

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Human Services Worker	229	HSW 229 10/21/2020- Human Services Success Skills
Division	Department	Faculty Preparer
Humanities, Social and Behavioral Sciences	Behavioral Sciences	Kristy Norris
Date of Last Filed Assessment Report		

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

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

No

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

3.

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

5.

II. Assessment Results per Student Learning Outcome

Outcome 1: Identify and describe educational options and employment opportunities in the Human Services field.

- Assessment Plan
 - Assessment Tool: Writing assignment
 - Assessment Date: Fall 2019
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Rubric

- Standard of success to be used for this assessment: 80% of students must score 90% or higher on the assessment.
- Who will score and analyze the data: Departmental 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)
		2020

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

# of students enrolled	# of students assessed
8	8

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.

N/A

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 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 an investigative writing assignment that utilized a rubric to evaluate understanding. Students were asked to evaluate an agency of their choosing and produce both a written summary and an infograph to present to the class.

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: No
 Students were scored based on a scale of 0 to 75, with 75 being a 100% and 67.5 being 90%. Of the eight students completing this assignment, 4 scored a 75/75 (100%), one student scored a 72 (96%), one scored a 70 (93%), one scored a 67 (89%) and one scored a 50 (67%). Based on the standard for success 80% (7 of the 8) of students needed to score a 90% or higher. Six (6) of the 8 (75%) students

scored a 90% or greater on this assessment, which did not meet the minimum requirement. Because there were only 8 students registered for the course, it was difficult to achieve this high standard of success.

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

Students were able to demonstrate a broad understanding of the academic and employment requirements for success in this 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.

The standard for success was not achieved for this outcome. Seventy-five percent (75%) rather than 80%, achieved the standard. The course or assignment may need to be evaluated for clarification or additional content that can shore up the understanding.

Outcome 2: Apply knowledge of laws and ethics of Social Work and related fields to real life scenarios.

- Assessment Plan
 - Assessment Tool: Vignettes
 - Assessment Date: Fall 2019
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Answer key
 - Standard of success to be used for this assessment: 80% of students must score 90% or better.
 - Who will score and analyze the data: Departmental faculty will analyze the data.

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)
		2020

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

# of students enrolled	# of students assessed
8	6

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.

Two students were not present on the date this activity was completed.

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 and present on the assessment date were evaluated.

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

Students were presented with ethical scenarios that have been used on previous licensure exams. The vignettes were presented via Poll Everywhere and students were able to select the answer they considered to be the best option for each scenario.

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: No

For scenario 1, five of the six students answered correctly (83%).

For scenario 2, two of the six students answered correctly (33%).

For scenario 3, three of the six students answered correctly (50%).

For scenario 4, all students answered correctly (100%).

The average correct rate was 64%. This is significantly below the desired response of 80% getting a 90% or better on the assessment. One could not consider this learning outcome as having its standard of success met.

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

Students seem to be able to identify obvious ethical violations and quickly determine what is not being handled correctly.

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.

Students do struggle with less obvious ethical challenges and have a harder time determining the MOST ethical path. Students did not meet criteria for success on this category, but it is believed that the standard for success may be slightly beyond reach for this outcome, seeing as most graduate level students also struggle with ethical decisions that are less concrete.

Outcome 3: Describe and demonstrate professional behaviors and expectations, including awareness of diversity, work ethics and professional decorum.

- Assessment Plan
 - Assessment Tool: Mock job interview
 - Assessment Date: Fall 2019
 - 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: 80% of students must score 90% or better.
 - Who will score and analyze the data: Mock Interviewer will rate students on a rubric. Departmental faculty will analyze the data.

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)
		2020

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

# of students enrolled	# of students assessed
8	8

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 enrolled in the class completed this assessment.

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 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 presented with a current job posting for a position in the field of social work. Students were then asked to: 1) develop a cover letter, 2) write a tailored resume, and 3) submit a recording of themselves answering a series of provided interview questions. Students were then scored utilizing a pre-developed rubric.

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

Three of the eight students scored a 100% on the assignment, two students scored a 95%, two students scored a 90% and one student scored an 80%. The standard for success required that 80% (7 of the 8 students) score at or above a 90%. It can be said that the standard for success was achieved on this outcome.

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

Students were able to produce quality resumes and cover letters that demonstrated a clear understanding of the expectations for professionals in the field. Students were also successful in conveying appropriate answers to difficult interview questions and presented themselves in a professional manner.

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.

Students met the standard for success on this outcome. It is recommended that instruction continue to reiterate and explore appropriate professional boundaries and expectations.

Outcome 4: Describe the use of data collection and its practical applications.

- Assessment Plan

- Assessment Tool: Writing assignment
- Assessment Date: Fall 2019
- Course section(s)/other population: All
- Number students to be assessed: All
- How the assessment will be scored: Rubric
- Standard of success to be used for this assessment: 80% of students must score 90% or better.
- 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)
		2020

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

# of students enrolled	# of students assessed
8	8

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 assessed.

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 were assessed.

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

One component of the capstone project paper for the course involved students identifying research articles that applied to the population that they were interested in serving. Students were graded on identifying and summarizing research relevant. They were rated a 0 to 5, depending on the level of success with identifying scientific research and applying it to their chosen population/agency.

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: <u>No</u>
5 of the 8 students were successful in demonstrating the ability to identify and connect research to a chosen population. One student struggled and two students did not demonstrate the skill at all. To meet criteria for success, seven students (80%) would have needed to meet or exceed the 90% threshold of a 4.5 or higher. Based on this knowledge, the standard of success was not met.

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

Many students evaluated were able to identify proper scientific articles that demonstrated a clear data set, and were then able to clearly identify how that research could be applied to populations served.

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 standard for success was not achieved for this outcome, but that is partially because three of the 8 students did not complete the required component or only partially completed the component. It is pretty common that students in helping professions often times struggle with reading scientific pieces and are sometimes overwhelmed with the research. This course could possibly benefit from dedicating more time to reiterating the process of reading and interpreting research.
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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 previous report has been completed for this course. This is the initial report.
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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 assessment report reiterated the capacity for our students to demonstrate an understanding of the professional roles and obligations required in this profession. The outcomes also reassured this author that students are being prepared for field

placement as evidenced by professional quality mock interviews and a clearly conveyed understanding of the education and expectations required for the field. The outcomes do reflect what is largely already known about areas of academic struggle in pre-social work/psychology students. Comprehending complex ethical challenges and delving into scientific research is a bit more challenging for students, hence part of the reason for the development of the HSW 229 class, providing an additional opportunity for exposure to both ethics AND scientific rigor.

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

The outcomes of this report will be shared with the department, program faculty, and at the next advisory board meeting.

4. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Outcome Language	The outcome "bar" for the ethics outcome and the science outcome may need to be adjusted to one that is more realistic for students at the associates level. 80% of participants scoring 90% or higher may be too high of a level for success.	It is well known that many professionals struggle with both research and ethics. The licensure exam pass rate for social work is between 66% and 74% (https://www.aswb.org/exam-candidates/about-the-exams/pass-rates/). Based on that data, it would make sense to adjust our success rate, especially since the ethics vignettes come directly from previous licensure exams.	2021

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

This is an initial assessment report. Outcome 4 was especially weak. All four of the assessments are embedded into the course and this author has noted that the data for outcome for is especially weak and needs to be "beefed" up and better evaluated for the next assessment. Also, ideally the course is evaluated based on all semesters the course is offered rather than just a snapshot of one semester since the enrollment numbers often trend to a smaller class size.

III. Attached Files

[Raw Scores for students](#)

[Ethics Vinettes](#)

[Data/Apply Scores](#)

[Rubric for Outcome 1](#)

[Rubric for Outcome 3](#)

Faculty/Preparer: Kristy Norris **Date:** 10/21/2020

Department Chair: Starr Burke **Date:** 10/23/2020

Dean: Scott Britten **Date:** 11/02/2020

Assessment Committee Chair: Shawn Deron **Date:** 03/17/2021