Meets Expectations**

<p><b><u>Knowledge:</u></b> Can articulate the need for information that is appropriate to complete a specific college level research paper.</p> <p><i>Course:</i> HUSR 315 Research and Data Management in Human Services</p>	<p><b><u>Knowledge:</u></b> Organize and evaluate information from multiple sources based on usefulness, reliability, accuracy and point of view (or bias)</p> <p><i>Course:</i> HUSR 385 Program Design and Proposal Writing</p>	<p><b><u>Knowledge:</u></b> Successfully complete a college level research paper (Needs refinement)</p> <p><i>Course:</i> HUSR 470 Evaluation of Human Services Program</p>
<p><b><u>Performance:</u></b> Can implement a search strategy for a number of database systems including campus library systems, online reference tools, or other information databases</p> <p><i>Measurement Tool:</i> Literature Review Research Paper</p>	<p><b><u>Performance:</u></b> Compile a discipline appropriate bibliography of sources obtained through their research</p> <p><i>Measurement Tool:</i> Final Program Proposal</p>	<p><b><u>Performances:</u></b> Successfully discuss, present and “publish” (to the professor, or in online format per the assignment) a research paper using collaboration software and/or social media.</p> <p><i>Measurement Tool:</i> Program Evaluation Final Report And Final Exam</p>