

Use of Data for Human Services Program Improvement

Our procedures for using assessment data focus on monitoring the effectiveness and impact of our preparation programs and on development of information that supports continuous program improvement. To that end, critical elements at the heart of our assessment system include explicit standards for candidate performance and a clear feedback process through which assessment is tied to ongoing revision and improvement of the curriculum, instruction, assessments, and unit operations. The following table presents substantive program curriculum changes effected in fall 2006 in order to align the program with national standards and respond to results of the 2005 Human Services Program Exit Survey. Changes in operations included an increased emphasis in advising.

| Curriculum Change | Rationale |
|---|--|
| New Course HSP 385 - Applied Research Methods | Strengthen preparation in quantitative and qualitative research methods relevant to the human services profession |
| New Course HSP 410 - Mental Health: Individuals and Systems | Strengthen preparation in assisting clients who require services from qualified mental health professionals. This course provides an overview of diagnostic criteria, bio-psychosocial underpinnings of psychopathology, and application to general human services delivery. |
| New Course HSP 340 – Practicum and Seminar I | Strengthen preparation in the foundational understanding of professional practice regarding health and safety, malpractice and liability, and confidentiality and boundaries. Additionally, students explore options for their own field study and reflect on these options by conducting informational interviews and participating in an embedded practicum. |
| New Course HSP 341 – Practicum and Seminar II | Provide students with the opportunity to gain a foundational understanding of professional practice regarding professional relationships, understanding and following agency policies, procedures, and protocol, and an understanding of how learning takes place through the supervision process and through professional observation and reflection. |
| New Course HSP 304 – Portfolio Learning in Human Services | Student must integrate information from courses and professional internships around the CSHSE standards, and revise a reflective essay every quarter, and gather a variety of artifacts that demonstrate student learning outcomes related to CSHSE standards. These products culminate with the Capstone Portfolio in the last quarter of the program. This course introduces students to the types of portfolios, how portfolios can enhance learning, and the writing conventions for the field. |
| New Course HSP 315 – Human Development and Human Services | This is a required course designed to meet CSHSE Standards #12, #13, #19 and #20. Upon completion, students will be able to: (a) understand developmental principles and theories as they apply to normative and non-normative development; (b) demonstrate knowledge of specific periods of development across the life-span; (c) evaluate and apply theoretical perspectives to issues in human development and human services; (d) identify the significance of diverse sociocultural and contextual backgrounds and experiences as they relate to human adaptation and growth; (e) articulate a framework for understanding human development as it relates to public policy and human services. |
| New Course HSP 495 – Capstone Portfolio | While Human Services students have been required to complete professional portfolios during the internship for the past 15 years, portfolios are now completed across the curriculum and used as a benchmark assessment. Students finalize a summative the capstone portfolio through this course. |
| Revised Course HSP 325 – Interviewing for Human Services | Increased from 3 to 4 credits to allow more emphasis on identifying and discussing ethical practices of interviewing and common errors of helping. |

| Curriculum Change | Rationale |
|--|--|
| Revised Course HSP 331 – Children, Families, and Communities | Increased from 3 to 4 credits to serve as a single survey course that provides an integrated overview of children and families within community contexts. |
| Revised Course HSP 355 – Narrative in Human Services | Increased from 3 to 4 credits to allow more emphasis on narrative in social science research and human services professional practice. |
| Revised Course HSP 371 – Issues and Concepts in Human Services | Increased from 3 to 4 credits to provide greater depth in the discussion and analysis of selected issues and concepts in human services. |
| Revised Course HSP 373 – Law and Human Services | Increased from 3 to 4 credits to provide a more in-depth review of relationships between the law/courts and human services delivery. |
| Revised Course HSP 383 – Human Services and Management | Increased from 3 to 4 credits to include a budget development component in the course content. |
| Revised Course HSP 411 – Human Services in the Emerging Health Care System | Increased from 3 to 4 credits to provide a more in-depth study of culture, policy analysis, and advocacy strategies for individuals and groups of clients. |
| Revised Course HSP 423 – Conflict Resolution in Human Services | Increased from 3 to 4 credits to provide a more detailed review of research in the field and more comprehensive coverage of collaborative problem solving and arbitration as they relate to the human services profession. |
| Revised Course HSP 448 – Case Management and Interventions | Increased from 3 to 4 credits to allow more emphasis on intake assessment, services planning and coordination, documentation and use of technology, and ethical issues related to specific interventions. |
| Revised Course HSP 450 – Survey of Addictions and Dependencies | Increased from 3 to 4 credits to add a new component involving the roles and responsibilities of human services professionals in the prevention/intervention of addiction problems within societal systems. |
| Revised Course HSP 484 – Program Funding and Grant Writing | Increased from 3 to 4 credits to include an exploration of feasibility studies and their role in capital campaigns, and choosing the most fitting method for generating revenue when financing the delivery of human services. |
| Revised Course HSP 485 – Program Planning and Evaluation | Increased from 3 to 4 credits to add a new component of needs assessment and program evaluation. |
| Revised Course HSP 486 – Human Resources in Human Services | Increased from 3 to 4 credits to expand coverage of legalities, benefits, union negotiations, writing and previewing personnel policies, recruitment and retention, use of consultants, employee development and training, discipline, evaluation, tracking and monitoring, mediation, laws and other topics pertinent to human resources in human services organizations. . |
| Revised Course HSP 487 – Leadership | Increased from 3 to 4 credits to provide more in-depth study of organizational leadership and to incorporate study and analysis of seminal research in the field of leadership studies. |