**LBCC**  
**Instructional Program SLOs: Means of Assessment Template**

**Program Name:** Human Services  
**Program Mission:** The mission of this program is to prepare students for careers in the helping professions, prepare students for the first two years of their transferable human services education and enhance the skills of persons already employed in the field. In addition, students are provided with several personal/interpersonal skills needed to live healthy lives and deal with the stressful demands of daily living.

**Contact:** Please type the name of one point of contact for this document.  
**Participants:** Please type the name(s) of all contributors to this document.

**Date:**

**Instructions:** To begin assessment of student learning outcomes please complete Step 1 below.

**STEP 1**

| Intended Program Outcome | Means of Assessment  
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>(Both categories below fall under the above title on TracDat)</strong></td>
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<tr>
<td>Assessment Task</td>
<td>Criteria/Expected Level of Achievement</td>
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</tbody>
</table>
| **SLO #1:** Develop a psychosocial treatment plan for a client. | **What:** A final treatment plan assignment that contains three parts common to the industry: Background information, psychosocial assessment (identify a problem), treatment plan (identify a goal), and assessment methods (identify an objective).  
**How:** This was assessed using a program rubric with 4 levels (3 levels acceptable and 1 level unacceptable) in (name of course). Each of the four portions of the treatment plan will be assessed with this rubric during the final month of each semester.  
**Who:** Instructor of record will collect the data and the full-time faculty will analyze the results.  
**When:** Fall 2010  
**Where:** LAC | **Expected Achievement:** 70% of students.  
**Success Level:** 70% of students will score an “average” or better for the majority of elements.  
**Students Included:** Random sampling of 21 students from the roll book. |
| **SLO #2:** Crisis Intervention: Analyze information and assess level of crisis intervention needed to best meet a client’s needs. | **What:** 15 question multiple choice test based on typical situations that a crisis counselor might face.  
**How:** Two case scenarios will be presented and students will answer multiple choice questions which test students’ ability to | **Expected Achievement:** 70% of students.  
**Success Level:** 70% of students will score an average or higher on 15 multiple choice questions. Average or higher is defined as 65% or higher. |

For Outcomes Assessment Plan directions go to [http://outcomes.lbcc.edu/Assessment.cfm](http://outcomes.lbcc.edu/Assessment.cfm)

ASLO Subcommittee; October 6, 2009; Revised November 6, 2013
make decisions based on the material/facts presented in the course.
Who: The instructor of record will collect the data and full-time faculty will analyze the data.
When: Fall 2010.
Where: LAC

Students Included: Random sampling of students from the roll book.

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**LBCC**

**Instructional Program SLOs: Results of Assessment Template**

**Program Name:** Human Services

**Program Mission:** The mission of this program is to prepare students for careers in the helping professions, prepare students for the first two years of their transferable human services education and enhance the skills of persons already employed in the field. In addition, students are provided with several personal/interpersonal skills needed to live healthy lives and deal with the stressful demands of daily living.

**Contact:** Please type the name of one point of contact for this document.

**Participants:** Please type the name(s) of all contributors to this document.

**Date:**

**Instructions:** After you have gathered and analyzed assessment results and have taken actions based on what you’ve learned, please complete Step 2 below.

### STEP 2

<table>
<thead>
<tr>
<th>Results of Assessment</th>
<th>Actions Taken</th>
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</table>
| **SLO #1: Develop a psychosocial treatment plan for a client.** | **Results:** Pass/Fail rates were calculated for each of the 4 elements using the 4 level rubric. All 21 students received passing scores for background information (8 students scored near perfect, 12 students scored above average, 1 student scored acceptable). For the problem section of the treatment plan, 20 out of 21 students scored an acceptable or better (95% success rate; 3 students scored near perfect, 11 students scored above average, 6 students scored acceptable, and 1 unacceptable). For the goal portion of the plan, 16 out of 21 students scored acceptable or better (76% success rate; 3 scored near perfect, 6 scored above average, 6 scored acceptable, and 6 scored unacceptable). For the objective portion of the plan 15 out of 21 students scored acceptable or better (71% success rate).

**Key Findings:** Students were much better at providing adequate descriptions for background information and problem sections of a treatment plan. Significantly more students had | **Actions Taken:** Group activities were developed to refine students’ abilities to define specific goals and measurable objectives to reach these goals. Staff developed more specific treatment options for students to choose from to meet goals and objectives.

**Re-evaluation Date:** Fall 2013 semester. |
problems with describing how to treat an identifiable problem/treatment issue.

**Conclusions:** Students were taught about treatment plans during lecture, through films, and had opportunities in class to practice writing/presenting findings to fellow students, yet their success rates were still lower than expected. The overall success rate barely met the minimum requirement of 70%.

**Result Type:** (click one box below)
- ☒ Criteria Met
- ☐ Criteria Not Met
- ☐ Inconclusive

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<tr>
<th>SLO #2: Crisis Intervention: Analyze information and assess level of crisis intervention needed to best meet a client’s needs.</th>
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| **Results:** 55 students in two human services courses completed the 15 questions. The average student score was 9 out of 15 correct responses (60% success rate). 5 of the questions produced correct response rates below 25%. 6 questions produced a success response rate of over 75%.

**Key Findings:** Students appeared to struggle with 5 of the questions more than the other questions on the exam.

**Conclusions:** After reviewing the test questions, we realized that the questions students missed the most were vague and/or misleading and did not adequately assess this SLO.

**Result Type:** (click one box below)
- ☐ Criteria Met
- ☒ Criteria Not Met
- ☐ Inconclusive

**Actions Taken:** Test questions have been revised, clearing up the vague/incomplete/misleading references made in the first exam. This test material will be added to the regular curriculum for the test covering chapters 11 to 15. Information will also be included in the study guides covering this material.

**Re-evaluation Date:** Fall 2013.