

**BACHELOR OF ARTS IN HEALTH AND HUMAN SERVICES ANNUAL ASSESSMENT PLAN & FINDINGS
2013-2014 ACADEMIC YEAR**

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

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

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	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HHS 320 Final Paper rubric content criteria mapped at the Mastery level to PLO 1.	820	1254	65.39%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 2: HHS435 Final Paper	70% or more of HHS 435 students must score a 70% or above on the HHS 435 Final Paper.	216	239	90.37%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or more of BA Health and Human Services records must be at the "Proficient" or "Distinguished" level on the evaluation of each HHS 497 Final Paper rubric content criteria mapped at the Mastery level to PLO 1.	152	198	76.76%	EXCEEDS THE ACCEPTABLE TARGET
PLO 2 - Evaluate social and human delivery systems at the individual, family, group, organization, and community levels.					
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	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HCA 430 Final Project rubric content criteria mapped at the Mastery level to PLO 2.	529	771	68.61%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS497 Capstone Final Paper	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HHS 497 Final Paper rubric content criteria mapped at the Mastery level to PLO 2.	263	396	66.41%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: SOC313 Research Paper	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each SOC 313 Research Paper rubric content criteria mapped at the Reinforced level to PLO 2.	227	357	63.58%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 3 - Analyze social problems within the context of health care environments.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS	TOTAL NUMBER OF STUDENT	ASSESSMENT RESULTS:	ASSESSMENT RESULTS:

		MEETING ACCEPTABLE TARGET	RECORDS OBSERVED	PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	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	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HCA 430 Final Project rubric content criteria mapped at the Mastery level to PLO 3.	366	514	71.20%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS497 Capstone Final Paper	70% or more of HHS 497 students must score a 70% or above on the HHS 497 Final Paper.	169	205	82.43%	EXCEEDS THE ACCEPTABLE TARGET
	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of	227	357	63.58%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 3: SOC313 Research Paper	each SOC 313 Research Paper rubric content criteria mapped at the Reinforced level to PLO 3.				
PLO 4 - Evaluate ethical issues and challenges inherent in the provision of health and human services, and service provision.					
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	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Indirect Measure 1: HHS307 Week 5 Discussion 2	70% or higher of HHS 307 students must score 80% or higher and demonstrate competence of the program learning outcome through the completion of HHS 307 Week Five Discussion Two.	231	285	81.05%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 1: HHS320 Final Paper	70% or more of HHS 320 students must score a 70% or above on the HHS 320 Final Paper.	177	256	69.14%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 2: HHS320 Final Paper	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HHS 320 Final Paper rubric content criteria mapped at the Mastery level to PLO 4.	308	501	61.47%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS435 Final Paper	70% or more of HHS 435 students must score a 70% or above on the HHS 435 Final Paper.	216	239	90.37%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 4: HHS497 Capstone Final Paper	70% or more of HHS 497 students must score a 70% or above on the HHS 497 Final Paper.	169	205	82.43%	EXCEEDS THE ACCEPTABLE TARGET
PLO 5 - Analyze human behaviors within the health and human services context.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET

				ACCEPTABLE TARGET	2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HHS310 Final Paper	70% or more of HHS 310 students must score a 70% or above on the HHS 310 Final Paper.	177	247	71.65%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS310 Final Paper	70% or more of BA Health and Human Services records must be at the "Proficient" or "Distinguished" level on the evaluation of each HHS 310 Final Paper rubric content criteria mapped at the Introductory level to PLO 5.	219	306	71.56%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: HHS320 Final Paper	70% or more BA Health and Human Services records must be at the "Proficient" or "Distinguished" level on the evaluation of each HHS 320 Final Paper rubric content criteria mapped at the Mastery level to PLO 5.	308	501	65.66%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 4: HHS320 Final Paper	70% or more of HHS 320 students must score a 70% or above on the HHS 320 Research Paper.	177	256	69.14%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 5: HHS497 Capstone Final Paper	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HHS 497 Final Paper rubric content criteria mapped at the Mastery level to PLO 5.	152	198	76.76%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 6: HHS497 Capstone Final Paper	70% or more of HHS 497 students must score a 70% or above on the HHS 497 Final Paper.	169	205	82.43%	EXCEEDS THE ACCEPTABLE TARGET
PLO 6 - Evaluate health and human services issues, challenges, and interventions.					
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
Indirect Measure 3: HHS201 Week 1 Discussion 2	70% or higher of HHS 201 students must score 80% or higher and demonstrate competence of the program learning outcome through the completion of HHS 201 Week One Discussion Two.	239	334	71.55%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 1: HCA430 Research Paper	70% or more BA Health and Human Services records must be at the "Proficient" or "Distinguished" level on the evaluation of each HCA 430 Final Paper rubric content criteria mapped at the Mastery level to PLO 6.	464	771	60.18%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS435 Final Paper	70% or more of HHS 435 students must score a 70% or above on the HHS 435 Final Paper.	216	239	90.37%	EXCEEDS THE ACCEPTABLE TARGET

Direct Measure 3: HHS497 Capstone Final Paper	70% or more of HHS 497 students must score a 70% or above on the HHS 497 Final Paper.	169	205	82.43%	EXCEEDS 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
		N/A	N/A	N/A	INSUFFICIENT DATA

Direct Measure 1: HCA430 Research Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.				
Direct Measure 2: HHS320 Final Paper	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HHS 320 Final Paper rubric content criteria mapped at the Mastery level to PLO 7.	604	1002	60.27%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or more BA Health and Human Services records must be at the “Proficient” or “Distinguished” level on the evaluation of each HHS 497 Final Paper rubric content criteria mapped at the Mastery level to PLO 7.	263	396	66.41%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 8 - Identify effective communication components and strategies with diverse health and human services constituents.					
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
Indirect Measure 3: HHS307 Week 4 Discussion	70% or higher of HHS 307 students must score 80% or higher and demonstrate competence of the program learning outcome through the completion of HHS 307 Week Four Discussion One.	237	286	82.86%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 1: HCA415 Final Paper	70% or more BA Health and Human Services records must be at the "Proficient" or "Distinguished" level on the evaluation of each HCA 415 Final Project rubric content criteria mapped at the Reinforced level to PLO 8.	60	90	66.66%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS307 Final Paper	70% or more BA Health and Human Services records must be at the "Proficient" or "Distinguished" level on the evaluation of each HHS 307 Final Paper rubric content criteria mapped at the Reinforced level to PLO 8.	560	794	70.52%	EXCEEDS THE ACCEPTABLE TARGET
	70% or more of HHS 497 students must score a 70% or above on the HHS 497 Final Paper.	169	205	82.43%	EXCEEDS THE ACCEPTABLE TARGET

Direct Measure 3: HHS497 Capstone Final Paper					
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OVERALL RECOMMENDATIONS

Across program learning outcomes (PLOs), BA Health and Human Services students met or exceeded the acceptable and ideal targets for most 2013-14 assessment measures. In addition, student performance on the final paper in HHS 435 exceeded the acceptable and ideal targets, indicating achievement of the PLOs to which it is mapped.

Student performance on the final papers in HCA 430, HHS 320, and SOC 313 associated with PLO's 1, 2, 3, 4, 5, 6, and 7, did not meet the ideal target. The Program Chair and College of Health, Human Services, and Sciences Faculty may find it useful to explore this course, assignments, targets, and/or PLOs in greater detail during their review of the 2014-15 assessment findings.

Overall, it is recommended that College of Health, Human Services, and Science Faculty review each program assessment plan (including measures used and targets set) in preparation for the 2013-14 assessment cycle. In particular, due to recent revisions to courses in the BA Health and Human Services program, Faculty may want to review targets set for assignments in courses using Waypoint and all survey measures to ensure that these targets remain appropriate and meaningful. Faculty may also want to consider the incorporation of additional measures into the 2014-2015 program assessment plan for the BA Health and Human Services, as appropriate.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT

OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>Action 1</i>	<i>Review findings on Dashboard, student EOCS, Faculty Feedback Surveys, and/or host a faculty forum to determine if revisions have positively impacted student learning, understanding, and achievement of the PLO.</i>	<i>BA HHS Chair and full-time faculty.</i>	<i>In Progress</i>	<i>June 2015</i>

<i>Action Details</i>	<i>Host faculty forum to review 2013-2014 assessment findings and revise HHS 320 and/or HHS 310, HHS 497. Students met the acceptable targets in the key assignments in HHS 310 (177 out of 247 (71.65%) and HHS 497 (152 out of 198 (76.76%)) used to measure student learning, understanding, and achievement in PLO 5. Students did not meet the ideal target for the same measures. Students did not meet the acceptable or ideal targets in the key assignment in HHS 320 (308 out of 501 (65.66%)).</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>Action 2</i>	<i>Updated/revised Curriculum Map and Assessment Plan (if needed).</i>	<i>BA HHS Chair</i>	<i>In Progress</i>	<i>June 2015</i>
<i>Action Details</i>	<i>There is an opportunity to ensure that students learning is being appropriately assessed and measured. It is important to ensure that all assessment measures are mapped to the appropriate PLOs and that they are truly aligned to the PLOs to which they are mapped/aligned. Review mapping and targets to ensure that the assignments in these courses are aligned to the BA HHS Program Learning Outcomes, and that all measures and key assignments identified in the BA HHS Assessment Plan are appropriate and should continue to be used as measures moving forward (2014-2015 Assessment Cycle).</i>			