



ASSESSMENT PLAN



DIVISION: Community Services and Resources

PROGRAM: Human Services

INDIVIDUAL COMPLETING REPORT: Michelle Hawco

THREE-YEAR CYCLE: July 2017-June 2020

MARK YEAR OF CYCLE: Year 1 Year 2 Year 3

SAME PLAN AS PREVIOUS YEAR: Yes No Yes No Yes No

PROGRAM MISSION STATEMENT: . The Human Services Program of Southeast Community College prepares students through academic and experiential excellence to be innovative leaders in the community by providing direct supportive services that promote diversity, self-awareness, and social justice.

STUDENT LEARNING GOALS, OUTCOMES, AND TOOLS

OUTCOME NO. 1.1 is the program's General Education Learning Outcome (GELO) being assessed in this three-year cycle.

GOAL #1: Students will be able to demonstrate critical thinking skills through case studies, role playing and group demonstrations.

OUTCOME 1.1: Students will incorporate critical thinking skills when presented with a problem to analyze.

TOOL & BENCHMARK 1.1A: Score on the Multicultural Counseling case presentation. 80% of the students will score 75% or higher.

TOOL & BENCHMARK 1.1B: Score on the ethics/assertiveness role play in Pre-Practicum. 80% of the students will pass the role play with 3 or less unsatisfactory marks during the general skill display.

OUTCOME 1.2: Students will demonstrate critical thinking skills during Practicum 1.

TOOL & BENCHMARK 1.2A: Score on the group demonstration in Practicum 1. 80% of the students will receive 70% or better on the Group Presentation Rubrics.

GOAL #2: Students will be able to demonstrate proficiency in recording and documenting client case materials in a mock case file.

OUTCOME 2.1: Students will discover an understanding of the Case Management assessment and planning process.

TOOL & BENCHMARK 2.1A: Score on mock case file in Case Management & Ethics in Human Services. 80% of the students will score 75% or higher.

OUTCOME 2.2: Alcohol and drug students will show an understanding of the use of diagnostic screening tools.

TOOL & BENCHMARK 2.2A: Score on case presentation in Assessment, Case Management and Ethics in A & D. 80% of the students will score 75% or higher.

GOAL #3: Students will be able to demonstrate reliable, dependable, and punctual behavior.

Name of Program: Human Services

NOTE: The Assessment Plan is due every year on April 15 or the next business day.

OUTCOME 3.1: Students will practice an understanding of the importance of punctual behavior.

TOOL & BENCHMARK 3.1A: Attendance during Pre-Practicum. 80% of the students will be tardy no more than three times.

OUTCOME 3.2: Students will illustrate an understanding of the importance of reliable and dependable behavior.

TOOL & BENCHMARK 3.2A: Score of group demonstration by each student in Pre-Practicum. 80% of the students will pass the group demonstration with 3 or less unsatisfactory marks during the general skill display.

GOAL #4: Students will be able to demonstrate effective communication both verbal and non-verbal.

OUTCOME 4.1: Students will show an understanding of intentional basic micro-skills.

TOOL & BENCHMARK 4.1A: Score on final role play in Communication Skills in Human Services. 80% of the students will pass the role play with three or less unsatisfactory marks in the general skills category.

OUTCOME 4.2: Students will apply an understanding of the effects of verbal and non-verbal behavior on others and make adjustments per program guidelines and policies.

TOOL & BENCHMARK 4.2A: Score on Multicultural Competency individual class participation rubric. 80% of the students will score 75% or higher.

GOAL #5: Students will be able to demonstrate knowledge of the ethical guidelines of the Human Services profession.

OUTCOME 5.1: Students will operate an understanding of ethical practice.

TOOL & BENCHMARK 5.1A: Score on ethical exam in Case Management & Ethics in Human Services. 80% of the students will score 75% or higher.

OUTCOME 5.2: Students will practice an understanding of ethical standards for Human Services professionals.

TOOL & BENCHMARK 5.2A: Score on the ethical exam in Assessment, Case Management and Ethics of A & D. 80% of the students will score 75% or higher.