

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Human Services Worker	100	HSW 100 12/17/2019- Introduction to Human Services
Division	Department	Faculty Preparer
Humanities, Social and Behavioral Sciences	Behavioral Sciences	Kristy Norris
Date of Last Filed Assessment Report		08/24/2015

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

Yes

Previously assessed on 6/1/2015

2. Briefly describe the results of previous assessment report(s).

Both outcomes 1 & 2 were assessed. The outcomes suggested that students were demonstrating understanding at or above the standard for success.

3. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

No changes were proposed on the report and the plan was to continue supporting instructors.

II. Assessment Results per Student Learning Outcome

Outcome 1: Identify important terms and concepts about human service professions and the at-risk populations they serve.

- Assessment Plan
 - Assessment Tool: Objective test questions
 - Assessment Date: Fall 2018
 - Course section(s)/other population: all

- Number students to be assessed: all students in HSW 100 sections that semester (approx 50-60)
- How the assessment will be scored: answer sheet
- Standard of success to be used for this assessment: At least 70% of assessed students will score at least 70%.
- Who will score and analyze the data: Department faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2019	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
56	35

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students present in the class at the end of the semester were assessed. Not all students who were enrolled in the class were present at the end of the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students participating in the class at the end of the semester were assessed. This course is only offered on campus, but all three sections offered were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Both course instructors administered a cumulative final exam that was comprised of questions from a textbook test bank. Questions were multiple-choice and scored via scantron. It should be noted that each instructor created their own multiple-choice exam, but that the content taught and the exams administered followed the core expectations from the master syllabus.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this

learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The standard for success was that 70% of those assessed score a 70% or better on the assessment tool. 32 of the 35 students assessed scored at or above the required 70%. That means that 91% of the students met the standard for success, well above the required 70%. As a matter of fact, 16 students (45.7%) of the students scored at or above a 90% on the assessment tool.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students were overwhelmingly able to demonstrate an understanding of the content provided throughout the semester, as demonstrated by an average score of 84% on their cumulative final exam.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

There were no immediately noticeable "red flags" that would suggest areas where students needed additional support. To continue with this level of success, teachers will continue to be supported and encouraged to continue providing an excellent learning experience for our students.

Outcome 2: Describe the professional role of the human service practitioner, and identify the skills, knowledge, values, attitudes and self-awareness involved in this role.

- Assessment Plan
 - Assessment Tool: Student Essay where students are prompted to choose a job area within the field of human services and: 1. Describe the career of choice 2. Identify the skills and education to work in the identified field 3. Discuss personal attributes and attitudes that make said student an ideal worker in the identified career.
 - Assessment Date: Fall 2018
 - Course section(s)/other population: all
 - Number students to be assessed: All
 - How the assessment will be scored: departmentally-developed rubric
 - Standard of success to be used for this assessment: At least 75% of students must score 80% or higher on the essay.

- Who will score and analyze the data: Department faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2019	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
56	27

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students were required to complete the writing prompt as a component of completing the class. Only 27 of the 56 enrolled students opted to complete the assignment.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students enrolled in the course were asked to complete the assignment. HSW 100 is only offered on campus, but all sections were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students were assigned a reflection paper where they were prompted to explore the field of helping. They were able to reflect on their desire to work in the field of human services and explore possible populations they would work with. Students were also prompted to evaluate their own value systems, level of knowledge, possible conflicts they may have, as well as ways they may address those issues. Students were asked to explore the characteristics (education, personal attributes, knowledge, etc.) required for their chosen profession. The paper was scored by instructors due to the private nature and personal information that may have been shared. Student scores were based on the depth of insight and demonstration of understanding regarding necessary attributes required for the field.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

23 out of 27 students who completed this paper scored at or above 80%. The standard for success requires that 75% of those assessed score 80% or better. We exceeded that expectation with 85.2% meeting/exceeding the threshold. Only four students (14.8%) did not meet criteria for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students were overwhelmingly successful at demonstrating insight into the field of helping and the characteristics of a good helper. Students seem to have a good grasp of the knowledge and skills necessary to be successful in a helping profession.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

This outcome indicates that students are very capable of identifying skills, knowledge, values, and self-awareness as it relates to the helping profession. No areas of improvement were easily identified. Instructors will continue to be supported and encouraged to continue doing what they are doing.

III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

No changes were made that needed evaluating.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

This course assessment reaffirms that students are obtaining valuable knowledge and insight as it relates to the field of helping.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

This information will be shared with all participating HSW 100 instructors as well as the advisory board for the Human Services Worker program.

4. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

5. Is there anything that you would like to mention that was not already captured?

6.

III. Attached Files

[HSW 100 raw data](#)

Faculty/Preparer: Kristy Norris **Date:** 12/17/2019
Department Chair: Starr Burke **Date:** 12/19/2019
Dean: Scott Britten **Date:** 12/20/2019
Assessment Committee Chair: Shawn Deron **Date:** 03/02/2020

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Human Services Worker	100	HSW 100 06/01/2015- Introduction to Human Services
Division	Department	Faculty Preparer
Humanities, Social and Behavioral Sciences	Behavioral Sciences	Kristy Norris
Date of Last Filed Assessment Report		

I. Assessment Results per Student Learning Outcome

Outcome 1: Identify important terms and concepts about human service professions and the at-risk populations they serve.

- Assessment Plan
 - Assessment Tool: Objective test questions
 - Assessment Date: Fall 2010
 - Course section(s)/other population: all
 - Number students to be assessed: all students in HSW 100 sections that semester (approx 50-60)
 - How the assessment will be scored: the objective assessment instrument will be scored using an answer sheet
 - Standard of success to be used for this assessment: at least 70% of assessed students will have a score at least 70% correct on the objective assessment instrument
 - Who will score and analyze the data: The data will be scored and analyzed by program personnel.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2015	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
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3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed are representative of those who were in class on the day that the exam was given. There are also a number of students that withdrew from the course.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students enrolled in HSW 100 and present on the day that the exam was given are included in the assessment.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students were all given multiple choice exams that were scored using a scantron method. The exam measured awareness of various topics and issues related to human services that satisfy the requirements for the outcome. Instructors graded students based on their preferred grading scale, then the grades were converted from the instructors preferred scale to a 0-4 scale with 4 = 90% or higher, 3 = 80-89%, 2 = 70-79%, 1 = 60-69% and 0 = below 60%.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

A total of 67 students completed this outcome and 31 of the 67 scored a 4 (46%), 20 of the 67 scored a 3 (30%) and 12 of the 67 scored a 2 (18%). That means that 94% of the students scored a 2 or better, in other words 94% of those assessed scored 70% or higher on the evaluation.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Based on the data that was collected, it suggests that students are successfully retaining information related to terms and concepts associated with the human services profession.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

The majority of students demonstrated a level of awareness that is greater than the pre-determined criteria for success. Based on the data collected, it is believed that the level of instruction is meeting the intended purpose. All HSW 100 instructors will continue receiving support and resources as requested.

Outcome 2: Describe the professional role of the human service practitioner, and identify the skills, knowledge, values, attitudes and self-awareness involved in this role.

- Assessment Plan
 - Assessment Tool: Student project
 - Assessment Date: Fall 2010
 - Course section(s)/other population: all
 - Number students to be assessed: Randomly selected sample of one-third of students in all sections of the course (approx 20)
 - How the assessment will be scored: the student project will be scored using the departmentally developed rubric
 - Standard of success to be used for this assessment: at least 70% of students must score a 2 or above on the student project
 - Who will score and analyze the data: The data will be scored and analyzed by program personnel.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2015	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
87	69

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Not all students completed the assignment. There are also a number of students that did not complete the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students enrolled in HSW 100 were given an assignment to complete a paper that asks them to reflect on the role of a human services practitioner.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Papers were reviewed for accuracy and insight in the areas identified on the course outcome: identify the skills, knowledge, values, attitudes and self-awareness involved in this role.

All papers were rated on a scale of 0 to 4 with 0 = below 60%, 1 = 60-69%, 2 = 70 - 79%, 3 = 80-89% and 4 = 90-100%.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The average score for the evaluation was a 3.48. 64 of the 69 students scored at or above the 70% criteria for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Based on the data collected it is believed that students are successfully able to articulate an in-depth understanding of the roles and responsibilities of a professional in the human services field.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

64 of the 69 students performed at or above the criteria for success. This suggests that students are not only learning the materials, but are successfully able to apply what they have learned in the sense of writing about the concepts and articulating an understanding of the skills necessary to be successful in this field. Instructors will continue to be supported in the approaches that are currently being used to convey the assessed information.

II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

Based on the data that was collected, and scores of over a 3 (out of 4) on both outcomes, suggests that students are successful at retaining the information that has been presented to them. All instructors will be encouraged to keep doing what they are doing as well as continue to be offered support and guidance as needed.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

This information will be shared with the department, the advisory committee, and all instructors of HSW 100 courses.

3. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

4. Is there anything that you would like to mention that was not already captured?

5.

III. Attached Files

[Raw Data](#)

Faculty/Preparer: Kristy Norris **Date:** 06/16/2015
Department Chair: Starr Burke **Date:** 06/17/2015
Dean: Kristin Good **Date:** 06/18/2015
Assessment Committee Chair: Michelle Garey **Date:** 08/24/2015

COURSE ASSESSMENT REPORT

I. Background Information

1. Course assessed:
 Course Discipline Code and Number: HSW 100
 Course Title: Introduction to Human Services
 Division/Department Codes: HSBS/BEH

2. Semester assessment was conducted (check one):
 Fall 20__
 Winter 2012
 Spring/Summer 20__

3. Assessment tool(s) used: check all that apply.
 Portfolio
 Standardized test – (Outcome 1) Series of 3 multiple choice exams throughout the semester, with questions obtained from standardized text test bank. Please note that questions varied among instructors, but this will be addressed for the next assessment.
 Other external certification/licensure exam (specify):
 Survey
 Prompt
 Departmental exam
 Capstone experience (specify):
 Other (specify): (Outcome 2) – Comprehensive report describing the professional role of the human service practitioner and identifying the skills, knowledge, values, attitudes, and self-awareness involved in this role.

4. Have these tools been used before?
 Yes
 No

If yes, have the tools been altered since its last administration? If so, briefly describe changes made.

5. Indicate the number of students assessed and the total number of students enrolled in the course.

Outcome 1: Section 1- 28assessed/31enrolled
 Section 2- 24assessed/27enrolled
 Section 3- 26assessed/26enrolled

Outcome 2: Section 1- 28assessed/31enrolled
 Section 2- 23assessed/27enrolled
 Section 3- 22assessed/26enrolled

6. If all students were not assessed, describe how students were selected for the assessment. *(Include your sampling method and rationale.)*
 All students enrolled in the course were required to take all three exams for the course and submit the course paper; therefore all students who completed the assignments were included in the assessment data.

II. Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.

This is the first assessment cycle that has been completed using the assessment method of three multiple choice exams (due to not having the assessment tools utilized in previous assessment). No changes have been implemented based on results from the previous assessment.

COURSE ASSESSMENT REPORT

- List each outcome that was assessed for this report exactly as it is stated on the course master syllabus. *(You can copy and paste these from CurricUNET's WR report.)*

Outcome 1: Identify important terms and concepts about human service professions and the at-risk populations they serve.

Outcome 2: Describe the professional role of the human service practitioner and identify the skills, knowledge, values, attitudes and self-awareness involved in this role.

- For each outcome that was assessed, indicate the standard of success exactly as it is stated on the course master syllabus. *(You can copy and paste these from CurricUNET's WR report.)*

Outcome 1: At least 70% of assessed students will score at least 70% correct on the objective assessment

Outcome 2: At least 70% of students must score a 2 or above on the student project.

(Note – this author is unaware of what this score is out of, therefore will use the same expectation used in outcome 1 for outcome two – a 70% or higher. This will be corrected in the master syllabus when updated.)

- Briefly describe assessment results based on data collected during the course assessment. Indicate the extent to which students are achieving each of the learning outcomes listed above and state whether the standard of success was met for each outcome. ***In a separate document, include a summary of the data collected and any rubrics or scoring guides used for the assessment.***

Outcome 1: Twenty one students had an overall score below 70% (210 out of 300 possible points). There was a success rate of 73% (53 students successfully achieved the mastery criteria).

Outcome 2: Section 1- Nine students below the 70% score (70 out of 100 possible points). That indicates a success rate of 88% (64 students scored above the mastery criteria).

- Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in the assessment results. *(This should be an interpretation of the assessment results described above and a thoughtful analysis of student performance.)*

Strengths: Based on the overall data, it would appear that the instructors of this course are successfully conveying the information to students. For outcome 2, it can be interpreted that students are successfully able to convey understanding of the field of Human Services through written expression that requires independent research.

Weaknesses: There are still a number of students that are struggling with the objective component of this course and may not respond well to multiple choice exams. Currently two textbooks have been utilized to instruct the course, which means two author styles and sets of information are being used, this can present conflicting data to students.

III. Changes influenced by assessment results

- If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses. *(If students met all expectations, describe your plan for continuous improvement.)*

All instructors for the course will continue to communicate with one another and ensure that continuity of data continues to be demonstrated and support is provided. In addition, instructors will work to develop a comprehensive final that will be given to all sections of the course at the end of the term.

COURSE ASSESSMENT REPORT

- 2. Identify intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.
a. Outcomes/Assessments on the Master Syllabus
b. X Objectives/Evaluation on the Master Syllabus
c. Course pre-requisites on the Master Syllabus
d. 1st Day Handouts
e. X Course assignments - One comprehensive final exam will be developed and utilized for all sections.
f. X Course materials (check all that apply)
g. Instructional methods
h. Individual lessons & activities

3. What is the timeline for implementing these actions? New textbook in the Fall and updated Master Syllabus with Fall 2012 update.

IV. Future plans

- 1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.
2. If the assessment tools were not effective, describe the changes that will be made for future assessments.
3. Which outcomes from the master syllabus have been addressed in this report?
All X Selected
If "All", provide the report date for the next full review: Winter 2015
If "Selected", provide the report date for remaining outcomes:

Submitted by:

Print: KRISTY NORRIS Faculty/Preparer Signature Date: 8-27-12
Print: STARR BURKE Department Chair Signature Date: 8/27/12
Print: BILL ABERNETHY Dean/Administrator Signature Date: AUG 30 2012

COURSE ASSESSMENT REPORT

Background Information

1. Course assessed:

Course Discipline Code and Number: HSW 100
Course Title: Introduction to Human Services
Division/Department Codes: MNB/BEH

2. Semester assessment was conducted (check one):

- Fall 2007
- Winter 20__
- Spring/Summer 20__

3. Assessment tool(s) used: check all that apply.

- Portfolio
- Standardized test
- Other external certification/licensure exam (specify):
- Survey
- Prompt
- Departmental exam
- Capstone experience (specify):
- Other (specify): Students were required to interview a human services professional, then write a reflective essay on the interview. See attached description.

4. Have these tools been used before?

- Yes
- No

If yes, have the tools been altered since its last administration? If so, briefly describe changes made.

No

5. Indicate the number of students assessed/total number of students enrolled in the course.

15/24

6. Describe how students were selected for the assessment.

By the time the assignment was given, there were 21 participating students in the class. Of the 21, six did not complete the assignment, or did not complete it on time. The fifteen students who did complete the assignment were all assessed.

Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.

Students were required to learn more about target populations, including asking a helping professional about one of the target populations that they served.

2. State each outcome from the master syllabus that was assessed.

"Demonstrate understanding of the professional role of the human service practitioner, including the skills, knowledge, values, attitudes and self-awareness involved in this role."

3. Briefly describe assessment results based on data collected during the course assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. Please attach a summary of the data collected.

A required student assignment was assessed on a five-point Likert scale. Three of fifteen students were rated as "superior" in their achievement of the above learning outcome; four were rated "above average"; five were rated "average"; two were rated "below average"; and one was rated as "failing." Please see Attachments A (describing the assignment given), B (describing the scoring rubric), and C (summarizing the assessment results).

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COURSE ASSESSMENT REPORT

- 4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success.
 Outcome two was the only outcome assessed. The master syllabus stipulated that 70% of respondents would meet the outcome. As indicated on the scoring rubric, meeting the learning outcome was defined as achieving a two or higher on a five-point scale, zero to four.
 Twelve of fifteen students, or 80%, were assessed as scoring "two" or higher on the assignment. Therefore, the standard of success was deemed to have been met (see Attachments B & C).
- 5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.
 Strengths: Most of the respondents demonstrated at least adequate learning in the areas of professional attitudes, ethics, and relationships with clients, including boundaries.

 Weaknesses: As noted earlier, three of the fifteen students did not perform at an acceptable level.

Changes influenced by assessment results

- 1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses, along with a timeline for these actions.
 More time will be spent in small, in-class active-learning groups of four or five, in which students will assist each other in reviewing key course concepts.
- 2. Identify any other intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.
 - Master syllabus
Change/rationale:

 - Curriculum
Change/rationale:

 - Course syllabus
Change/rationale:

 - Course assignments
Change/rationale:

 - Course materials (check all that apply)
 - Textbook
 - Handouts
 - Other:
 Change/rationale:

 - Instructional methods
Change/rationale: As above

 - Other:
Change/rationale:

Future plans

- 1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.
 The assessment tool used may be partly valid, but not of optimal effectiveness. The advantages of the method used (requiring the student to interview a helping professional, then write a reflective essay) include the fact that it forces the student to interact with someone practicing in the field, and gives the student a "real-life" experience. A disadvantage of this method is that it requires the student to find out about several different

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COURSE ASSESSMENT REPORT

- topics, sometimes in a fairly limited amount of time. In addition, the student sometimes has little control over how long the interview will be: some professionals will stipulate that they have limited time.
2. If the assessment tools were not effective, describe the changes that will be made for future assessments. Instead of basing the assessment of outcome two on the interview, a more valid method would involve having the student write an in-class essay toward the end of the semester. This method would allow students to draw on their interviews as well as on other modes of learning.

Submitted by: CHRIS M. SIEHL
Name: Chris Utsch Date: 7/1/08
Department Chair: Spencer Burke Date: 7/17/08
Dean: Martha Shuman Date: 7/17/08