

## Student Achievement Indicators (SAI)

The Human Services Program is committed to the highest level of transparency. The following information is provided in greater detail:

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## Human Services Program Mission Statement

To prepare individuals to serve as knowledgeable, ethical and caring human services practitioners who are qualified to fulfill entry and mid-level positions in the midlands and beyond.

## Human Services Program Student Learning Objectives

1. Demonstrate oral and written communication as well as active listening skills.
2. The ability to display qualities of self-awareness to include identification of values, strengths, biases and the knowledge and skills necessary to areas in need of improvement or enhancement.
3. Demonstrate critical thinking skills and the ability to utilize the problem-solving process to identify problems, collect information, develop and implement intervention goals and strategies and to evaluate outcomes.
4. Demonstrate knowledge of human behavior and diversity, including but not limited to, the identification of life stages and tasks and the recognition of the impact of human diversity on behavior.
5. Demonstrate case management, group facilitation and crisis intervention skills with an emphasis on ethical decision-making.
6. Demonstrate an understanding of major social science theories.
7. Demonstrate computer literacy skills; and
8. Demonstrate basic college mathematics skills.

## Faculty to Student Ratio

The average faculty to student ratio from academic years 2014 to 2016 is 1:12.

## Human Services Program Outcomes Assessment Matrix

Note: Matrix reflects the Council for Standards in Human Service Education Standards and Sub-standards as well as the required competencies for the Human Services Board Certified Practitioner credential. **Success Criteria: 80% of students will achieve the benchmark of 75% or higher identified performance measures.**

Outcome	Competency	Performance Measurement	2016-2017 Results
1. Students will be able to articulate the historical development of human services.	<b>1a:</b> Students will be able to document the historical roots of human services and the subsequent creation of the human services profession.	HUS 101 Final Exam HUS 204- Final paper	<b>92%</b>
	<b>1b:</b> Students will be able to identify and describe the historical and current legislation affecting the delivery of human services to include how public and private attitudes influence and interpret policies related to these services.	HUS 222-Final Leadership Project HUS 101 Jane Addams Paper	<b>86%</b>
2. Students will demonstrate their understanding of systems theory as it relates to the individual, group, family and community.	<b>2a:</b> Students will be able to discuss theoretical and knowledge bases of prevention, intervention, and maintenance strategies to achieve maximum autonomy and functioning.	HUS 250 Theoretical Essay	<b>85%</b>
	<b>2b:</b> Students will be able to facilitate appropriate direct services and interventions related to specific client or client group goals.	HUS 112 – Senior Resource Manual HUS 231 – Counseling Techniques HUS 251 Senior Project	<b>100%</b>

Outcome	Competency	Performance Measurement	2016-2017 Results
3. Students will demonstrate their skills in securing the information necessary to assess human needs as well as record and organize and manage data obtained.	<b>3a:</b> Students will be able to demonstrate culturally appropriate interviewing techniques.	HUS 230 --- Role-play skills demonstration	<b>100%</b>
	<b>3b:</b> Students will be able to identify and describe the context and role of diversity to include, but not limited to, ethnicity, culture, gender, sexual orientation and socio-economic status in assessing and meeting human needs.	HUS 205- Final paper HUS 207 – Community organizing project HUS 212 – Research Paper- Disabilities/Disorders HUS 230 Culturally competent role-play skills demonstration	<b>92%</b>
	<b>3c:</b> Students will demonstrate the basic group facilitation skills.	HUS 235 --- Videotaped group facilitation	<b>100%</b>
4. Students will demonstrate their knowledge, skill and ability in the systematic analysis of service needs; planning appropriate strategies, services, and implementation, and evaluation of outcomes.	<b>4a:</b> Students will be able to identify the knowledge and skills necessary to analyze and assess the needs of clients or client groups.	HUS 209---Psycho-social assessment HUS 237----Crisis intervention role-play	<b>90%</b>
	<b>4b:</b> Students will be able to develop goals, design and implement an identified plan of action.	HUS 134 – Develop and implement a class activity HUS 209—Treatment plan	<b>92%</b>
	<b>4c:</b> Students will be able to evaluate the outcomes of plan of action and to assess the impact on the client or client group.	HUS 208 – Alcohol & Drug Abuse Paper HUS 217 – Addictions Counseling Plan of Action	<b>80%</b>
5. Students will identify professional human service values, attitudes and ethics and their own personal values, reaction patterns, intra-personal and inter-personal styles as it relates to the human service profession.	<b>5a:</b> Students will be able to model behaviors that are congruent with the values and ethics of the profession.	HUS 102 - Semester Growth Reflection Paper HUS 206 – Ethical Presentation	<b>88%</b>
	<b>5b:</b> Students will be able to clarify their personal and professional values.	HUS 221—Values Clarification Paper	<b>84%</b>
6. Students will demonstrate their knowledge, skills and abilities through human services field experiences.	<b>6a:</b> Students will be able to describe and discuss the various human services agencies within the midlands area.	HUS 101-20-hour practicum presentation HUS 250 Field presentation	<b>85%</b>
	<b>6b:</b> Students will successfully complete an initial practicum and two supervised internships.	HUS 150 – Supervisor Final Evaluation HUS 250- Supervisor final evaluation HUS 251- Capstone senior portfolio	<b>92%</b>

## Human Services Graduate Placement Rates

Human Services Graduate Placement Rates					
Graduate Year	Graduates	In Field	In School	Excluded	Placement Rate
2015 - 2016*	35	19	12	1	91.2%
2014 - 2015	27	14	10	3	100.0%
2013 - 2014	33	24	7	1	96.9%
2012 - 2013	31	21	8	1	96.7%
2011 - 2012	33	17	4	1	65.6%

*\*Most Current Graduate Placment data available*

Graduate Year Definition				
2011-2012 Includes Graduates From the Following Terms	2012-2013 Includes Graduates From the Following Terms	2013-2014 Includes Graduates From the Following Terms	2014-2015 Includes Graduates From the Following Terms	2015-2016 Includes Graduates From the Following Terms
Summer 2011	Summer 2012	Summer 2013	Summer 2014	Summer 2015
Fall 2011	Fall 2012	Fall 2013	Fall 2014	Fall 2015
Spring 2012	Spring 2013	Spring 2014	Spring 2015	Spring 2016

## Human Services 2017-2018 Program Review Survey Results

Data	Standard	Measurement / Data Source	
<b>A. Learning Outcomes</b>			
Goals Achieved	90% of Graduates indicate goal achievement	Alumni Survey	100%
<b>B. Client Satisfaction</b>			
Alumni Satisfaction	90% satisfaction with program	Alumni Survey	100%
Student Satisfaction	90% satisfaction with program	Student Survey	100%
Employer Satisfaction	90% satisfaction with program graduates	Employer Survey	100%
	85% satisfaction with general education skills	Employer Survey	100%

## Average Human Services Graduate GPA by Academic Year

Students are required to earn a "C" or better in ALL required courses including general education in order to successfully matriculate. The average Human Services GPA by academic year over the last five years is listed below.

