**Program Outcomes Assessment Table (POAT)**

**Program: Associate in Applied Science, Major in Human Services (HUSV)**

***Academic Year: 2023-24***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **College Outcome** | **Program Outcomes**  Graduates will be able to: | **Course Learning Outcomes**  Students will be able to: | **Performance Measure** | **Results** | **Curricula Use of Results in 2024-2025** | **Success Trend** | |
| 1, 2 | 1. Students will demonstrate the ability to identify components of the interview/assessment process and applications. | Identify components of interviewing by practice interviews with other students and final videotaped interview skills assessment.  Learning experiences shall be provided for the student to develop his or her interpersonal skills.  ***(CSHSE Standard #17)*** | Benchmark:  HUS 230 – At least  100 % of students will achieve 80% on final interview skills assessment**.**  Action level: 80% | **Action Level Met**  88% of the HUS 230 students scored at least 80% on final interview skills assessment. This is 12% decrease from last year.  Reference Document:  HUS 230 2023-24 Measurements. | **Plan for Improvement**  A change to the interviewing assignment was made last year in that students were able to select their interviewee and have more autonomy in the interview. Since the course is taught totally online, new methodologies for recording/uploading videos were implemented. While the majority of the class met the course learning outcomes, two students were below the benchmark. Continue to streamline and improve this course in 2024-25. |  | |
| 2 | 2. Students will develop awareness of their own values, personalities, reaction patterns, interpersonal styles, and limitations.  **Plan for Improvement** | Students will reflect on influences and dynamics that may impact their practice in the human services profession. A journal will be kept with self-assessments that will be submitted.  The program shall provide experiences and support to enable students to develop awareness of their own values, personalities, reaction patterns, interpersonal styles, and limitations.  ***(CSHSE Standard #19)*** | Benchmark:  HUS 102 -At least 100% of students will score at least 80% on a self-assessment journal.  Action level: 80%. | **Action Level Met**  89% of the HUS 102 2023-24 students scored at least 80% or higher grade on self-assessment journal. This is a 3% increase from last year.  Reference Document:  HUS 102 2023-24 Measurements. | **Plan for Improvement**  All journals are now submitted electronically. This course has been evaluated and it has been decided to change to a new benchmark assessment measure, as HUS faculty have determined that personal reflections may not effectively assess student learning outcomes. Benchmark will be changed to the research paper that is required for the course, beginning in 2024-25. |  |
| 1, 2 | 3. Students will demonstrate knowledge of issues related to the ethical standards of the human services profession and the ability to follow ethical guidelines. | Ethical standards outlined by the National Organization of Human Services will be incorporated into all course material, assignments and exams.  The curriculum shall incorporate human services values and attitudes and promote understanding of human services ethics and their application in practice.  ***(CSHSE Standard #18)*** | Benchmark:  HUS 221– 100% of students will score 80% on Ethical Case Analysis.  Action level: 80% | **Action Level Not Met**  79% of HUS 221 2023-24 students scored at least 80% on Ethical Case Analysis. This is an 10% decrease from last year.  Reference Document:  HUS 221 2023-24 Measurements. | **Plan for Improvement**  There were no changes to curriculum this year, Benchmark was met by 79% of the students in this course. Course success rate was 100% with only one student withdrawal.  Will continue to monitor and assess student success and streamline curriculum, as appropriate in 2024-25. |  | |
| 2, 4 | 4. Students will demonstrate knowledge of theories and skills in order assist various human systems: families, small groups, organizations and social systems. | Develop a group proposal for an educational or support group, which would be presentable to a human services agency.  The curriculum shall include knowledge and theory of the interaction of human systems including: individual, interpersonal, group, family, organizational, community and societal.  ***(CSHSE Standard #12)*** | Benchmark:  HUS 235 – 100% of students will achieve 80% on final group proposal paper.  Action level: 80% | **Action Level Not Met**  73% of the HUS 235 2023-24 students scored at least 80% or higher grade on final group proposal paper. This is a 15% decrease from last year.  Reference Document:  HUS 235 2023-24 Measurements. | **Plan for Improvement**  This was a decrease from last year. Will continue to place emphasis on preparation and instruction for the group proposal and assess issues that resulted in decrease.  Will continue to monitor and assess student success and streamline curriculum, as appropriate in 2024-25. |  | |
| 2, 3, 4 | 5. Students will demonstrate the ability to be productive and effective in a human services delivery system and an understanding of their role, abilities and limitations as an entry-level human services worker. | Internships will be completed by students in an approved human services agency setting under the direction of a field supervisor.  The program shall provide field experience that is integrated with the curriculum.  ***(CSHSE Standard #20)*** | Benchmark:  HUS 250/HUS 251 -100 % of students will achieve an evaluation score of 80% or above on field placement evaluation.  Action level: 80% | **Action Level Exceeded**  90% of 2023-24 HUS 250 and HUS 251 students achieved an evaluation score of 80% or higher on field placement evaluation. This is a 2% decrease from last year.  Reference document:  HUS 250/251 2023-24 Measurements. | This year we had 20 students placed in Human Services internships. Most agencies have returned to in-person; however, a small number offer virtual internship opportunities. One new agency partnership was added this year.  Continue to streamline and improve the field placement program to provide quality internships. Plan to schedule internship supervisor training 2024-25. |  | |
| 1, 2, 4, 6 | 6. Students will have a basic understanding of crisis intervention skills and applications. | Complete ABC Model of Crisis Intervention assignment.  The curriculum shall provide knowledge and skills in direct service delivery and appropriate interventions.  ***(CSHSE Standard #16)*** | Benchmark:  HUS 237 – 100% of students will achieve an 80% on ABC Model of Crisis Intervention.  Action level: 80% | **Action Level Not Met**  73% of the HUS 237 2023-24 students scored at least 80% or higher grade on ABC Model of Crisis Intervention. This is a 13% decrease from previous year.  Reference Document:  HUS 237 2023-24 Measurements. | **Plan for Improvement**  The benchmark for this assignment decreased this year. A major revision to this assessment: the ABC Crisis Model was broken down into four parts; presentation is no longer a PPT, but students demonstrate learned skills to the class in pairs.  Continue to evaluate and make revisions as necessary in 2024-25. |  | |
| Mo1, 2, 3, 4 | 7. Students will demonstrate the knowledge of the history of the human services profession and the evolution of its various delivery systems. | Demonstrate the ability to obtain information and criteria for available community resources via interview human service professional. Assigned questions will be answered and submitted in a paper report and presentation.  The curriculum shall include the historical development of human services.  (***CSHSE Standard #11)*** The curriculum shall address the scope of conditions that promote or inhibit human functioning.  ***(CSHSE Standard #13)*** | Benchmark:  HUS 101 – 100% of students will achieve 80% on assignment to interview human services professional and written/oral report.  Action level: 80% | **Action Level Not Met**  43%% of the 2023-24 HUS 101 students scored at least 80% on human services interview assignment and oral presentation. This is a 48% decrease from last year.  Reference Document:  HUS 101 2023-24 Measurements | **Plan for Improvement**  The action level for this assignment decreased significantly this year. Success rate was 81% and retention rate was 75% in this course. Several students did not complete both components of the assignment, resulting in low scores.  Moving forward into the next academic year, the performance measure will be changed in order to better measure success/outcomes in this course. The benchmark will be changed to: “100% of students will achieve 80% on average of four quizzes." |  | |
| 1, 2, 4 | 8. Students will demonstrate knowledge and skills in systematic analysis of service needs; planning appropriate strategies, services, and implementation; and evaluation of outcomes. | Demonstrate case management skills such as assessing, resource facilitation and documentation of client intervention. Students will complete 3 case files for fictitious clients, which will consist of assigned forms to be completed.  The curriculum shall provide knowledge and skill in systematic analysis of service needs; planning appropriate strategies, services, and implementation; and evaluation of outcomes.  ***(CSHSE Standard#15)***  The curriculum shall provide knowledge and skills in information management.  ***(CSHSE Standard #14)*** | Benchmark:  HUS 209 – 100% of students will achieve 80% or better on 3 case management documentation files.  Action level: 80% | **Action Level Not Met**  69% of HUS 209 2023-24 students scored at least 80% on case management documentation files. This is a 16% decrease from previous year.  Reference Document: HUS 209 2023-24 Measurements. | **Plan for Improvement**  The Case Management documentation assignment was revised in 2023-24, and students worked on case management documentation for one case, as opposed to three. More focus on instructional material and breakdown of steps will be integrated to enhance learning success and outcomes in this course. |  | |