Bluegrass Community and Technical College

2010-2011 Technical Programs - Assessing Student Learning Outcomes: A Snapshot

Human Services

2010-11 Student Learning Outcomes

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Activity	Date accomplished	Brief Description		
Identification of Student Learning Outcome - Identify the outcome that you plan to measure.	8/17/2010	Students will gain an understanding of different group processes and the operation of the group processes within social services including multi-cultural environments.		
Planning of Assessment - Determine appropriate assessment methodology and criteria for success - benchmarks.	8/17/2010	Students will gain an understanding of different group processes and the operation of the group processes within social services including multi-cultural environments.		
3. Assessment - Perform assessment	December, 2010	75% of the students will score 80% or higher on the related questions of the final exam.		
Review of Results - Gather and summarize data collected. Analyze and document results.	April, 2011	17 students completed the final exam. Thirty-two of the questions specifically evaluated the students' ability to accurately understand and correctly articulate the group processes and the operation of the group processes within social services including multi-cultural environments. 100% of those taking the final exam made 80% or higher on the 32 questions designed to assess the students' knowledge and operation of the group process within social services including multi-cultural environments.		
5. Use of Results for Improvement - "Close the Loop"/use the results to make improvements.	May, 2011	100% of the students made over 80% on the designated questions, however, the actual percentage was 80.2. Improvement for future Group Dynamics classes will include additional integration of the group processes throughout the course. Understanding the group process is of paramount important. The class currently includes the attendance in 5 group meetings. Classes in the future will be required as part of the group observations to include a description of: Active Listening; Clarification; Summarizing, Empathizing; Interpreting; Questioning; and Support.		
	Date			
Activity	accomplished	Brief Description		
Identification of Student Learning Outcome - Identify the outcome that you plan to measure.	8/17/2010	Demonstrate knowledge of the values used by professionals in the human services field and an understanding of why such values are important including an understanding of the wide range of values expressed by persons of various ethnic and cultural groups.		

Planning of Assessment - Determine appropriate assessment methodology and criteria for success - benchmarks.	8/17/2010	Use of related questions on the final exam. Dec. 2010.
3. Assessment - Perform assessment	December, 2010	70% of the students will score 80% or higher on the related section of the final exam.
Review of Results - Gather and summarize data collected. Analyze and document results.	May, 2011	Based upon the final evaluation by the instructor students learned the primary guidelines of ethical practice and are knowledgeable of important components of ethical practice including peer-consultation, proper documentation, and ethical decision-making process as indicated by 80% of the class receiving a B or higher as a final grade.
5. Use of Results for Improvement - "Close the Loop"/use the results to make improvements.	May, 2011	The data gathered indicates that students are very successful in learning the primary guidelines of ethical practice in the human services field. The primary function of this class is to promote the knowledge of theory and the practice of ethical practice. The next logical step in this assessment is to carry this assessment over to the practice component of the curriculum, HMS250, Clinical Practice in Human Service. Assessment in the future for HMS250 will include a way to measure the student's ability to perform ethical practice in the practicum setting.
Activity	Date accomplished	Brief Description
Activity 1. Identification of Student Learning Outcome - Identify the outcome that you plan to measure.		Brief Description The student will demonstrate that they are able to establish a helping relationship with a client, interview a client, maintain confidentiality and ethical practices and express in writing through the daily log their understanding of their personal strengths and weaknesses in the practicum experience.
Identification of Student Learning Outcome - Identify	accomplished	The student will demonstrate that they are able to establish a helping relationship with a client, interview a client, maintain confidentiality and ethical practices and express in writing through the daily log their understanding of their personal strengths and

Review of Results - Gather and summarize data collected. Analyze and document results.	May,2011	Based upon the final evaluation by the field placement supervisor, 90% of the students who remained in the course, were able to demonstrate their ability to establish a helping relationship with a client, demonstrate interview skills, the ability to observe the rules of confidentiality and ethical practice and were able to express in writing their understanding of their person strengths and weaknesses in the practicum experience. One student received an incomplete and has not completed all aspects of the course.
5. Use of Results for Improvement - "Close the Loop"/use the results to make improvements.	May,2011	The results of this assessment are impressive and the students are completing their clinical experience with high success. The next step will be to document very specifically the areas of ethical practice to establish a link between the goals of HMS102, Values in Human Services and the practical application of those values in HMS250, Clinical Practice in Human Services.

Office of Institutional Effectiveness