

**BA in Human Services Program
 Program-Level Assessments Spring 2008 - Spring 2009**

The human services program at Western Washington University has an assessment plan to measure candidate knowledge and skills relative to institutional and national standards. The assessment plan also yields data on which to base continuous program improvement. The plan includes assessments used at each of four decision points in the program: application; continuation; qualification for internship and program completion. The human services program aligns with the national standards outlined by the Council for Standards in Human Services Education (CSHSE). As they progress through the human services program, candidates complete portfolio entries used to demonstrate their competencies that meet national standards. The entries are finalized within HSP 495 - Capstone Portfolios, a benchmark assessment completed in the final quarter of the program. To read the full assessment plan see: <http://www.wce.wvu.edu/Resources/AE/Assessment/AssessPlan-HS.pdf>

A summary of the internal human services assessments are presented in the table below. These data were gathered in courses taught from the Spring of 2008 through the Spring of 2009.

Program Continuation	N	Mean Score	Range
APA Tutorial (Percentage Scale)	106	90.10	29.08-100
Library Information Tutorial (Percentage Scale)	91	89.62	0-100
Qualification for Internship			
	N	Did not Meet Standard	Met Standard
Practicum I Benchmark Exam	131	0	131
Program Exit: Capstone Portfolio			
CSHSE National Standards (Possible Score = 40)	N	Mean Score	Range
<i>Do the essays and supporting evidence demonstrate an understanding and mastery of each Standard and the Specifications for each Standard?</i>	234	35.54	21-40
Organization (Possible Score = 10)	234	9.07	5-10
<i>Is the portfolio complete in accordance with the list and clearly organized as instructed in the Student Guide to Capstone Portfolio Process?</i>			
Writing Proficiency (Possible Score = 10)	234	8.76	0-10
<i>Is there narrative and evidence of skills related to writing proficiency?</i>			
Critical Thinking (Possible Score = 10)	234	8.42	0-10
<i>Is there narrative and evidence of skills related to critical thinking?</i>			
Information Literacy (Possible Score = 10)	234	8.62	0-10
<i>Is there narrative and evidence of skills related to information literacy?</i>			
Technology (Possible Score = 10)	234	8.74	2-10
<i>Is there narrative and evidence of skills related to technology?</i>			
Professional Self (Possible Score = 10)	234	9.07	5-10
<i>Is the presentation persuasive regarding the professional self?</i>			
Total Portfolio Score (Possible Score = 100)	234	88.16	52-100