

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

2021

Point of Contact for this year's assessment (add additional names as needed): 1) Shirley Bonner 2) Sheila Jacobs 3) Lynn Washington APPROVALS Program Chair Approval: Lynn Washington Date: 7/12/22

REVIEWED CAO Reviewed: _____ Date: Assessment Coordinator Reviewed: Shirley Bonner Date: 7/14/22

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 2021 (Add more as necessary): Outcome 1: Curriculum Committee Proposals or Changes (erase choice not used): N Assessment Data Used as Support for Change: (give Outcome #) Is Status of Project Noted in Title Bar Current? (erase choice not used): Y Change status in title bar above Are All Attachments Noted in Assessment Plan Added Below? (erase choice not used): Y

----- Additional Comments:

1.1 Program Learning Outcomes

Demonstrate best practices in case management

Necessary case management skills are interviewing, assessing needs/strengths/desired outcomes, planning and monitoring client progress.

1.1.1 Measures

final grades, corrected final chart

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

students have a practical final exam as well as a completed chart on a fictional client

Exceeded

EXPECTATIONS/TARGET FOR THIS OUTCOME	80% of students will earn a B or higher on the final grade in HS 1223, which includes the completed chart
FINDINGS/RESULTS	83% (10 out of 12) students scored a B or higher. The two students earning an F stopped attending class early in the semester without dropping the class.
REFLECTION ON FINDINGS AND RECOMMENDATIONS FOR NEXT STEPS	Is the class too easy? Students do have the opportunity to correct much of their assignments.
IMPROVEMENT TYPE	Academic Process Modifications
IMPROVEMENT DESCRIPTION	Action Plan implemented; will assess next cycle
IMPROVEMENT	

1.2 Program Learning Outcomes

Demonstrate advanced training in effective communication

The final grade in both HS 1123 and HS 1213 are being used to assess effective communication

1.2.1 Measures

final grades in HS 1123 and HS 1213

In HS 1123, students learn the basics of interviewing. In HS 1213, students expand on those skills by learning counseling theories and techniques.

METHODOLOGY*

Students learn and then practice in class. In HS 1123, students are videotaped doing mock interviews with each other. In HS 1213,, students audio record their mock counseling sessions with volunteers, and receive constructive feedback from instructor. They also practice the techniques from each theory in class.

SOURCE OF EVIDENCE

Performance - Academic Direct

1.2.1.1 Expectations/Target for this Outcome

Partially Met

EXPECTATIONS/TARGET FOR THIS OUTCOME	85% of students will earn a B or higher on the final grade in both HS 1123 and HS 1213.
FINDINGS/RESULTS	HS 1123: 83% earned B or higher: Out of 12 total students, 9 achieved A, one achieved B, and two achieved C. HS 1213: 90% earned a B or higher: Out of 11 total students, 8 achieved A, two achieved B, one achieved F.
REFLECTION ON FINDINGS AND RECOMMENDATIONS FOR NEXT STEPS	Students partially met the expected target.
IMPROVEMENT TYPE	Academic
IMPROVEMENT DESCRIPTION	Implemented marketing plan
IMPROVEMENT	

Project Attachments (4)

Attachments

File Size

 2021 HS 1113 final grades.docx

11KB

 2021 HS 1123 final grades.docx

11KB

 2021 HS 1213 final grades.docx

11KB

 2021 HS 1223 final grades.docx

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2021 HS 1113 final grades

SPRING 2021

A
B
B
C
B
C
B

The average grade was 83 B.

FALL 2021

B
A
A
B
B

The average grade was 90.

2021 HS 1123 final grades

SPRING 2021

A
A
A
C
C
A
A
B

The average grade was A.

FALL 2021

A
A
A
A

The average grade was A.

2021 HS 1213 final grades

SPRING 2021

A
A
F
A
A
A

The average grade was A. The student with the F stopped attending and did not drop the class.

FALL 2021

A
B
A
B
A

The average grade was a high B.

2021 HS 1223 final grades

SPRING 2021

A
B
F
A
F
A
A

The average grade was A for those completing the semester. The two Fs stopped attending early in the semester and did not drop the class.

FALL 2021

A
A
B
B
B

The average grade was a high B.