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 "underlines expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to SAVE your progress as you work!

Academic Program
Human Services, B.S.

Submission Year
2022-2023

Assessment Coordinator Name
Michelle G. Scott

Enter Assessment Coordinator Email
ascott@lander.edu

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
2021-2022

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	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data were collected from 77 students enrolled in three sections of HUS 201 across the fall 2021 and spring 2022 semesters. Results were 98% received a rubric score of 2 or higher. The data indicate this goal is being met.	3

Comments/Narrative
Data indicate the goal is being met. 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 two 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.

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
2021-2022

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 classes. Assessed in courses selected from HUS 201, HUS 217, HUS 322.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data were collected from 25 students in HUS 217 OL Spring 2022. Average quiz score was 91%.	3
Data were collected from 26 students in HUS 201 OL Spring 2022 section. Average quiz score was 86%.	
Data were collected from 9 students in HUS 322 UOH/hybrid at UCG, Fall 2021. Average quiz score was 89.43%.	
Data were collected from 29 students in HUS 322 OL Spring 2022. Average quiz score was 92.40%.	

Comments/Narrative
Results from 89 students across three courses in the 2021-2022 academic year yield an overall average quiz score of 89.68%. These data indicate the rubric score of 3 is given as the goal is being met.

HUS Coordinator will continue to monitor data results and sustainability of this goal as program continues and grows. Collected data from four course sections this year (as opposed to three last year) to create a more robust data collection.

Data was collected from a hybrid course section and an online section of the same course, HUS 322, which revealed similar results. 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 agreed upon by the department faculty, so the plan will continue.

Changes Made/Proposed Related to Goal
No additional changes will be made to the existing outcomes at this time. Further development of an outcome to assess for information literacy, and assessing strengths and weakness was discussed to include in the next academic year assessment.

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 2021-2022

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)**
HUS 499 was first offered Fall 2021 and again in 1
Spring 2022. Given the program is two years old,
there is no comparison data yet.

Data collected from 8 students total enrolled in
HUS 499 OL during the Fall 2021 and Spring 2022
courses indicate the average Critical Thinking
score was 108.6. These results earn a rubric score
of 1, indicating the goal is not being met.

Comments/Narrative
Department faculty were consulted and assisted in formulating a plan going forward.

There is a plan in place to continue collecting this data in the HUS 499 courses every semester, through
the administration of the ETS Proficiency Test. Additionally, an assignment is being developed for HUS
499 to assess critical thinking skills and will begin being used in the HUS 499 OL Spring 2023 course.
Data from that assignment will be included in the following year's program assessment.

Resources Needed to Meet/Sustain Results
Will monitor and assess needs once data have been collected. 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 three years in HUS 499

Performance Target for "Met"
To be developed

Performance Target for "Partially Met"
To be developed

Performance Target for "Not Met"
To be developed

Assessment Measure Used	**Frequency of Assessment**
ACAT- use discontinued	Annually
Comprehensive Exam- to be developed	

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
No data collected due to technical difficulties administering the ACAT to online students.	

Comments/Narrative
Attempts were made in Fall 2021 and Spring 2022 to make the ACAT available to students online in HUS 499 sections. Due to multiple technical issues across both course sections, these data were not collected. With consultation from the department faculty, it was decided offering the online version of the ACAT assessment is not a viable option going forward for the online course HUS 499.

As an alternative to the ACAT, the HUS Coordinator has begun research on the option of utilizing an existing, or developing, a Human Services comprehensive exam. When the comprehensive exam is in place, data will be collected for this goal and outcome. Other courses to consider for data collection going forward are HUS 322 and HUS 499.

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
Due to the program having just started Fall 2020, and the HUS 499 course starting in Fall 2021, options for data collection have been limited thus far. With the adjustments being made (noted previously) it appears data collections will be well supported going forward.

Changes Made/Proposed Related to Goal
Clearly identified methods to collect data for this goal and corresponding outcome for future assessment reports. Discontinued use of the ACAT for this goal.

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

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
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 54 students enrolled in two sections of HUS 201 OL (Fall 2021 and Spring 2022) with an average score of 18.84 on the Program Design Final Project. This average	3

assignment score 18.84 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

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 varying career settings and towards specific
policy areas.

Timeframe for this Outcome
2021-2022

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
SOCI 317: Social History and Case Summary
Assignment, two course sections

HUS 300: Non-Profit Program Evaluation Project

Frequency of Assessment
Annually

POLS 318: Chapter 6 Assignment

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data were collected from 9 students enrolled in SOCI 317 OL Summer 2021 section who had an average assignment score of 18.64.	3

Data were collected from 28 students enrolled in SOCI 317 OL Spring 2022 course section, who had an average assignment score of 19.

Data were collected from 35 students enrolled in HUS 300 OL sections in Fall 2021 and Spring 2022, in which the average assignment score was 18.25.

Data were collected from 16 students enrolled in POLS 318 Spring 2022, whose average assignment score was 19.75.

These data in total indicate students' composite score on these assignments was 18.95. The rubric score of 3 is assigned. These data indicate the goal is being met.

Comments/Narrative
Data collection will continue to be collected in the standardized assignments in both SOCI 317 and HUS 300. The current assignment (or others) will be used for data collection in POLS 318.

Faculty members were consulted and it was advised to also consider the option of data collection from assignments in PSCY 311 as it relates to social policy. This will be considered going forward for data collection.

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 second 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 upon above plan.The assignment in HUS 300 entitled Non-profit Program Evaluation Narrative along with the Chapter 6 assignment from POLS 318 were added, to strengthen the data collection from the previous year. These additions were successful in adding meaningful data to this assessment section.

Upload Rubrics/Other Files
Chapter 6 Assignment POLS 318.pdf

Final Project-HUS 300-OL-Project.pdf

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

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?
Operational Outcome

Enter Outcome
Major Enrollment

Timeframe for this Outcome
2021-2022

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)
Enrollment data was collected from the first two years of the Human Services program.

In Fall of 2021, enrollment was at 60, with the five year rolling average of 43.

The major enrollment was 23 in Fall 2020, with a rolling average then of 23.

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

Comments/Narrative
The data from the 2021-2022 academic year show HUS program enrollment of 60, which meets the criteria for this goal being met.

The HUS program enrollment has more than doubled in size since the previous year's assessment. 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 third year and had a successful visit from SACSCOC evaluation team in the Spring 2022 semester. 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
2021-2022

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 2021-2022 academic year, showing the Human Services program had 9 graduates.	3

In 2020-21 the Human Services program had 1 student to complete their degree.

Comments/Narrative
As the program has grown in enrollment, degree completion is expected to increase in 2022-2023 and subsequent years.

Degree completions increased from 1 in the 2020-21 academic year, to 9 in the 2021-22 academic year. This growth indicates the enrollment goal is being met.

Please see comments above related to enrollment growth and related outreach efforts, as these relate to degree completion as well.

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 two years ago. Efforts to monitor and further this growth, and guide students toward degree completion, are now in place, including the development of optional field placements and the HUS 499 Senior Seminar course.

Changes Made/Proposed Related to Goal
Continuation of the current plan utilizing various resources and the HUS 499 course to ready students for degree completion. Continue monitoring outreach efforts, the transfer process, HUS program enrollment and degree completions for 2022-2023.

Upload Rubrics/Other Files

Thank you for completing your assessment report. Your report will be sent to your College Dean

for their review and approval after you hit "Submit" below. Please enter their email address below.

Dean's Email Address
smcmillan@lander.edu

Thank you for reviewing and approving this report. The approval and a copy of the report will be emailed to you and the Assessment Coordinator.