

	Program Outcome	Student Learning Outcome	Measure of Assessment and Criteria for Success	Actual Results or Other Student Feedback	Use of Outcome Assessment Results
1. Students will demonstrate communication skills needed to work in the Human Services field.		Students will demonstrate the ability to interact effectively and professionally with supervisor.	WBL 121 90% of students will be rated by the on-site supervisor as Good or Very Good on the Interaction With supervisor rating on the End of Term Supervisor Evaluation	90% Benchmark met (100% actual results)	Continued assessment required.
		Students will demonstrate the ability to effectively interact with co-workers.	WBL 121 90% of students will be rated by the on-site supervisor as Good or Very Good on the Interaction With co-workers rating on the End of Term Supervisor Evaluation.	90% Benchmark met (100% actual results).	Continued assessment required.
		Students will demonstrate awareness of the importance of communication and social support in the management of stress.	HSE 245 Stress Management The class will average at least 80% on the Chapter One Communication and Social Support assignment.	80% Benchmark met (85% actual results).	Spring 2019 benchmark will be raised to 85%
		Students will demonstrate knowledge of how effective collaboration affects substance abuse counseling.	SAB 210 SAB Counseling The class will average at least 80% on the Chapter Six question asking students to describe how effective communication affects SAB counseling.	80% Benchmark not met (93% actual results)	Emails and Moodle messages will be sent to students communicating the importance of completing the assignment and that the SLO

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Supporting documents/materials maintained by the Program Head unless otherwise noted.

All random samples are based on one third of students in the class.

Instructional Programs
2018 Outcomes Table

Semester: Spring 2018

Program: Human Services General Track

	Program Outcome	Student Learning Outcome	Measure of Assessment and Criteria for Success	Actual Results or Other Student Feedback	Use of Outcome Assessment Results
					assignment is a percentage of the final grade.
		Students will demonstrate ability to identify the principles of motivational interviewing.	SAB 210 SAB Counseling The class will average at least 80% on the Chapter Three question that asks students to describe the principles of motivational interviewing.	80% Benchmark met. (86% actual results)	Spring 2019 benchmark will be raised to 85%
		Students will demonstrate the ability to use active listening skills in a therapeutic interview.	HSE 123 Interviewing Techniques The class will average at least 80% on the interview recording.	80% Benchmark met (100% actual results).	Spring 2019 benchmark will be raised to 90%
		Students will demonstrate basic interview skills.	HSE 123 Interviewing Techniques The class will average at least 80% on the interview two recording.	80% Benchmark met (100% actual results).	Spring 2019 benchmark will be raised to 90%
2.	Students will demonstrate critical thinking needed to work in the Human Services field.	Students will be able to analyze the benefits of using biofeedback in stress management.	HSE 245 Stress Management The class will average at least 80% or higher on the Chapter Ten question asking students to describe the benefits of using biofeedback in stress management.	80% Benchmark met (95% actual results).	Spring 2019 benchmark will be raised to 85%

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Instructional Programs
2018 Outcomes Table

Semester: Spring 2018

Program: Human Services General Track

	Program Outcome	Student Learning Outcome	Measure of Assessment and Criteria for Success	Actual Results or Other Student Feedback	Use of Outcome Assessment Results
		Students will demonstrate the ability to analyze information that documents the effectiveness of alternative medical practices.	HSE 255 Health Problems and Prevention The class will average at least 80% or higher on the Chapter Twelve question asking students to identify and assess information that shows the effectiveness of alternative medicines	80% Benchmark met (80% actual results).	Spring 2019 benchmark will be raised to 85%
		Students will be able to assess the three kinds of crisis intervention strategies.	HSE 225 Crisis Intervention The class will average at least 80% on the Assignment One question asking students to assess the three kinds of crisis intervention strategies.	80% Benchmark met (89% actual results).	Spring 2019 benchmark will be raised to 85%

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Instructional Programs
2018 Outcomes Table

Semester: Spring 2018

Program: Human Services General Track

	Program Outcome	Student Learning Outcome	Measure of Assessment and Criteria for Success	Actual Results or Other Student Feedback	Use of Outcome Assessment Results
		Students will be able to describe the symptoms of PTSD in adults.	HSE 225 Crisis Intervention The class will average at least 80% on Assignment Two question asking students to describe the symptoms of PTSD in adults.	80% Benchmark met (95% actual results)	Spring 2019 benchmark will be raised to 90%
3.	Students will demonstrate the global and cultural awareness that is needed to work in the Human Services field.	Students will demonstrate knowledge needed to describe how illness is distributed in the United States by social class.	HSE 255 Health Problems and Prevention The class will average at least 80% on the Chapter Three question asking students to identify how social class effects illness distribution in the United States.	80% Benchmark met (100% actual results).	Spring 2019 benchmark will be raised to 90%
		Students will be able to describe conservative and liberal views on welfare.	HSE 250 Financial Services The class will average at least 80% on the Assignment Two question asking students to describe the conservative and liberal views on welfare.	80% Benchmark met (92% actual results).	Spring 2019 benchmark will be raised to 90%

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	Program Outcome	Student Learning Outcome	Measure of Assessment and Criteria for Success	Actual Results or Other Student Feedback	Use of Outcome Assessment Results
4.	Students will demonstrate the occupational skills needed to work in the Human Services field.	Students will understand how someone earns Social Security retirement benefits.	HSE 250 Financial Services The class will average at least 80% on the Assignment Four question asking students to describe how someone earns Social Security benefits.	80% Benchmark not met (77% actual results).	Instructor added instructions in the question telling students to describe both the credit system and the age requirements.
		Students will understand aspects of group work theory.	HSE 112 Group Process The class will average at least 80% on the Exam One question on aspects of group work theory.	80% Benchmark met (96% actual results).	Spring 2019 benchmark will be raised to 90%
		Students will understand group related ethical guidelines.	HSE 112 Group Process The class will average at least 80% on the Exam Three question on group ethics and guidelines.	80% Benchmark met (100% actual results).	Spring 2019 benchmark will be raised to 90%

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Instructional Programs
2018 Outcomes Table

Semester: Spring 2018

Program: Human Services General Track

	Program Outcome	Student Learning Outcome	Measure of Assessment and Criteria for Success	Actual Results or Other Student Feedback	Use of Outcome Assessment Results
	Students will be able to recognize the characteristics of the three parts of the personality in Psychoanalytic Theory.	HSE 125 Counseling The class will average at least 80% or higher on the Assignment One questions asking students to describe the Id, Ego and Superego.	80% Benchmark not met (79% actual results).	Instructor instructed students to include at least four aspects of the Id, Ego and Superego.	
	Students will be able to describe the principles of Adlerian Counseling.	HSE 125 Counseling The class will average at least 80% or higher on the Assignment Three Adlerian Counseling questions.	80% Benchmark met (81% actual results).	Spring 2019 benchmark will be raised to 85%	

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