

Program Assessment Report

Program: Youth Services - Advanced Certificate

Year: 17/19

Division: Social Sciences

Contact: Susan Steiss

Delta College



Actions Taken in Response to Last Year's Report

Data collection for Outcome #2, "Write reports relevant to the field of human services.", took place during the 2017-18 and 2018-19 academic years in order to get a higher number of cases to examine. For both years combined, data was collected from 15 students, involving 4 sections of SOC/PSY 300W the first year and 3 sections the second year. The students were pursuing either a basic certificate of achievement and/or and Advanced Youth Services Certificate. In addition, data was also collected 2017-18 and 2018-19 Academic Years from Advanced Youth Services students only, for Outcome #5, "Demonstrate an awareness of diverse populations". Data was received from the following courses: SOC 212, SOC 215, SOC 231, and SOC 250 courses. There were a total of 26 Advanced Youth Services essay answers collected from the 4 courses.

Rationale for Current Assessments

Assessment 1 of 2

Goal / Project

Outcome(s)

Demonstrate awareness of diverse populations. (17/19)

Standard / Objective

75% of students need to achieve a minimum of 75% of the points available on the assignment.

Method of assessment

Course Embedded Paper(s)/Projects

Comment/Details about the method of assessment

For Outcome #5, "Demonstrate an awareness of diverse populations", an embedded final exam essay question answers were collected for the two academic years from Advanced Youth Services Students only in SOC 212, SOC 215, SOC 231, and SOC 250 courses. The Sociology Faculty created a 3-part essay question that could be used in all three courses: a) In the context of this course, define "diversity". b) What instances of diversity have you become aware of from the course material? c) What are some of the benefits and challenges of diversity as it relates to your career? A rubric was devised to assign each section 3 points (0 = did not answer or answer completely on wrong track; 1 = partial understanding of diversity and/or has 2 or more errors/omissions; 2 = acceptable understanding of diversity, but had one glaring error/omission; 3 = shows adequate understanding of diversity in society. The points are then added together for a total score 9. Students needed a score of 7 - 9 points to pass the benchmark of earning at least 75% on the essay answer. A score of 0 - 6 resulted in a fail. For Outcome #5, 22 students "passed", while 4 students "failed"; therefore with 85% of students passing, with a 75% or higher, so the benchmark was achieved.

Courses Affected

SOC 212, 215, 231 & SOC 250 for Outcome 5

Time Frame

Fall 2017 through Winter 2019

Submitted By

Susan Steiss

Result

Result

(2) Results met expectation/standard

Data Collection (general or specific stats regarding results)

For Outcome #5, which is only involved with the Advanced Youth Services Certificate, the goal was for at least 75% of the cases to achieve a minimum of 75% (score of 7/9 points). Since 22/26 students "passed", 85% of the students achieved the benchmark for Outcome #5.

What We Learned (areas for improvements, strengths, etc.)

In terms of Goal #5, we found that students have good awareness and understanding of diverse populations.

Use of Data to Improve Student Success

N/A for Outcome #5.

Institutional Student Learning Outcome	Action plan items of what is planned based on the data and results
<input checked="" type="checkbox"/> Apply Knowledge and Skills	<input type="checkbox"/> Change assignments/activities <input type="checkbox"/> Update course content
<input checked="" type="checkbox"/> Think Critically	<input type="checkbox"/> Change materials provided <input type="checkbox"/> Update course outcomes
<input type="checkbox"/> Communicate Effectively	<input type="checkbox"/> Adjust grading rubric <input type="checkbox"/> Update prior courses
<input type="checkbox"/> Act Responsibly	<input checked="" type="checkbox"/> Continue to Monitor <input type="checkbox"/> Other

Assessment 2 of 2

Goal / Project

Outcome(s)

Develop a body of knowledge in human services to provide a foundation for work in the youth services profession.

Standard / Objective

75% of students to achieve a minimum of 75% on the report.

Method of assessment

Course Embedded Paper(s)/Projects

Comment/Details about the method of assessment

For Outcome #2, in each section of the SOC/PSY 300 courses, students were required to write a Biopsychosocial Assessment Report, which is vital to know. Students were assigned detailed case scenarios. Students worked in pairs, each taking a turn as the social worker and client in a role-play, in order to give additional information to the "social worker" for the Biopsychosocial Assessment. The reports completed by Youth Services Certificate/Advanced Youth Services Certificate students were collected for this SLAC Assessment. The Biopsychosocial Assessment Reports were assessed on the basis of correctly completing all 11 required areas of the report (each section worth 1 point = 11 points), a section on formulating 2 measurable goals with action steps (each goal worth 1 point for 2 points total), and the student using proper spelling (1 point) and grammar (1 point). There were 15 total points possible. If the task was performed adequately, 1 pt. was earned. If there was 1 glaring error/omission, a zero was given. Overall, students did well on completing all the sections correctly, and used proper spelling and grammar; however, it should be

noted that 4 students did not correctly write the treatment goals in terms of including the correct structure of the goal and/or including a time frame for completion of the treatment goal. The benchmark that needed to be met for the outcome was a minimum of earning 75% on the Biopschosocial Report. Based on the overall score, each case was assigned a "pass" (11.5 - 15 points) or "fail" 0 - 11 points). The goal was for at least 75% of the cases to achieve the "pass" category. Out of the 15 students, 12 passed with a 75% or higher, while 3 students failed; therefore, 80% of the students passed with a 75% or higher on the written report, so the benchmark was achieved for Outcome #2.

Courses Affected

SOC/PSY 300 courses

Time Frame

Fall 2017 through Winter 2019

Submitted By

Susan Steiss

Result

Result

(2) Results met expectation/standard

Data Collection (general or specific stats regarding results)

In regard to Outcome #2, which is involved for both the Certificate of Achievement and the Advanced Youth Services Certificate, the goal was for at least 75% of the cases to achieve a minimum of 75% on the report. Out of the 15 students, 12 passed with a 75% or higher, while 3 students failed; therefore, 80% of the students passed with a 75% or higher on the assignment, so the benchmark was achieved for Outcome #2.

What We Learned (areas for improvements, strengths, etc.)

Regarding outcomes #2, we learned that Students were successful overall in writing Biopsychosocial Assessment Reports overall, but that a future area for focus could be the part on writing goals correctly, as it tripped up a few students.

Use of Data to Improve Student Success

For Outcome #2, have students practice in class on writing goals in PSY/SOC 300 courses.

Institutional Student Learning Outcome	Action plan items of what is planned based on the data and results
<input checked="" type="checkbox"/> Apply Knowledge and Skills	<input checked="" type="checkbox"/> Change assignments/activities <input type="checkbox"/> Update course content
<input checked="" type="checkbox"/> Think Critically	<input type="checkbox"/> Change materials provided <input type="checkbox"/> Update course outcomes
<input type="checkbox"/> Communicate Effectively	<input type="checkbox"/> Adjust grading rubric <input type="checkbox"/> Update prior courses
<input type="checkbox"/> Act Responsibly	<input type="checkbox"/> Continue to Monitor <input type="checkbox"/> Other

Comments and Action Plan

Discipline/Program Comments

Discipline faculty were in agreement with the idea of in the future, having students practice writing treatment goals in the PSY/SOC 300 courses.

Advisory Board Comments

The Youth Services Advisory Board is pleased with the new Curriculum Changes to the Advanced YS Certificate. They suggested new course adoptions and replacement of less relevant courses. SOC 288 (Child Abuse & Neglect) and SOC 289 (Chemical Dependency) were developed and have now officially replaced SOC 212 (Social Problems) and SOC 231 (Cultural Anthropology) for new students in Youth Services seeking the Advanced Certificate.

Assessment Committee Comments

An option for collecting data with few graduates would be to simply collect data on a few outcomes for 2-3 years (it appears that there are about 7-10 grads per year) and then report on those outcomes

Curriculum Council Comments

During the Winter 2018 Semester, the Curriculum Council approved of the new courses that were developed for the Advanced YS Certificate, SOC 288 and SOC 289. They replace SOC 212 and SOC 231. The committee also approved of SOC 212 as a substitute course for SOC 289. The updates to the curriculum are reflected in the Curriculum Map. In addition, the new courses also transfer to the social work program at SVSU.

Action Plan

Have a specific treatment goal-writing practice session during PSY/SOC 300 classes.

Actions Taken in Response to Older Reports