

**BACHELOR OF ARTS IN HEALTH AND HUMAN SERVICES ANNUAL ASSESSMENT PLAN & FINDINGS  
2010-2011 ACADEMIC YEAR**

	<b>PLO 1</b> <i>Analyze health and human services delivery from political, socioeconomic, and psychosocial perspectives.</i>	<b>PLO 2</b> <i>Evaluate social and human delivery systems at the individual, family, group, organization, and community levels.</i>	<b>PLO 3</b> <i>Analyze social problems within the context of health care environments.</i>	<b>PLO 4</b> <i>Evaluate ethical issues and challenges inherent in the provision of health and human services, and service provision.</i>	<b>PLO 5</b> <i>Analyze human behaviors within the health and human services context.</i>	<b>PLO 6</b> <i>Evaluate health and human services issues, challenges, and interventions.</i>	<b>PLO 7</b> <i>Discuss the provision of health and human services from multi-cultural perspectives.</i>	<b>PLO 8</b> <i>Identify effective communication components and strategies with diverse health and human services constituents.</i>
<i>HHS201: Introduction to Human Service</i>	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>		<b>I</b>	<b>I</b>	<b>I</b>
<i>HHS307: Communication Skills for Health and Human Service Personnel</i>		<b>R</b>				<b>I</b>		<b>R</b>
<i>HHS310: Health and Human Services Culture: The Helping Relationship</i>			<b>I</b>	<b>R</b>	<b>I</b>	<b>R</b>	<b>R</b>	<b>R</b>
<i>HCA305: The U.S. Health Care System</i>	<b>R</b>	<b>R</b>	<b>R</b>			<b>R</b>		<b>R</b>
<i>SOC313: Social Implications of Medical Issues</i>	<b>M</b>	<b>R</b>	<b>M</b>			<b>M</b>		

<i>HCA415: Community and Public Health</i>				<b>M</b>		<b>M</b>	<b>M</b>	<b>M</b>
<i>HHS320: Cultural Awareness in the Human Services</i>	<b>M</b>			<b>M</b>	<b>M</b>		<b>M</b>	
<i>HCA430: Special Populations</i>		<b>M</b>	<b>M</b>			<b>M</b>	<b>M</b>	
<i>HHS435: Contemporary Issues, Trends, Health Law Ethics in Health and Human Services</i>	<b>M</b>			<b>M</b>		<b>M</b>		
<i>HHS440: Technology in Health and Human Services</i>								<b>M</b>
<i>HHS460: Research Methods in the Health and Human Services</i>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
<i>HHS497: Health and Human Services Capstone</i>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>

I (Introduced), R (Reinforced), or M (Mastered).

**ANNUAL ASSESSMENT PLAN FINDINGS**

**PLO 1 - Analyze health and human services delivery from political, socioeconomic, and psychosocial perspectives.**

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HHS320 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of cultural awareness in human services.	190	232	82.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 2: HHS435 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services delivery from political, socioeconomic, and psychosocial perspectives in the human service profession.	119	136	88.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET

**PLO 2 - Evaluate social and human delivery systems at the individual, family, group, organization, and community levels.**

<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET  2. MEETS THE ACCEPTABLE TARGET  3. DOES NOT MEET THE ACCEPTABLE TARGET</b>
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					<b>4. INSUFFICIENT DATA</b>
Direct Measure 1: HCA430 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health and human services delivery from political, socioeconomic, and psychosocial perspectives in vulnerable populations.	184	207	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS497 Capstone Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: SOC313 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of social and human delivery systems at the individual, family, group, organization, and community levels of disease intervention.	260	319	82.0%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 3 - Analyze social problems within the context of health care environments.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS</b>	<b>TOTAL NUMBER OF STUDENT</b>	<b>ASSESSMENT RESULTS:</b>	<b>ASSESSMENT RESULTS:</b>

		<b>MEETING ACCEPTABLE TARGET</b>	<b>RECORDS OBSERVED</b>	<b>PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>1. EXCEEDS THE ACCEPTABLE TARGET</b>  <b>2. MEETS THE ACCEPTABLE TARGET</b>  <b>3. DOES NOT MEET THE ACCEPTABLE TARGET</b>  <b>4. INSUFFICIENT DATA</b>
Direct Measure 1: HCA430 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of social problems within the context of health care environments for vulnerable populations.	184	207	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS497 Capstone Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET
	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of	260	319	82.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 3: SOC313 Research Paper	social and human delivery systems at the individual, family, group, organization, and community levels of disease intervention.				
<b>PLO 4 - Evaluate ethical issues and challenges inherent in the provision of health and human services, and service provision.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>
Direct Measure 1: HHS320 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of cultural awareness in human services.	190	232	82.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS435 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of ethical issues and challenges inherent in the provision of	119	136	88.0%	DOES NOT MEET THE ACCEPTABLE TARGET

	health and human services, and service provision for the human service profession.				
Direct Measure 3: HHS497 Capstone Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 5 - Analyze human behaviors within the health and human services context.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>



Direct Measure 1: HHS310 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of human behaviors within the health and human services context for the implementation of the helping process.	301	380	79.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS320 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of cultural awareness in human services.	190	232	82.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 6 - Evaluate health and human services issues, challenges, and interventions.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET</b>

				<b>ACCEPTABLE TARGET</b>	<b>2. MEETS THE ACCEPTABLE TARGET</b>  <b>3. DOES NOT MEET THE ACCEPTABLE TARGET</b>  <b>4. INSUFFICIENT DATA</b>
Direct Measure 1: HCA430 Research Paper	100% (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health and human services issues, challenges, and interventions of vulnerable populations.	184	207	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS435 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services issues, challenges, and interventions in relation to ethics and legal issues.	119	136	88.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET

**PLO 7 - Discuss the provision of health and human services from multi-cultural perspectives.**

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HCA430 Research Paper	100% (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of the provision of health and human services of vulnerable populations.	184	207	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS320 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of the provision	190	232	82.0%	DOES NOT MEET THE ACCEPTABLE TARGET

	of health and human services from the aspect of cultural diversity.				
Direct Measure 3: HHS497 Capstone Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 8 - Identify effective communication components and strategies with diverse health and human services constituents.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>

Direct Measure 1: HCA415 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of effective communication components and strategies to address a public/community health problem.	250	294	85.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS307 Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of effective communication components and strategies in the healthcare setting.	335	442	80.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	100% (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health and human services.	51	52	98.0%	DOES NOT MEET THE ACCEPTABLE TARGET

### **OVERALL RECOMMENDATIONS**

***Program Learning Outcome 1 Recommendations:***

***1.1 Review course and course resources to increase student performance.***

***1.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 1.***

***1.3 Evaluate faculty grading to ensure consistent application of grading rubric.***

***1.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.***

***1.5 Develop a Waypoint rubric for HHS 320 and HHS 435.***

***1.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HHS 435 and HHS 497.***

**1.7 Develop indirect measures to assess mastery of program learning outcomes.**

**Program Learning Outcome 2 Recommendations:**

**2.1 Review course and course resources to increase student performance.**

**2.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 2.**

**2.3 Evaluate faculty grading to ensure consistent application of grading rubric.**

**2.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.**

**2.5 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HCA 430 and HHS 497.**

**2.6 Develop indirect measures to assess mastery of program learning outcomes.**

**Program Learning Outcome 3 Recommendations:**

**3.1 Review course and course resources to increase student performance.**

**3.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 3.**

**3.3 Evaluate faculty grading to ensure consistent application of grading rubric.**

**3.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.**

**3.5 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HHS 497.**

**3.6 Develop indirect measures to assess mastery of program learning outcomes.**

**Program Learning Outcome 4 Recommendations:**

**4.1 Review course and course resources to increase student performance.**

**4.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 4.**

**4.3 Evaluate faculty grading to ensure consistent application of grading rubric.**

**4.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.**

**4.5 Develop a Waypoint rubric for HHS 320 and HHS 435.**

**4.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HHS 435 and HHS 497.**

**4.7 Develop indirect measures to assess mastery of program learning outcomes.**

**Program Learning Outcome 5 Recommendations:**

**5.1 Review course and course resources to increase student performance.**

***5.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 5.***

***5.3 Evaluate faculty grading to ensure consistent application of grading rubric.***

***5.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.***

***5.5 Develop a Waypoint rubric for HHS 320.***

***5.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HHS 497.***

***5.7 Develop indirect measures to assess mastery of program learning outcomes.***

***Program Learning Outcome 6 Recommendations:***

***6.1 Review course and course resources to increase student performance.***

***6.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 6.***

***6.3 Evaluate faculty grading to ensure consistent application of grading rubric.***

***6.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.***

***6.5 Develop a Waypoint rubric for HHS 435.***

***6.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HHS 435, HCA 430, and HHS 497.***

***6.7 Develop indirect measures to assess mastery of program learning outcomes.***

***Program Learning Outcome 7 Recommendations:***

***7.1 Review course and course resources to increase student performance.***

***7.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 7.***

***7.3 Evaluate faculty grading to ensure consistent application of grading rubric.***

***7.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.***

***7.5 Develop a Waypoint rubric for HHS 320.***

***7.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HCA 430 and HHS 497.***

***7.7 Develop indirect measures to assess mastery of program learning outcomes.***

***Program Learning Outcome 8 Recommendations:***

***8.1 Review course and course resources to increase student performance.***

***8.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 8.***

- 8.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 8.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 8.5 Develop a Waypoint rubric for HHS 307.
- 8.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignments in HHS 497.
- 8.7 Develop indirect measures to assess mastery of program learning outcomes.

<b>ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT</b>				
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 01: Gather Benchmarking Data</i>	<i>Peer and aspirational institutions.</i>	<i>Full-time faculty</i>	<i>In Progress</i>	<i>3/2012</i>
<i>Action Details</i>	<i>Review peer and aspirational institutions to evaluate HHS program requirements and recommended sequence.</i>			
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 02: Gather Data by Course</i>	<i>Drop rate per class, Student End of Course Surveys, Final Assignment Grades.</i>	<i>Full-time faculty, Assessment Analyst</i>	<i>In Progress</i>	<i>6/2012</i>
<i>Action Details</i>	<i>Gather data on drop rate per course, student end of course surveys, and key measure outcomes (e.g. final assignment grade).</i>			
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 03: Implement Course Content Review Rubric</i>	<i>Course Content Review Rubric.</i>	<i>Executive Dean, Full-time faculty, Program Manager</i>	<i>Completed</i>	<i>02/2012</i>
<i>Action Details</i>	<i>Review and modify (as appropriate) the Course Content Review Rubric currently being used to evaluate/measure HHS course content.</i>			
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 04: Curriculum Feedback</i>	<i>Necessary modifications identified and plan in place.</i>	<i>Full-time faculty</i>	<i>In Progress</i>	<i>3/2012</i>



<b>Action Details</b>	<i>Solicit Faculty feedback as part of the Faculty Forum process and Faculty course reviews. Respond to curriculum feedback from faculty and students to make ongoing modifications, if necessary. Modify/implement course-content review rubric.</i>			
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 05: Data-driven Reviews Implemented Periodically</i>	<i>All courses assessed with revision plan in place. Dated courses and texts slated for revision or removal. Tools and strategies developed for the full program review.</i>	<i>Full-time faculty</i>	<i>In Progress</i>	<i>5/2012</i>
<b>Action Details</b>	<i>Periodical reviews and possible revision of courses to ensure curriculum and course materials are up to date and include elements of critical thinking, are relevant and recent in relation to applied behavioral science, and include a variety of multimedia tools to serve diverse learning styles. Add intervention or modify course pedagogy, assignments, and/or materials based on the intervention strategies developed.</i>			