

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Human Services Worker	230	HSW 230 04/11/2023-Field Internship and Seminar I
College	Division	Department
Humanities, Social and Behavioral Sciences	Humanities, Social and Behavioral Sciences	Behavioral Sciences
Faculty Preparer		Kristy Norris
Date of Last Filed Assessment Report		06/16/2015

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

Yes
Report was submitted on 10/17/2019, with assessment data through Spring/Summer 2019.

2. Briefly describe the results of previous assessment report(s).

All outcomes were met on previous report.

3. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

No changes were proposed on last assessment report.

II. Assessment Results per Student Learning Outcome

Outcome 1: Analyze problems, develop solutions, and evaluate results in a clear, logical and consistent manner.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: all
 - Number students to be assessed: 100%

- How the assessment will be scored: External evaluation and confirmation from student's placement site.
- Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020, 2019	2022, 2021, 2020	2022, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
109	108

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

108 of the 109 students completed the term. One student in W22 did not complete the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students completing this class had to submit an hours log and a supervisor evaluation form. The evaluation form had questions related to three different outcomes. One student (Winter 22) was enrolled but did not complete the class.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Supervisors at agencies completed evaluation forms at the end of the semester and signed off on hours earned. For this outcome Questions 1, 2, 10, & 12 were used. Supervisors rated students from a 3 (exceeds expectations) to a 0 (not applicable). A score of 2 (meets expectation) or 3 (exceeds) is required for "success" on this outcome.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The data indicated that students averaged a 2.59 out of 3 for Q1, a 2.64 out of 3 for Q2, a 2.43 out of 3 for Q 10 and a 2.55 out of 3 for Q12. Of the 108 students assessed for Outcome 1, 104 met or exceeded criteria for success on Q1, Q2, and Q12. 97 out of 108 students (89.8%) met or exceeded criteria for success on Q10. 104 out of 108 students (96.3%) met/exceeded criteria for success on Q1,2,12 and 89.8% of students met/exceeded criteria for success on Q10. The standard for success says that 70% of students must meet or exceed the threshold for success. When the average for all 4 questions was combined, the overall success rate was 94.675%. This well exceeds the threshold for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Per supervisor evaluation, students are able to execute critical thinking skills.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

The question with the lowest score on this outcome was Q10. This question was asking supervisors to evaluate "skill and ability to express thoughts on paper, reports, and projects". Of the 11 students evaluated who did not meet the standard, 5 were marked a "1" and 6 were marked "n/a". This suggests that many students may not have the opportunity to demonstrate the ability to execute papers, reports, or projects. It should be noted that 97 out of 108 students were successful on this item. Even though it was a "weakness" it was not significant.

Outcome 2: Complete 180 hours of field internship at a clinical/agency site.

- Assessment Plan
 - Assessment Tool: Time Verification Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: all
 - Number students to be assessed: 100%

- How the assessment will be scored: External evaluation and confirmation from student's placement site.
- Standard of success to be used for this assessment: 95% of students must complete 180 hours at field placement.
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020, 2019	2022, 2021, 2020	2022, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
109	108

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

108 of the 109 students completed the term. One student in W22 did not complete the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were required to complete 180 hours in the field and submit a signed time sheet.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Student time sheets. The tool was "scored" based on the number of hours completed.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: No

108 students completed the class during the assessment period. 12 students reported less than 180 hours at the end of their class. 96 (88.89%) students met or exceeded the required 180 hours. The standard for success is that 95% of students must complete at least 180 hours. We did not meet this standard for success. It should be noted that we had a 100% success rate prior to March 2020 (start of COVID shut down) and a 100% success rate for the last two semesters (SS 2022 & F 2022).

The average number of hours completed by the 108 students is 205.99 hours per student.

This objective was 9.1% below success level. However, if the only class assessed had been Fall 2022, we would have had a 100% success level. The numbers included in this assessment report reflect the impact COVID has on student access and completion of field opportunities. Many agencies limited hours, had to close due to COVID cases, or simply struggled to keep their head above water in 2020-2022. However, they still welcomed our students and supported them through one of the most stressful times our country has faced in recent history.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students executed an average of 200 hours during their placement. This speaks to the immense level of dedication students have to complete their obligations. Agencies are welcoming students and supporting the learning process. Our students are overwhelmingly successful in their placements.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

I don't see any place for improvement other than preventing another pandemic.

Outcome 3: Participate in setting the purpose and agenda of the weekly supervisory meetings.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: all
 - Number students to be assessed: 100%

- How the assessment will be scored: External evaluation and confirmation from student's placement site.
- Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020, 2019	2022, 2021, 2020	2022, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
109	108

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students who completed the semester submitted a supervisor evaluation form and time sheet. One student enrolled in W2022 did not complete the semester and did not submit the appropriate documents.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students that completed the semester were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Supervisors at agencies completed evaluation form at the end of the semester and signed off on hours earned. For this outcome Questions 3,4,7,8 & 9 were used. Supervisors rated students from a 3 (exceeds expectation) to a 0 (not applicable). A score of 2 (meets expectation) or 3 (exceeds) is required for "success" on this outcome.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this

learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
<p>The data indicated that students averaged a 2.63 out of 3 for Q3, a 2.66 out of 3 for Q4, a 2.65 out of 3 for Q7 and a 2.56 out of 3 for Q8 and a 2.58 out of 3 for Q9. Of the 108 students assessed for Outcome 3, 103 met or exceeded criteria for success on Q3, Q7, and Q9. 106 out of 108 students met or exceeded criteria for success on Q4 and 105 out of 108 met or exceeded criteria for success on Q9.</p> <p>95.4% of students met/exceeded criteria for success on Q3,7 & 9. 98.1% of students met/exceeded criteria for success on Q4 and 97.2% of students met or exceeded criteria for success on Q8. The standard for success says that 70% of students must meet or exceed the threshold for success. When the average for all 4 questions was combined, the overall success rate was 96.9%. This well exceeds the threshold for success.</p>

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students successfully engaged with their supervisor on a regular basis.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

No significant weaknesses observed. Instructor support and advocacy will continue to be offered.
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Outcome 4: Maintain appropriate personal and professional boundaries to develop productive working relationships with clients and agency staff.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: all
 - Number students to be assessed: 100%
 - How the assessment will be scored: External evaluation and confirmation from student's placement site.

- Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020, 2019	2022, 2021, 2020	2022, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
109	108

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

108 of the 109 students completed the semester. One student did not complete the term in W22.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students who completed the semester submitted a supervisor evaluation form.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Supervisors at agencies completed evaluation form at the end of the semester and signed off on hours earned. For this outcome Questions 5,6,11,13 were used. Supervisors rated students from a 3 (exceeds expectation) to a 0 (not applicable). A score of 2 (meets expectation) or 3 (exceeds) is required for "success" on this outcome.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The data indicated that students averaged a 2.53 out of 3 for Q5, a 2.63 out of 3 for Q6, a 2.54 out of 3 for Q 11 and a 2.63 out of 3 for Q13. Of the 108 students assessed for Outcome 4, 105 met or exceeded criteria for success on Q5 and Q6. 106 out of 108 students met or exceeded criteria for success on Q11 and 104 out of 108 met or exceeded criteria for success on Q13.

97.2% of students met/exceeded criteria for success on Q5 and 6, 98.1% of students met/exceeded criteria for success on Q11 and 96.3% of students met or exceeded criteria for success on Q13. The standard for success says that 70% of students must meet or exceed the threshold for success. When the average for all 4 questions was combined, the overall success rate was 97.2%. This well exceeds the threshold for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Supervisor reports indicated that students are successful at maintaining clear and appropriate boundaries.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

No improvements identified. Instructors will continue to support students and provide guidance as needed.

III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

The previous report did not recommend any changes. Students continue to demonstrate a high level of success per supervisor report.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

This report highlights the perseverance of our student population. This report encompasses the beginning, middle, and ongoing after effects of the COVID pandemic. Our students rose to the occasion, demonstrating a high degree of professionalism and dedication to the field of helping.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

Will be shared with department, instructional faculty, and advisory board.

4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

5. Is there anything that you would like to mention that was not already captured?

6.

III. Attached Files

[Supervisor Eval Form](#)

[Raw Data](#)

Faculty/Preparer: Kristy Norris **Date:** 04/11/2023

Department Chair: Starr Burke **Date:** 04/18/2023

Dean: Scott Britten **Date:** 04/19/2023

Assessment Committee Chair: Shawn Deron **Date:** 06/19/2023

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Human Services Worker	230	HSW 230 10/10/2019-Field Internship and Seminar I
Division	Department	Faculty Preparer
Humanities, Social and Behavioral Sciences	Behavioral Sciences	Kristy Norris
Date of Last Filed Assessment Report		

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

Yes Summer 2015

2. Briefly describe the results of previous assessment report(s).

The previous assessment affirmed that students have been successfully applying the concepts they are learning and are demonstrating professional decorum in the field.
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3. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

It was found that the lowest scoring item on the assessment was related to motivation and self-initiative. Since this evaluation was completed, the program has added a 1-credit success skills class that spends time exploring those soft skills.

II. Assessment Results per Student Learning Outcome

Outcome 1: Analyze problems, develop solutions, and evaluate results in a clear, logical and consistent manner.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2018

- Course section(s)/other population: All
- Number students to be assessed: 100%
- How the assessment will be scored: External evaluation and confirmation from student's placement site.
- Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018	2019	2019

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
32	31

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

One student did not complete the course, withdrawing.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students who completed this course for these three semesters were evaluated.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Student evaluation forms were distributed to agency supervisors. This was a 13-question tool. For Outcome 1, four items from the form were utilized (Q1, Q2, Q10, Q12). Students were rated: exceeds expectations, meets expectations, needs improvements, or unable to evaluate. That was then coded as 3 (exceeds), 2 (meets), 1 (needs), 0 (n/a). Students needed a 2 or 3 on all four items to be identified as satisfying the criteria for the assessment since it was expected that

70% of the sample obtain 100% on all items for this outcome. Meeting and exceeding were defined as successful.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The data indicated that students averaged a 2.72 out of 3 on Q1, a 2.64 out of 3 on Q2, a 2.56 out of 3 on Q10 and a 2.72 out of 3 on Q12. When the scores were coded to identify 100% success for outcome 1, 93.5% of students achieved this level of success. The standard of success is 70%. Therefore, 93.5% well exceeds the threshold for success. Two students out of the 31 did not achieve success for this outcome, meaning that 29 did demonstrate success with their thought-processing in a placement.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Agencies overwhelmingly endorsed student achievement on this outcome. Agencies rated all but one student as Meets or Exceeds expectations in this area. This indicates that students are able to execute these skills.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Of the four questions used for this outcome, the question with the lowest overall average was question #10. Question 10 asks agencies to rate students on their ability to "express thoughts on paper, reports, and projects". The more opportunities that students have to discuss and practice field appropriate behaviors the more likely it is that this average will go up. We introduced the HSW 229 Success Skills Class in January 2017. It is believed that this class may help address this skill.

Outcome 2: Complete 180 hours of field internship at a clinical/agency site.

- Assessment Plan
 - Assessment Tool: Time Verification Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: All

- Number students to be assessed: 100%
- How the assessment will be scored: External evaluation and confirmation from student's placement site.
- Standard of success to be used for this assessment: 95% of students must complete 180 hours at field placement.
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018	2019	2019

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
32	31

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

One student did not complete the course.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students who completed the course were required to submit a time log as part of their final grade.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

All students were required to keep a log of their placement hours for the semester. Logs were monitored and signed off on by their site supervisor. The tool for this outcome is the student hours log.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The standard of success on this outcome is that 95% of students must complete at least 180 hours. Thirty of the 31 students met or exceeded the 180 hour threshold. The one student that was below that threshold had 173.25 hours. That means that 96.8% of those completing this outcome met or exceeded the outcome requirements. The standard of success was met. It is worth noting that students averaged 200.5 hours on their time logs.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students overwhelmingly exceeded at this outcome. The average number of hours completed was 200.5. This indicates that students are dedicated to their placements and working hard to gain experience and skills throughout the semester.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Student performance is supported by the seminar faculty. Ongoing support, encouragement, and advocacy can help this outcome continue to thrive.

Outcome 3: Participate in setting the purpose and agenda of the weekly supervisory meetings.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: All
 - Number students to be assessed: 100%
 - How the assessment will be scored: External evaluation and confirmation from student's placement site.
 - Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
 - Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018	2019	2019

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
32	31

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

A total of 32 students were registered, but only 31 students completed the course and were evaluated.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students who completed the course were evaluated.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Student evaluation forms were distributed to agency supervisors. This was a 13-question tool. For Outcome 3, five items from the form were utilized (Q3, Q4, Q7, Q8, Q9). Students were rated: exceeds expectations, meets expectations, needs improvements, or unable to evaluate. That was then coded as 3 (exceeds), 2 (meets), 1 (needs), 0 (n/a). Students needed a 2 or 3 on all four items to be identified as satisfying the criteria for the assessment since it is expected that 70% of the sample obtain 100% on all items for this outcome. Meeting and exceeding were defined as successful.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The data indicated that students averaged a 2.64 out of 3 on Q3, a 2.76 out of 3 on Q4, a 2.76 out of 3 on Q7, a 2.6 out of 3 on Q8, and a 2.72 out of 3 on Q9. When the scores were coded to identify 100% success for outcome 3, 93.5% of students achieved this level of success. The standard of success is 70%. Therefore, 93.5%

well exceeds the threshold for success. Two students out of the 31 did not achieve success for this outcome, meaning that 29 did demonstrate success with weekly supervisory engagement in a placement.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

For outcome three, students were able to excel at utilizing their supervisory time and capitalize on the provided guidance. The highest average score on the assessment was for #2, indicating that the greatest strength demonstrated is "students' ability to work productively with other staff".

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

For this outcome, the question with the lowest average score was #8. Question #8 is "Students dress appropriately for setting". This outcome speaks to the lack of direct coaching regarding appropriate workplace etiquette. One reason for the development of the HSW 229 skills class was specifically to help students navigate appropriate placement etiquette. It is worth revisiting the course expectations for 229 to ensure that appropriate attire is being explored in the curriculum.

Outcome 4: Maintain appropriate personal and professional boundaries to develop productive working relationships with clients and agency staff.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2018
 - Course section(s)/other population: All
 - Number students to be assessed: 100%
 - How the assessment will be scored: External evaluation and confirmation from student's placement site.
 - Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
 - Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018	2019	2019

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
32	31

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

One student did not complete the course and was not evaluated at the end of the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students who completed the course were assessed via their supervisor evaluation form.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Student evaluation forms were distributed to agency supervisors. This was a 13-question tool. For Outcome 4, four items from the form were utilized (Q5, Q6, Q11, Q13). Students were rated: exceeds expectations, meets expectations, needs improvements, or unable to evaluate. That was then coded as 3 (exceeds), 2 (meets), 1 (needs), 0 (n/a). Students needed a 2 or 3 on all four items to be identified as satisfying the criteria for the assessment since it is expected that 70% of the sample obtain 100% on all items for this outcome. Meeting and exceeding were defined as successful.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The data indicated that students averaged a 2.6 out of 3 on Q5, a 2.64 out of 3 on Q6, a 2.68 out of 3 on Q11, and a 2.64 out of 3 on Q13. When the scores were coded to identify 100% success for outcome 4, 96.8% of students achieved this

level of success. The standard of success is 70%. Therefore, 96.8% well exceeds the threshold for success. One student out of the 31 did not achieve success for this outcome, meaning that 30 did demonstrate success with maintaining professional decorum in a placement.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Of the three outcomes not related to completed hours, this outcome achieved the highest average score. Students seemed to, overall, be able to develop appropriate boundaries within the work place. Being able to maintain boundaries is a cornerstone of the helping profession.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

For this outcome, the question with the lowest score was #5. Question #5 evaluates the student's ability to "demonstrate knowledge of agency purposes". This question measure the importance of knowing what the agency is all about and serving the needs of the clients based on that purpose. It could be important for the seminar instructor to guide students through an exercise where they spend some time exploring the purpose of their given agency to ensure that they are practicing within the scope of the agencies expectations.

III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

The previous report did not identify any changes to be made. The program has implemented a 1-credit Success Skills class to address some of the agency concerns. The next assessment may find that some of the lower areas are improved due to more time spent on addressing decorum-related issues.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

The HSW 230 report continues to affirm that our students are conducting themselves in a professional manner and thriving in field placement settings. Students do not seem to struggle with meeting the demands of the course and are successfully completing the required 180 hours.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

This report will be shared with HSW 230 instructors, the department, and our advisory board as needed.

- 4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

5. Is there anything that you would like to mention that was not already captured?

6.

III. Attached Files

[HSW 230 Raw Data Evaluation form](#)

Faculty/Preparer: Kristy Norris **Date:** 10/17/2019
Department Chair: Starr Burke **Date:** 10/19/2019
Dean: Scott Britten **Date:** 10/21/2019
Assessment Committee Chair: Shawn Deron **Date:** 12/03/2019

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Human Services Worker	230	HSW 230 05/12/2015-Field Internship and Seminar I
Division	Department	Faculty Preparer
Humanities, Social and Behavioral Sciences	Behavioral Sciences	Kristy Norris
Date of Last Filed Assessment Report		

I. Assessment Results per Student Learning Outcome

Outcome 1: Analyze problems, develop solutions, and evaluate results in a clear, logical and consistent manner.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2012
 - Course section(s)/other population: all
 - Number students to be assessed: 100%
 - How the assessment will be scored: External evaluation and confirmation from student's placement site.
 - Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
 - Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2014, 2013	2014, 2013	2014, 2013

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
81	75

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Some students enrolled in the course, but did not complete the course due to personal circumstances that did not allow them to complete their internships.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students that completed the internship course were required to have their internship site supervisor complete an evaluation form.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The supervisor evaluation form is a series of 13 questions that asked the supervisor to rate a student in various areas of performance on a scale from 0 to 3 (not assessable to exceeds expectations. Items 1,2,10 & 11 were used to assess this outcome.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

For this outcome, the percentage of students that "met expectations" or "exceeded expectations" was 93%. This number is well above the criteria for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students appear to be successfully demonstrating an ability to think outside the box and utilize logical thought processes while at their internship placement.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Students scored the lowest on Item 10 of this component (80%). On this item, the students are evaluated based on their ability to express thought on paper, reports, and projects. It is possible that students may need more exposure to the how-to's of writing clinically.

Outcome 2: Complete 180 hours of field internship at a clinical/agency site.

- Assessment Plan
 - Assessment Tool: Time Verification Form
 - Assessment Date: Fall 2012
 - Course section(s)/other population: all
 - Number students to be assessed: 100%
 - How the assessment will be scored: External evaluation and confirmation from student's placement site.
 - Standard of success to be used for this assessment: 95% of students must complete 180 hours at field placement.
 - Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2014, 2013	2014, 2013	2014, 2013

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
81	75

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Not all students that started the semester successfully completed the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students enrolled in HSW 230 are required to submit a time verification sheet at the end of the semester as a component of their final grade.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students were required to track their daily work schedule, review the hours with their supervisor, and submit the hours at the end of the semester.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

Of the 75 students that completed time sheets, 66 met or exceeded the 180 hour requirement. That is a success rate of 88%. This percentage is well above the level set for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

88% of students completed the required hours, with 23 students exceeding the hours (16% actually reported over 200 hours). This suggests that students are successfully identifying the need to be present at their placement and are taking responsibility for their commitments.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Students seem to be performing well on this outcome. Instructors will continue to work on conveying course expectations well in advance of the students actually taking the course, and continue to encourage a serious attitude toward fulfilling commitments.

Outcome 3: Participate in setting the purpose and agenda of the weekly supervisory meetings.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2012
 - Course section(s)/other population: all
 - Number students to be assessed: 100%

- How the assessment will be scored: External evaluation and confirmation from student's placement site.
- Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
- Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2014, 2013	2014, 2013	2014, 2013

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
81	75

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Some students did not complete the semester.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students completing the HSW 230 course are required to submit a supervisor evaluation form.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The evaluation form is designed to assess a number of different characteristics of the student and their performance at the site. Items 5,6,12, & 13 were used to evaluate this outcome.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

Based on the data collected, 95.7% of the students were reported to have "met" or "exceeded" expectations. That is well above the criteria for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students demonstrated over a 90% success rate on all four of the items used to evaluate this outcome. This level of success suggests that students are demonstrating clear insight and understanding into the mechanism of supervision, as well as successfully respecting the process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Based on the level of success, it can be assumed that the level of pre-internship education continues to set students up for success on this outcome. Instructors will continue to convey the importance of good relations with superiors and supervisors.

Outcome 4: Maintain appropriate personal and professional boundaries to develop productive working relationships with clients and agency staff.

- Assessment Plan
 - Assessment Tool: Placement Evaluation Form
 - Assessment Date: Fall 2012
 - Course section(s)/other population: all
 - Number students to be assessed: 100%
 - How the assessment will be scored: External evaluation and confirmation from student's placement site.
 - Standard of success to be used for this assessment: 70% of students must achieve 100% on the Internship Placement Evaluation Form ("meets expectations" or "performs beyond expectations").
 - Who will score and analyze the data: Site supervisor will score the student's performance and sign off on hours. WCC Field Placement faculty will analyze and maintain data.

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
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2014, 2013	2014, 2013	2014, 2013
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2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
81	75

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Not all students completed the course.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students completing this course are required to submit a supervisor evaluation form.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

This form is a 13 question survey of the students' characteristics and performance on the site. Items 3,4,7,8,& 9 were used to evaluate this outcome.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes
 Based on the data obtained, 98.4% of students were identified as "met" or "exceeds" for the items evaluating this outcome. That percentage is significantly above the identified level for success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students demonstrated a 98.4% success rate on this outcome. This suggests that students are appropriately conducting themselves at their internship sites. Two of the four items used for this outcome were a 100%. All students were reported to have dressed appropriately and attended to instructions.

- Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

The lowest item on this outcome scored at a 94.7% and was related to demonstrating initiative. Four students received a score of 1 (needs improvement) on this item. This is a low number of students that did not meet the success level, but it indicates that we may still have students who need instruction on motivation and self-initiative.

II. Course Summary and Action Plans Based on Assessment Results

- Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

This assessment reaffirmed that the students are taking the information that they have been learning in all of their HSW related courses and applying that material and decorum in the field. This course continues to offer a safe opportunity for students to experience the field of social work while still working through their coursework.

- Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

A copy of this plan will be shared with the department and the results will be shared with the Human Services Advisory board.

- Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

- Is there anything that you would like to mention that was not already captured?

5.

III. Attached Files

[Raw Data](#)
[Supervisor Evaluation Form](#)

Faculty/Preparer: Kristy Norris **Date:** 05/12/2015

Department Chair: Starr Burke **Date:** 05/12/2015
Dean: Dena Blair **Date:** 05/13/2015
Assessment Committee Chair: Michelle Garey **Date:** 06/15/2015

COURSE ASSESSMENT REPORT

I. Background Information

1. Course assessed:
 Course Discipline Code and Number: HSW 230
 Course Title: FIELD INTERNSHIP AND SEMINAR I
 Division/Department Codes: MNB/BEHD

2. Semester assessment was conducted (check one):
 Fall 2009__
 Winter 20__
 Spring/Summer 20__

3. Assessment tool(s) used: check all that apply.
 Portfolio
 Standardized test
 Other external certification/licensure exam (specify):
 Survey
 Prompt
 Departmental exam
 Capstone experience (specify):
 Other (specify): Supervisor signed time sheets

4. Have these tools been used before?
 Yes
 No

If yes, have the tools been altered since its last administration? If so, briefly describe changes made.

5. Indicate the number of students assessed/total number of students enrolled in the course.
 47 students were assessed/47 students were enrolled in 1 section per term over 4 terms (Winter 2008, Fall 2008, Winter 2009, & Spring/Summer 2009)

6. Describe how students were selected for the assessment.
 All students who completed the internship course were assessed.

II. Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.
 No previous assessment is on record.

2. List each outcome that was assessed for this report exactly as it is stated on the course master syllabus.
 OUTCOME 1: Analyze problems, develop solutions, and evaluate results in a clear, logical, and consistent manner.
 OUTCOME 2: Complete 180 hours for field internship at a clinical/agency site.
 OUTCOME 3: Participate in setting the purpose and agenda of the weekly supervisory meetings.
 OUTCOME 4: Maintain appropriate personal and professional boundaries to develop productive working relationships with clients and agency staff.

3. Briefly describe assessment results based on data collected during the course assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. *Please attach a summary of the data collected.*
 47 students completed the course. Students submitted both a signed time sheet documentation of 180 hours of work and a 13 question survey that their site supervisor completes at the end of the semester, critiquing their

COURSE ASSESSMENT REPORT

work. OUTCOME 1 is represented by questions 1, 2, 10 and 11 on the survey. OUTCOME 3 is represented by questions 5,6,12 and 13 on the survey. OUTCOME 4 is represented by questions 3,4,7,8 & 9 on the survey. Assessment of the survey indicates that over 90% of students were successful on ALL items on the survey. Hour reports indicate that 47% of students completed exactly 180 hours and 47% of students completed more than 180 hours (ranging from 181.5 to 251 hours, with the average of the 47 students being 183.2 hours).

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success. *Please attach the rubric/scoring guide used for the assessment.*

The standard of success for OUTCOMES 1, 3 & 4 was: 70% of students must have 100% of the following on the Internship Placement Form: "Meets Expectations" or "Performs Beyond Expectations." The preparer of this report interpreted this statement for standard of success to mean that 70% of students who have completed the assessment need to obtain "meets Expectations" or "Performs Beyond Expectation" on ALL 13 questions on the survey. For the updated Master Syllabus, this criterion will be updated to clarify the standard of success.

40 of the 47 students scored at or above the criteria mentioned above. This would be an 85% success rate.

5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.

Strengths: 100% of students were marked at the standard of success for items 4, 8 and 13. This indicated that students excelled at: being able to demonstrate ability to work productively with other staff, dressing appropriately for their placement, and all students were able to meet the learning objectives that they created at the beginning of the placement.

Weaknesses: Five items fell below the 95th percentile on this assessment. These items were 2 (94%), 10 (91.5%), 3 (94%), and 7 (94%). This indicates that students have some weakness in the following items: completing assigned tasks, has the skill and ability to express thoughts on paper, reports and projects, demonstrating initiative and demonstrating appropriate work habits (on time, call if ill, etc.)

III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses.

The weaknesses indicated above are mainly basic work skills. Items 2, 3 & 7 are all related to basic work ethic and etiquette. The results indicate that a select number of students may need more coaching throughout their various classes in order to better be prepared for the internship placement. Results will be presented to the Advisory Board to discuss better options for preparing students for their placements.

Item 10 often was marked as not met or not able to evaluate because some placements do not offer students the opportunity to utilize these skills. As the instructor has limited control over what students are exposed to on the sites, the instructor will work to express desire to have students do projects/presentations.

2. Identify intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.

- a. Outcomes/Assessments on the Master Syllabus

Change/rationale:

- b. Objectives/Evaluation on the Master Syllabus

Change/rationale: Criterion for success will be updated to better reflect the standard of success.

- c. Course pre-requisites on the Master Syllabus

Change/rationale:

- d. 1st Day Handouts

Change/rationale:

- e. Course assignments

Please return completed form to the Office of Curriculum & Assessment, SC 247.

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COURSE ASSESSMENT REPORT

Change/rationale:

- f. Course materials (check all that apply)
 - Textbook
 - Handouts
 - Other:

- g. Instructional methods
Change/rationale:

- h. Individual lessons & activities
Change/rationale:

3. What is the timeline for implementing these actions?

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.

The survey and time sheets were effective and efficient in successfully reporting each student's progress and exposure in their placements. It is believed that this assessment method is a valid means of evaluating each student.

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.
N/A

3. Which outcomes from the master syllabus have been addressed in this report?
All X Selected _____

If "All", provide the report date for the next full review: Next Review date will be Fall 2012.

If "Selected", provide the report date for remaining outcomes: _____

Submitted by:

Print: Kristy Norris Faculty/Preparer Signature: [Signature] Date: 8/31/09

Print: Starr Burke Department Chair Signature: [Signature] Date: 8/31/09

Print: M. Showalter Dean/Administrator Signature: [Signature] Date: SEP - 1 2009