

Certificate: Human Services
Plan for Assessment of Student Learning Outcomes
The University of New Mexico

A. College, Department and Date

1. College: *UNM-Gallup*
2. Department: *Health Careers*
3. Date: *January 28, 2009*

B. Academic Program of Study*

Certificate – Human Services

C. Contact Person(s) for the Assessment Plan

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D. Broad Program Goals & Measurable Student Learning Outcomes

1. Broad Program Learning Goals for this Degree/Certificate Program

- A. Students understand the major theoretical and practical approaches used by professionals within the Human Services field.*
- B. Students have effective communication skills.*
- C. Students have effective client interview skills.*
- D. Students receive professional development training for job advancement and/or employment in the Human Services field.*

2. List of Student Learning Outcomes (SLOs) for this Degree/Certificate Program

- A.1. Students can demonstrate the major theoretical and practical approaches used by professionals within the Human Services field.*
- B.1. Students can effectively communicate using written language in client case files.*
- B.2. Students can effectively communicate in small and large group settings.*
- C.1. Students can utilize interview skills to gain client information.*

* Academic Program of Study is defined as an approved course of study leading to a certificate or degree reflected on a UNM transcript. A graduate-level program of study typically includes a capstone experience (e.g. thesis, dissertation, professional paper or project, comprehensive exam, etc.).

D.1. *Eighty percent (80%) of students gain employment in the Human Services field and/or advance in their current position within six months of degree completion.*

E. Assessment of Student Learning Three-Year Plan

All programs are expected to measure some outcomes annually and to measure all priority program outcomes at least once over two consecutive three-year review cycles. Describe below the plan for the next three years of assessment of program-level student learning outcomes.

1. Student Learning Outcomes

Relationship to UNM Student Learning Goals (insert the program SLOs and check all that apply):

University of New Mexico Student Learning Goals				
Program SLOs	Knowledge	Skills	Responsibility	Program SLO is conceptually different from university goals.
<i>A.1. Students can demonstrate the major theoretical and practical approaches used by professionals within the Human Services field.</i>	x	x	x	
<i>B.1. Students can effectively communicate using written language in client case files.</i>	x	x	x	
<i>E.1. Eighty percent of students gain employment in the Human Services field and/or advance in their current position within six months of degree completion..</i>	x	x	x	

2. How will learning outcomes be assessed?

A. What:

University of New Mexico Student Learning Goals		
Program SLOs	Assessment	Criteria for Success
<i>A.1. Students can demonstrate the major theoretical and practical approaches used by professionals within the Human Services field.</i>	<i>Direct: Clinical Experience</i>	<i>An “exemplary or proficient” performance by 85% of the students on Clinical Experience Evaluation.*</i>
<i>B.1. Students can effectively communicate using written language in client case files.</i>	<i>Direct: Mock client case files</i>	<i>An “exemplary or proficient” performance by 85% of the students on mock client case files.*</i>
<i>E.1. Eighty percent of students gain employment in the Human Services field and/or advance in</i>	<i>Direct: Graduate survey</i>	<i>Indicated job advancement or employment in</i>

<i>their current position within six months of degree completion..</i>		<i>Human Services field within six months of degree completion by 80% of graduates on graduate survey.</i>
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**Scoring rubrics not yet developed.*

B. Who: The program's assessment will include evidence from all students in their final semester of study within the Certificate in Human Services program. This sample permits evaluation of two of the learning outcomes as the clinical experience takes place in the final semester. This also allows for updated graduate contact information for later mailing of graduate survey.

3. When will learning outcomes be assessed? When and in what forum will the results of the assessment be discussed?

University of New Mexico Student Learning Goals			
Program SLOs	Semesters Assessed	Results Discussed	Discussion Group
<i>A.1. Students can demonstrate the major theoretical and practical approaches used by professionals within the Human Services field.</i>	Every semester HS 250 is taught beginning in 2009.	Every semester	Human Services faculty, Clinical Supervisors, Department Chair
<i>B.1. Students can effectively communicate using written language in client case files.</i>	Every semester HS 250 is taught beginning in 2009.	Every semester	Human Services faculty, Clinical Supervisors, Department Chair
<i>E.1. Eighty percent of students gain employment in the Human Services field and/or advance in their current position within six months of degree completion.</i>	Every summer and fall semester	Every spring semester	Human Services faculty, Clinical Supervisors, Department Chair

4. What is the unit's process to analyze/interpret assessment data and use results to improve student learning?

All Human Services faculty (full time and part time) and the Department Chair will participate in the assessment process. In addition, Clinical Supervisors at on and/or off campus locations will participate with assessing Learning Outcome A.1 and B.1. We will work as a team to evaluate student learning outcomes and make recommendations for improving student learning. In discussion of assessment data, we will consider our assessment gathering techniques, changes to

curriculum and individual course design, as well as teaching methods to meet the needs of all students. We will work to continually improve our curriculum to improve student learning.