

2014 Fall Term Outcomes Assessment Report

A learning-focused program must know what it intends the students to learn and whether that learning has actually been achieved. It is not only important to collect data, but to use the data to improve programs and student learning. Therefore, the intent of assessment is to identify strengths and weaknesses and then to implement changes in an effort to improve. These changes could impact a number of aspects of the program: curriculum, staffing, facilities, internal processes, and intended student learning outcomes. Continuous evaluation of the impact of changes made completes one cycle of the ongoing process of improvement.

Department: Counseling

Program: Human Service Counseling

Date of Report: 9/16/2014

Members of Reporting Committee: Branis Knezevic, Keith Willis

Department/Program Curriculum Map has been completed and submitted. **YES** **NO**

Type of Measure

Indicate whether this report documents the department's direct or indirect measure, click the appropriate box.

X Direct Measure

Indirect Measure

Department/Program Goals and Outcomes:

Provide a current listing of your department/program's goals and outcomes.

Help students gain minimal competence in understanding and use of skills required for employment as paraprofessional human service counselors.

Objectives

- Summarize the conditions that impact a person's growth and development
- Recognize common patterns of symptoms of individuals in need of human services
- Demonstrate skills needed to gather information and ensure confidentiality of information
- State ways that the major theories of human behavior and systems suggest the skills and interventions to help those in need
- Practice helping skills and interventions that are appropriate to the human service professional's level of education
- Practice strategies that are useful in facilitating helping groups
- Deepen one's awareness of one's own values, interpersonal style, personality style, and limitations
- Increase appreciation of diverse cultural values that impact individuals
- Be familiar with the values and attitudes that underlie human services ethical standards
- Apply human service counseling skills in field and internship experiences

Assessment Activity/Measure:

Describe the assessment used to measure student outcomes/achievements.

The HSC Intern Evaluation summary is the direct measure of the Human Service Counseling program. It is composed of 17 items ratings the interns knowledge, skills, and professional qualities or dispositions. Each item is rated on the following scale:

- 0 = Knowledge or skill has not been acquired
- 1 = Developing understanding, but not sufficiently competent
- 2 = Minimally competent in knowledge and skills
- 3 = Competent in most areas; lacking some ability in application
- 4 = Competent as a beginning paraprofessional

Findings:

What were the findings/results of the planned activities listed above? What conclusions or discoveries were made from these results? (What learning do you want to improve? Based on ...Data? Experience?)

All ratings are above the level 3.68 competency demonstrating excellent ratings of the students. It is not apparent that any concerns exist regarding student preparation.

Professional Characteristics	Mean Rating 2011 N=27	Mean Rating 2012 N=32	Mean Rating 2013 N=33	Mean Rating 2014 N=35
Personal Appearance	4.00	3.94	3.94	3.86
Punctuality	4.00	3.97	3.94	3.79
Interaction with Co-workers	3.89	3.94	3.97	3.79
Writing Skills	3.62	3.74	3.78	3.89
Ethical Behavior	3.93	3.91	3.91	3.83
Believing that clients can change	3.82	3.93	3.94	3.86
Academic Preparation and Counseling Skills: The intern's performance in				
Knowing typical client issues at agency and programs to assist	3.63	3.74	3.73	3.72
Listening and "hearing" what the client is saying	3.84	3.77	3.79	3.90
Having empathy with clients	3.85	3.81	3.82	3.79
Using information effectively (client data and statistical information) and obtaining and disseminating records approp	3.81	3.80	3.78	3.68
Demonstrating skills with persons with diverse cultural backgrounds	3.92	3.90	3.85	3.85

Establishing trusting relationships	3.93	3.94	3.94	3.78
Determining mutual goals	3.81	3.80	3.91	3.70
Using basic communication skills, e.g. paraphrasing, clarifying, probing, summarizing, encouraging	3.75	3.87	3.73	3.89
Identifying & using appropriate counseling strategies	3.57	3.72	3.77	3.86
Self-awareness and comfort with self	3.74	3.81	3.79	3.72
Evaluating his or her effectiveness with clients	3.78	3.77	3.81	3.70
Self Confidence	X	X	X	3.70

Change(s)/Action(s) to be taken:

*Did the findings lead to program changes? If so, describe the changes made. If not, describe why changes were not needed. How have you used the data? What recommendations have been determined for improving student learning? **What is really working?***

We will continue the preparation of students as we have in the past. There were no observed weak areas so no recommendations for changes were made.

Budget Items

List budget items linked to actions taken and implications for change.

None.

EXTRA: Assessment Success Story

