Academic Program Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that an institution "<u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Academic Program
Human Services, B.S.

Submission Due Date
2024-2025

Assessment Coordinator Name
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Program Goal

Goal

Goal 1

Program Goals are broad and overarching statements about the skills, knowledge, and dispositions students are expected to gain by the end of their course of study (big picture). They support the Institution's Mission/Goals.

Program Goal
Knowledgeable students who understand career options.

Pillar of Success Supported
High-Demand, Market-Driven Programs

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome

Students demonstrate understanding of Human Services-related career pathways.

Timeframe for this Outcome
2023-24

Performance Target for "Met"
At least 70% of students with a rubric score of 2 "satisfactory" or higher

Performance Target for "Partially Met"
60-69% of students with a rubric score of 2 "satisfactory" or higher

Performance Target for "Not Met"
Less than 60% of students with a rubric score of 2 "satisfactory" or higher

Assessment Measure Used	**Frequency of Assessment**
Professional Interview Assignment in HUS 201 OL course	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data were collected from 71 students enrolled in three sections of HUS 201 OL across the fall 2023 and Spring 2024 semesters. Results were 96 percent received a rubric score of 2 or higher indicating the goal is met.	3

Comments/Narrative
The Professional Interview Assignment has been standardized to be given in all sections of HUS 201 in every semester. Standardizing the assignment has provided for the continuation of solid data collection. Additional resources are not deemed necessary at this time. With this program being only four years old, on-going monitoring of this outcome will continue and sustainability will be more clear as comparisons can be drawn with future collected data, and by the 5-year mark.

Data indicate the goal is being met. The goal has been met for four consecutive years.

Resources Needed to Meet/Sustain Results
No additional resources needed at this time.

Explanation of How Resources Will Be Used
None needed.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Students develop a working knowledge of human services' content domains.

Timeframe for this Outcome
2024-2025

Performance Target for "Met"
Average score of 70% or more for all students combined on composite of all quiz/test scores

Performance Target for "Partially Met"
Average score of between 60-69% for all students combined on composite of all quiz/test scores

Performance Target for "Not Met"
Average score of less than 60% for all students combined on composite of all quiz/test scores

Assessment Measure Used	**Frequency of Assessment**
Average of quizzes/tests in selected 200/300 level HUS and major courses. Assessed in courses selected from HUS 201 OL, HUS 235 OL, HUS 322 OL, and HUS 322 UOH(hybrid) and PSYC 212 (f2f).	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data were collected from 101 students total for this outcome. Data indicate goal is being met.	3

Data were collected from 48 students in two HUS 201 OL Spring 2024 sections, with an average quiz score of 85.40 per cent.

Data were collected from 5 students in HUS 322 UOH Fall 2023 with an average quiz score of 97 per cent.

Data were collected from 25 students in HUS 325 OL Spring 2024, with an average quiz score of 85 per cent.

Data were collected from 23 students in the Spring 2024 PSCY 212 face-to-face course. The average quiz score overall was 89.92 per cent.

The mean quiz score overall was 89.33, well within the performance target to meet this goal.

Comments/Narrative
Results from 101 students across four courses in the 2023-2024 academic year yield an overall average quiz score of 89.33%. These data indicate the rubric score of 3 is given as the goal is being met.

HUS Director will continue to monitor data results and sustainability of this goal as courses are consistently offered across three modalities.

Collected data from five course sections this year, three online, one hybrid, and one fully face-to-face. Results and collection methods discussed with department faculty.

Note that data was collected from one hybrid course section and an online section of the same course, HUS 322, which revealed similar results. Data will be collected from a fully face-to-face HUS 322 course (main campus) in the 2024-25 academic year.

Will continue to monitor and explore ways to maintain standardization in online, hybrid-based, and fully in-person sections of the same courses as the program grows.

Resources Needed to Meet/Sustain Results
None identified at this time.

Explanation of How Resources Will Be Used
None needed.

Goal Summary

Goal Summary/Comments
The current plan of data collection was discussed and will continue as is, with the exception of adding additional f2f data.

Changes Made/Proposed Related to Goal
Adding data to cover all three course section modalities (online, fully in-person, hybrid) is the only area of change to these existing outcomes.

Upload Rubrics/Other Files

Goal 2

Program Goals are broad and overarching statements about the skills, knowledge, and dispositions students are expected to gain by the end of their course of study (big picture). They support the Institution's Mission/Goals.

Program Goal
Critical thinkers who are adaptable in the field of human services.

Pillar of Success Supported
High-Demand, Market-Driven Programs

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of

performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Engage in innovative and integrative thinking, and problem-solving

Timeframe for this Outcome
Upcoming academic year 2023-24

Performance Target for "Met"
A mean score of greater than 112

Performance Target for "Partially Met"
A mean score of 111 to 112

Performance Target for "Not Met"
A mean score of less than 111

Assessment Measure Used	**Frequency of Assessment**
Critical Thinking score from the ETS Proficiency Profile	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data collected from 16 HUS major/minor senior students enrolled in HUS 499 OL Fall 2023 and Spring 2024 online courses indicate the average Critical Thinking score on the ETS was 108.96. These results earn a rubric score of 1, indicating the goal is not being met.	1

Comments/Narrative
Department faculty was consulted.

There is a plan in place to continue collecting this data in the HUS 499 courses every semester, through the administration of the online ETS Proficiency Test. This is the third year performance on this standardized test has not met the goal performance standard.

The ACAT is still not a viable source of data collection, due to the technical difficulties which accompany online delivery of the test.

A comprehensive exam is being developed by the CSHSE which may be available to Lander students by Spring 2025. This will be explored and considered for data collection for this goal, moving forward.

Resources Needed to Meet/Sustain Results
No current need for additional resources.

Explanation of How Resources Will Be Used

None needed at this time.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Think critically and analytically

Timeframe for this Outcome
Assessed every year

Performance Target for "Met"
At least 70% of the students with a score of 85 or more.

Performance Target for "Partially Met"
At least 60-69% of students with a score of 85 or more.

Performance Target for "Not Met"
At least 59% of students with a score of below 85.

Assessment Measure Used
Data were collected from 12 students in Spring 2024 HUS 499 OL course, from a written response final quiz. The mean score was per 97.3 cent.

Data were collected from 14 students in Fall 2023 HUS 300 OL from a Critical Thinking about Methodology quiz. The mean score was 95.28 per cent.

Data were collected from 13 students in Fall 2023 HUS 499 OL course from the Popular Media vs. Science essay with a mean of 86 per cent.

These data indicate the Outcome 2 goal was met.

Frequency of Assessment
Annually

Data Collected for this Timeframe (Results)
2023-2024

Score (Met=3, Partially Met=2, Not Met=1)
3

Comments/Narrative

Continue to collect data in HUS 499 OL with an updated Critical Thinking assignment and in the Popular Media vs Science assignment, continue collecting data in the HUS 300 in f2f and online sections.

As noted, research continues on the option of developing a comprehensive exam to administer to all graduating HUS students. An alternative to the comprehensive exam which has been explored, is the implementation of administering an exam such as the Human Services- Board Certified Practitioner exam which will be pursue by Spring 2025 (or as available).

Resources Needed to Meet/Sustain Results
No additional resources needed at this time unless support is required to access a chosen Human Services comprehensive exam.

Explanation of How Resources Will Be Used
None known at this time.

Goal Summary

Goal Summary/Comments
Department faculty noted this shows students meet goals in critical thinking through non-standardized tests (written assignments, quizzes). This data is valuable and will continue to be collected.

Changes Made/Proposed Related to Goal
Adjustment to an HUS 499 OL assignment to gather more specific data, continue to collect data from HUS 300 across all delivery sections, explore the HS-BCP exam option.

Upload Rubrics/Other Files

Goal 3

Program Goals are broad and overarching statements about the skills, knowledge, and dispositions students are expected to gain by the end of their course of study (big picture). They support the Institution's Mission/Goals.

Program Goal
Students with the ability to apply knowledge to different career settings

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Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Demonstrate application of human services knowledge to basics of program design

Timeframe for this Outcome
Assessed every year in HUS 201

Performance Target for "Met"
A score of 18-20

Performance Target for "Partially Met"
A score of 16-17

Performance Target for "Not Met"
A score of less than 16

Assessment Measure Used	**Frequency of Assessment**
Psychoeducation Group Program Design Project	Annually

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**

Data were collected from 49 students enrolled in two sections of HUS 201 OL (Fall 2023 and Spring 2024) with an average score of 18.5 (93.5%) on the Program Design Final Project.

3

This average assignment score corresponds with a rubric score of 3. The data indicate the goal is being met.

Comments/Narrative
The students consistently demonstrated application of knowledge to create a client-focused program for this assignment. Continued use of this standardized assignment across all HUS 201 sections is planned. The data indicate this goal is being met.

Resources Needed to Meet/Sustain Results
No additional resources or costs.

Explanation of How Resources Will Be Used
None needed at this time.

Outcome 2

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Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of

performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Demonstrate application of human services knowledge to varying career settings and towards specific policy areas.

Timeframe for this Outcome
2023-2024

Performance Target for "Met"
A score of 18-20

Performance Target for "Partially Met"
A score of 16-17

Performance Target for "Not Met"
A score of less than 16

Assessment Measure Used	**Frequency of Assessment**
SOCI 317 OL and UOH: Social History and Case Summary Assignment, two course sections (Fall 2023, Spring 2024).	Annually
HUS 300 OL Summer 2023: Non-Profit Program Evaluation Project, one course section.	
Soci/SWK 322 OL Summer 2024 final assignment, one course section.	

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Collected data from SOCI 317 Social History and Case Summary Assignment, HUS 300 Non-Profit Program Evaluation Project and SOCI 322 OL Final Assignment Mental Health and the Influence of the Social Environment.	3

Results:
Data were collected from 41 students enrolled across two semesters in SOCI/SW 317 OL Spring 2023 and Spring Soci/SW 317 UOH on a Case Study assignment with a mean of 89.95.

Data were collected from 9 students enrolled in the summer 2024 section of HUS 300 OL, in which the mean Final Project assignment score was 92 percent.

Data were collected from 20 students enrolled in Soci 322 OL Summer 2024 course, in which the mean score on the final assignment was 87.4 per cent.

Data were collected from 19 students in Soci 315 OL Fall 2023, which yielded an average project grade of 18.75 (93 %).

These data indicate a rubric score of 3, the goal is being met.

Comments/Narrative
Data collection will continue in the standardized assignments in both SOCI 317, HUS 300, SOCI 322 and SOCI 315 OL.

Faculty members were consulted last year and it was advised to also consider the option of data collection from assignments in SOCI 315 OL which includes a standardized social policy question as part of a project. *The plan to collect from Soci 315 may be revised going forward depending upon it's offering and assignment format.

Resources Needed to Meet/Sustain Results
No additional resources are needed.

Explanation of How Resources Will Be Used
None needed.

Goal Summary

Goal Summary/Comments
Based on the data collected during this fourth year of the HUS program, the goal is being met.

Changes Made/Proposed Related to Goal
Collaborated with department faculty to discuss options for data collection and agreed to continue the current plan in 2024.

Upload Rubrics/Other Files

Goal 4

Program Goals are broad and overarching statements about the skills, knowledge, and dispositions students are expected to gain by the end of their course of study (big picture). They support the Institution's Mission/Goals.

Program Goal
To comply with Program Productivity standards as defined by the South Carolina Commission on Higher Education

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Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Major Enrollment

Timeframe for this Outcome
2023-2024

Performance Target for "Met"
Using a five-year rolling average, the number of students enrolled in the major (a) for Baccalaureate programs is greater than or equal to 12.5, (b) for Master's/First Professional is greater than or equal to 6.

Performance Target for "Partially Met"
Not applicable.

Performance Target for "Not Met"
Using a five-year rolling average, the number of students enrolled in the major (a) for Baccalaureate programs is less than 12.5 (b) for Master's/First Professional is less than 6.

Assessment Measure Used	**Frequency of Assessment**
Enrollment and Graduation data extracted from Banner	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Enrollment data was collected from the first four years of the Human Services program.	3

Major enrollment in the 2023-2024 academic year was 70, with a five-year rolling average of 54.75. This continues to exceed the performance target indicating the goal is Met.

The major enrollment when the program began in Fall 2020 as 22, with a rolling average then of 22.

Comments/Narrative
The data from the 2023-2024 academic year show HUS program enrollment of 70 (it reached 75 later in the year), which meets the criteria for this goal being met.

Student numbers have increased in online, on-campus and with UCG-based students. Marketing and outreach efforts continue to promote the HUS program and recruit transfer students. Lander has engaged in additional articulation agreements with numerous technical colleges across the state of SC. The HUS program is now entering it's fifth year. Enrollment growth and continued success in this program is anticipated.

Resources Needed to Meet/Sustain Results
Continued support in offering outreach events and recruiting opportunities.

Explanation of How Resources Will Be Used
Resources will be requested on an as needed basis. No further resources are anticipated at this time.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Completions (Degree Awarded)

Timeframe for this Outcome
2023-2023

Performance Target for "Met"
Using a five-year rolling average, the number of degrees awarded (a) for Baccalaureate programs is greater than or equal to 8, (b) for Master's/First Professional is greater than or equal to 3.

Performance Target for "Partially Met"
Not applicable

Performance Target for "Not Met"
Using a five-year rolling average, the number of degrees awarded (a) for Baccalaureate programs is less than 8 (b) for Master's/First Professional is less than 3.

Assessment Measure Used	**Frequency of Assessment**
Enrollment and Graduation data extracted from Banner	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data was collected from a Human Services program productivity in the 2023-2024 academic year, showing the Human Services program had	3

22 graduates.

Since the program began Fall 2020, there have
been 48 degrees awarded.

In 2020-2021, there was one HUS graduate.

Comments/Narrative
As the program has grown in enrollment and degree completions, expectations are to maintain and/or
increase in subsequent years.

Resources Needed to Meet/Sustain Results
Continue to monitor growth and degree completions in the Human Services program.

Explanation of How Resources Will Be Used
None noted.

Goal Summary

Goal Summary/Comments
The Human Services program has shown continued growth in enrollment since it began four years ago.
Efforts to monitor and further this growth, and guide students toward degree completion continue to be in
place, including the offering (optional) field placements and internships, and HUS 499 Senior Seminar
course.

Changes Made/Proposed Related to Goal
No changes.
Continuation of the current plan utilizing various resources and the HUS 499 course to ready students for
degree completion.

Upload Rubrics/Other Files

Goal 5

Program Goals are broad and overarching statements about the skills, knowledge, and dispositions
students are expected to gain by the end of their course of study (big picture). They support the
Institution's Mission/Goals.

Program Goal
Students who are engaged in the human services field and are involved in professional growth.

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High-Demand, Market-Driven Programs

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge,
skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Students engaged in gaining experience in the human services field.

Timeframe for this Outcome
2023-2024 academic year

Performance Target for "Met"
10% of HUS majors or minors will complete a field placement

Performance Target for "Partially Met"
9% to 5% of HUS majors/minors complete a field placement

Performance Target for "Not Met"
4% or less of HUS majors/minors complete a field placement

Assessment Measure Used	**Frequency of Assessment**
Data collection sources for this goal so far have been HUS 299 OL Fall 2023 and Spring 2024. With 16 students completing HUS 299 OL, the target was met.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
2023-2024	3

Comments/Narrative
This was discussed by the department in 2023 and 2024 and determined to be a fitting goal for the HUS program. These data results show the goal is being met, especially since field placement is not a requirement for completion of the HUS degree.

Resources Needed to Meet/Sustain Results
Continued support for outreach and professional development opportunities, with special consideration for online and UCG-based students, for all HUS majors and minors. This requires periodic collaboration with admissions and other groups to pool resources.

Explanation of How Resources Will Be Used
Continue current plan.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals.

Academic Programs are required to develop **Student Learning Outcomes**, which describe knowledge,

skills, and values that students are expected to gain as a result of their educational experiences.

Academic Programs may also develop **Operational Outcomes**, which describe the level of performance of an operational aspect of a program or office (ex. graduation rates, retention, employment data).

Most goals have at least two outcomes measured.

What type of Outcome would you like to add?
Student Learning Outcome

Enter Outcome
Students engaged in professional development.

Timeframe for this Outcome
2023-2024

Performance Target for "Met"
10% of all HUS students engaged in a professional development activity

Performance Target for "Partially Met"
9-5% of all HUS students engaged in a professional development activity

Performance Target for "Not Met"
4% or less of all HUS students engaged in a professional development activity

Assessment Measure Used	**Frequency of Assessment**
Participation in a Spring 2024 poster session: 7 students	Annually
Attended a virtual national conference (NOHS) Fall 2023: 8 students	
Participated in Spring 2024 ACEs training (UCG): 15	
Total: 30 students (or more) participated in professional development activities.	

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
2023-2024	3

Comments/Narrative
Department faculty discussed and concluded this data can be collected from a variety of engagement opportunities offered to Human Services students. Will continue to focus data collection on conference attendance, professional training attendance, and poster session participation in 2024-25.

Resources Needed to Meet/Sustain Results
Continued support of professional development events which are offered at least once per semester at UCG, with plans to live-stream and offer similar options on the main campus. Continue support of student attendance at the NOHS national conference (virtually) and poster sessions (UCG, Academic Symposium, others). This may also involve financially sponsoring a speaker or other limited financial

costs.

Explanation of How Resources Will Be Used
To provide offerings noted above.

Goal Summary

Goal Summary/Comments
Human Services students are engaged in their community and involved in professional growth. As noted, there are multiple ways to measure these outcomes and student progress here.

HUS and Psychology programs and faculty will continue providing and enhance ample opportunities for engagement with others in the HUS program, within the Lander community (online, hybrid/UCG, main campus) and through professional training and networking opportunities.

Changes Made/Proposed Related to Goal
None made. Continue collecting data in areas as previously mentioned.

Upload Rubrics/Other Files

Dean's Email Address
smcmillan@lander.edu

Approved by Dean?

Signature of Dean

Comments from Dean's Review