

**BA in Human Services Program  
Program-Level Assessments 2009-2015**

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 tables below. These data were gathered in courses taught from Fall 2009 through Summer 2015.

<b>Qualification for Internship 2014-2015</b>		<b>N</b>	<b>Does Not Meet Standard</b>	<b>Meets Standard</b>	<b>Exceeds Standard</b>
	<b>Practicum I Benchmark Exam</b>	112	3	109	N/A
	<b>Practicum II Field Evaluation</b>	101	3	83	15

<b>Program Exit: Capstone Portfolio 2014-2015</b>		<b>N</b>	<b>Mean Score</b>	<b>Range</b>
<b>CSHSE Standards Breadth</b>				
	<b>Systems (Possible Score = 10)</b>	108	8.63	0-10
	<b>Indirect Services (Possible Score = 10)</b>	108	8.70	0-10
	<b>Direct Services (Possible Score = 10)</b>	108	8.74	0-10
	<b>Ethics and Values (Possible Score = 10)</b>	108	8.73	0-10
<b>Program Standards</b>				
	<b>Technology (Possible Score = 10)</b>	108	8.71	0-10
	<b>Writing Proficiency (Possible Score = 10)</b>	108	8.81	0-10
	<b>Critical Thinking (Possible Score = 10)</b>	108	8.68	0-10
	<b>Organization/Presentation (Possible Score = 10)</b>	109	9.25	0-10
<b>Culminating Assignment</b>				
	<b>Expertise/Depth of Knowledge (Possible Score = 10)</b>	107	9.12	0-10
	<b>Understanding of Topic (Possible Score = 5)</b>	108	4.71	0-5
	<b>Overall Quality (Possible Score = 5)</b>	18	4.63	0-5
<b>Portfolio Score Total*</b>		108		0-100

\*With a passing threshold of 70 over the entire portfolio, all but three students met standard by achieving a score in the range of 70 to 100.

Human Services Program-Level Assessments, Continued

Qualification for Internship 2013-2014		N	Does Not Meet Standard	Meets Standard	Exceeds Standard
	Practicum I Benchmark Exam	114	2	112	N/A
	Practicum II Field Evaluation	112	1	103	8

Program Exit: Capstone Portfolio 2013-2014		N	Mean Score	Range
<b>CSHSE Standards Breadth</b>				
	Systems (Possible Score = 10)	98	9.06	7-10
	Indirect Services (Possible Score = 10)	98	9.07	7-10
	Direct Services (Possible Score = 10)	98	9.09	7-10
	Ethics and Values (Possible Score = 10)	98	8.86	6-10
<b>Program Standards</b>				
	Technology (Possible Score = 10)	98	8.94	7-10
	Writing Proficiency (Possible Score = 10)	98	9.25	7-10
	Critical Thinking (Possible Score = 10)	98	8.93	7-10
	Organization/Presentation (Possible Score = 10)	99	9.54	5-10
<b>Culminating Assignment</b>				
	Expertise/Depth of Knowledge (Possible Score = 10)	96	9.28	7-10
	Understanding of Topic (Possible Score = 5)	96	4.60	3.5-5
	Overall Quality (Possible Score = 5)	96	4.63	0-5
<b>Portfolio Score Total*</b>		96		73.5-100

\*With a passing threshold of 70 over the entire portfolio, all students met standard by achieving a score in the range of 70 to 100.

**Human Services Program-Level Assessments, Continued**

<b>Qualification for Internship 2012-2013</b>		<b>N</b>	<b>Does Not Meet Standard</b>	<b>Meets Standard</b>	<b>Exceeds Standard</b>
	<b>Practicum I Benchmark Exam</b>	120	7	113	N/A
	<b>Practicum II Field Evaluation</b>	98	0	95	3

<b>Program Exit: Capstone Portfolio 2012-2013</b>		<b>N</b>	<b>Mean Score</b>	<b>Range</b>
<b>CSHSE Standards Breadth</b>				
	<b>Systems (Possible Score = 10)</b>	127	8.96	1-10
	<b>Indirect Services (Possible Score = 10)</b>	127	8.84	1-10
	<b>Direct Services (Possible Score = 10)</b>	127	8.97	6-10
	<b>Ethics and Values (Possible Score = 10)</b>	127	8.69	6-10
<b>Program Standards</b>				
	<b>Technology (Possible Score = 10)</b>	126	8.92	7-10
	<b>Writing Proficiency (Possible Score = 10)</b>	126	9.13	1-10
	<b>Critical Thinking (Possible Score = 10)</b>	126	8.99	7-10
	<b>Organization/Presentation (Possible Score = 10)</b>	127	9.50	5-10
<b>Culminating Assignment</b>				
	<b>Expertise/Depth of Knowledge (Possible Score = 10)</b>	127	9.02	1-10
	<b>Understanding of Topic (Possible Score = 5)</b>	127	4.64	3-5
	<b>Overall Quality (Possible Score = 5)</b>	127	4.60	2-5
<b>Portfolio Score Total*</b>		127		68-100

\*With a passing threshold of 70 over the entire portfolio, all but one student met standard by achieving a score in the range of 70 to 100.

Human Services Program-Level Assessments, Continued

Qualification for Admissions 2011-2012		N	Does Not Meet Standard	Meets Standard Following Rewrite	Meets Standard
	Admissions Essay	79	0	0	79

Qualification for Internship 2011-2012		N	Does Not Meet Standard	Meets Standard	Exceeds Standard
	Practicum I Benchmark Exam	132	2	130	N/A
	Practicum II Field Evaluation	122	0	121	1

Program Exit: Capstone Portfolio 2011-2012		N	Mean Score	Range
<b>CSHSE Standards Breadth</b>				
	Systems (Possible Score = 10)	114	9.11	5-10
	Indirect Services (Possible Score = 10)	114	9.09	5-10
	Direct Services (Possible Score = 10)	114	9.02	3-10
	Ethics and Values (Possible Score = 10)	114	8.91	2-10
<b>Program Standards</b>				
	Technology (Possible Score = 10)	114	9.00	2-10
	Writing Proficiency (Possible Score = 10)	114	9.23	3-10
	Critical Thinking (Possible Score = 10)	114	9.02	3-10
<b>Organization/Presentation (Possible Score = 10)</b>		113	9.61	7-10
<b>Culminating Assignment</b>				
	Expertise/Depth of Knowledge (Possible Score = 10)	113	9.10	6-10
	Understanding of Topic (Possible Score = 5)	113	4.56	3-5
	Overall Quality (Possible Score = 5)	113	4.61	3-5
<b>Portfolio Score Total*</b>		113	91.01	25-100

\*With a passing threshold of 70 over the entire portfolio, all but one student met standard by achieving a score in the range of 70 to 100.

**Human Services Program-Level Assessments, Continued**

<b>Qualification for Internship 2010-2011</b>	<b>N</b>	<b>Does Not Meet Standard</b>	<b>Meets Standard</b>	<b>Exceeds Standard</b>
<b>Practicum I Benchmark Exam</b>	129	2	127	N/A
<b>Practicum II Field Evaluation</b>	120	2	111	7

<b>Program Exit: Capstone Portfolio 2010-2011</b>		<b>N</b>	<b>Mean Score</b>	<b>Range</b>
<b>CSHSE Standards Breadth</b>				
	<b>Systems (Possible Score = 10)</b>	65	8.83	7-10
	<b>Indirect Services (Possible Score = 10)</b>	65	9.06	6-10
	<b>Direct Services (Possible Score = 10)</b>	65	9.10	6-10
	<b>Ethics and Values (Possible Score = 10)</b>	65	8.85	6-10
	<b>Culminating Project (Possible Score = 20)</b>	65	17.70	10 - 20
<b>Program Outcomes</b>				
	<b>Technology (Possible Score = 10)</b>	65	8.82	7 - 10
	<b>Writing Proficiency (Possible Score = 10)</b>	65	9.22	7 - 10
	<b>Critical Thinking (Possible Score = 10)</b>	65	8.86	7 - 10
	<b>Organization/Presentation (Possible Score = 10)</b>	65	9.57	7 - 10
	<b>Portfolio Score Total*</b>	65	90.69	74 - 112

\*With a passing threshold of 70 over the entire portfolio, all students met standard by achieving a score in the range of 70 to 100.

**Human Services Program-Level Assessments, Continued**

<b>Qualification for Internship 2009-2010</b>	<b>N</b>	<b>Does Not Meet Standard</b>	<b>Meets Standard</b>	<b>Exceeds Standard</b>
<b>Practicum I Benchmark Exam</b>	131	0	131	N/A
<b>Practicum II Field Evaluation</b>	68	0	55	13

<b>Program Exit: Capstone Portfolio 2009-2010</b>		<b>N</b>	<b>Mean Score</b>	<b>Range</b>
<b>CSHSE Standards Breadth</b>				
	<b>Systems (Possible Score = 10)</b>	74	8.79	0 - 10
	<b>Indirect Services (Possible Score = 10)</b>	74	8.79	0 - 10
	<b>Direct Services (Possible Score = 10)</b>	74	8.76	0 - 10
	<b>Ethics and Values (Possible Score = 10)</b>	74	8.66	0 - 10
<b>Culminating Project (Possible Score = 20)</b>		74	17.93	3 - 20
<b>Program Outcomes</b>				
	<b>Technology (Possible Score = 10)</b>	74	8.84	4 - 10
	<b>Writing Proficiency (Possible Score = 10)</b>	74	9.10	4 - 10
	<b>Critical Thinking (Possible Score = 10)</b>	74	8.55	4 - 10
<b>Organization/Presentation (Possible Score = 10)</b>		74	9.55	6 - 10
<b>Portfolio Score Total*</b>		74	89.21	22 - 100

\*With a passing threshold of 70 over the entire portfolio, all but one student met standard by achieving a score in the range of 70 to 100.