

## Institutional Mission

Arkansas Tech University-Ozark Campus, in partnership with the community, will provide a quality educational environment which will enable all students to learn the skills and acquire the knowledge necessary for them to become contributing members in the workforce and in society. Arkansas Tech University is dedicated to student success, access, and excellence as a responsive campus community providing opportunities for progressive intellectual development and civic engagement. Embracing and expanding upon its technological traditions, Tech inspires and empowers members of the community to achieve their goals while striving for the betterment of Arkansas, the nation, and the world.

## Program Mission

To provide a quality educational opportunity for personal and professional development in the human services profession and promote community service and global awareness, in partnership with the area community and educating/human service stakeholders.

### 1 Calendar Year Assessment Information

2020

Point of Contact for this year's assessment (add additional names as needed): 1) 2) APPROVALS

----- Department

Head Approval:      Date: Dean Approval:      Date: Office of Assessment Approval: C. Austin

Date: 9.8.21

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Program Level Context: PROGRAM OUTCOMES • Demonstrate best practices in case management • Demonstrate advanced training in effective communication • Display proficiency in keyboarding and computer software skills – word processing, spreadsheets, database • Demonstrate proper English/communication skills (writing, spelling, correspondence) • Demonstrate a thorough understanding of human services ethics Student Learning Outcomes Assessed during Calendar Year

2020 (Add more as necessary): Outcome 1: Curriculum Committee Proposals or Changes

(erase choice not used): Y / N Assessment Data Used as Support for Change: (give

Outcome #) Is Status of Project Noted in Title Bar Current? (erase choice not used): Y / N

Change status in title bar above Are All Attachments Noted in Assessment Plan Added Below?

(erase choice not used): Y / N ----- Additional Comments:

1.1

**Program Learning Outcomes**

6. Demonstrate knowledge acquisition and skills development in providing direct services and interventions to clients and client groups.

1.1.1

**Measures**

Demonstrate best practices in case management

Best practices encompass ethical, competent interaction with clients and concise, accurate & timely documentation of services.

METHODOLOGY\*

The final grade in HS 1223 compiles knowledge of best practices as well as a demonstration of proper documentation of services provided.

SOURCE OF EVIDENCE

Clinical Evaluations, Reviews - Academic Direct

1.1.1.1

**Expectations/Target for this Outcome**

80% of students will earn a B or higher on the final grade in HS 1223

Not Reported this Period

EXPECTATIONS/TARGET FOR THIS OUTCOME 80% of students will earn a B or higher on the final grade in HS 1223

FINDINGS/RESULTS

REFLECTION ON FINDINGS AND RECOMMENDATIONS FOR NEXT STEPS

IMPROVEMENT TYPE

IMPROVEMENT DESCRIPTION

IMPROVEMENT

1.2

**Program Learning Outcomes**

7. Demonstrate proficiency in interpersonal skills.

1.2.1

**Measures**

Additive Empathic Response

Students will move from basic empathic responses to additive empathic responses by the end of the semester. Students practice learned skills during in-class interviews, some videoed, to

demonstrate new skills as learned, throughout the semester.

#### METHODOLOGY\*

Instruction and assignments are completed to learn the following: verbal and non-verbal communication skills, paraphrasing, empathic responses, summarizing and active listening. Following each segment, in-class interviews are conducted, with specific feedback provided by fellow students, instructor and interviewee. In videoed instances, the interviewing student also provides feedback.

#### SOURCE OF EVIDENCE

Mock Interview - Academic Direct

### 1.2.1.1 Expectations/Target for this Outcome

Not Reported this Period

EXPECTATIONS/TARGET FOR THIS OUTCOME 80% of students will earn a B or higher for HS 1123

FINDINGS/RESULTS

REFLECTION ON FINDINGS AND RECOMMENDATIONS FOR NEXT STEPS

IMPROVEMENT TYPE

IMPROVEMENT DESCRIPTION

IMPROVEMENT

### 1.2.2 Measures Basic Listening Sequence

Spring 2020 final grades reflect effective communication by the competent use of the Basic Listening Sequence

#### METHODOLOGY\*

#### SOURCE OF EVIDENCE

Comprehensives - Academic Direct

### 1.2.2.1 Expectations/Target for this Outcome

HS 1123 final grade Not Met

EXPECTATIONS/TARGET FOR THIS OUTCOME 80% of students in HS 1123 will earn a B or higher by semester end

FINDINGS/RESULTS 71% of students (5 out of 7) earned an A or B for the final grade

REFLECTION ON FINDINGS AND RECOMMENDATIONS FOR NEXT STEPS

IMPROVEMENT TYPE

IMPROVEMENT DESCRIPTION

IMPROVEMENT