

**BACHELOR OF ARTS IN HEALTH AND HUMAN SERVICES ANNUAL ASSESSMENT PLAN & FINDINGS
2011-2012 ACADEMIC YEAR**

	PLO 1 <i>Analyze health and human services delivery from political, socioeconomic, and psychosocial perspectives.</i>	PLO 2 <i>Evaluate social and human delivery systems at the individual, family, group, organization, and community levels.</i>	PLO 3 <i>Analyze social problems within the context of health care environments.</i>	PLO 4 <i>Evaluate ethical issues and challenges inherent in the provision of health and human services, and service provision.</i>	PLO 5 <i>Analyze human behaviors within the health and human services context.</i>	PLO 6 <i>Evaluate health and human services issues, challenges, and interventions.</i>	PLO 7 <i>Discuss the provision of health and human services from multi-cultural perspectives.</i>	PLO 8 <i>Identify effective communication components and strategies with diverse health and human services constituents.</i>
<i>HHS201: Introduction to Human Service</i>	I	I	I	I		I	I	I
<i>HHS307: Communication Skills for Health and Human Service Personnel</i>		R				R		R
<i>HHS310: Health and Human Services Culture: The Helping Relationship</i>			I	R	I	R	R	R
<i>HCA305: The U.S. Health Care System</i>	R	R	R			R		R
<i>SOC313: Social Implications of Medical Issues</i>	R	R	R			R		

<i>HCA415: Community and Public Health</i>				M		M	M	M
<i>HHS320: Cultural Awareness in the Human Services</i>	M			M	R		M	
<i>HCA430: Special Populations</i>		M	M			M	M	
<i>HHS435: Contemporary Issues, Trends, Health Law Ethics in Health and Human Services</i>	M			M		M		
<i>HHS440: Technology in Health and Human Services</i>								M
<i>HHS460: Research Methods in the Health and Human Services</i>	R	R	R	R	R	R	R	R
<i>HHS497: Health and Human Services Capstone</i>	M	M	M	M	M	M	M	M

I (Introduced), R (Reinforced), or M (Mastered).

ANNUAL ASSESSMENT PLAN FINDINGS

PLO 1 - Analyze health and human services delivery from political, socioeconomic, and psychosocial perspectives.

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Indirect Measure 1: Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either "Agree" or "Strongly Agree." The two questions used to gauge career success include:	N/A	N/A	N/A	INSUFFICIENT DATA

	<ul style="list-style-type: none"> • I believe my Ashford degree will provide me with additional opportunities in my current career track. • Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. 				
Indirect Measure 2: End of Course Survey	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to improve my critical thinking and problem solving skills. 	N/A	N/A	91.51%	EXCEEDS THE ACCEPTABLE TARGET

Direct Measure 1: HHS320 Final Paper	70% or higher (of the sample selected) must meet or exceed a 70% on the final paper.	251	286	87.76%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS435 Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	32	59	54.23%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET
PLO 2 - Evaluate social and human delivery systems at the individual, family, group, organization, and community levels.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET

				ACCEPTABLE TARGET	2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
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Indirect Measure 2: End of Course Survey	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p>	N/A	N/A	83.33%	EXCEEDS THE ACCEPTABLE TARGET

	<ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to improve my critical thinking and problem solving skills. 				
Direct Measure 1: HCA430 Research Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	475	675	70.37%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	360	480	75.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 3: SOC313 Research Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	537	780	68.85%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 3 - Analyze social problems within the context of health care environments.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
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	<p>either “Agree” or “Strongly Agree.” The two questions used to gauge career success include:</p> <ul style="list-style-type: none"> • I believe my Ashford degree will provide me with additional opportunities in my current career track. • Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. 				
<p>Indirect Measure 2: End of Course Survey</p>	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to 	N/A	N/A	83.33%	EXCEEDS THE ACCEPTABLE TARGET

	improve my critical thinking and problem solving skills.				
Direct Measure 1: HCA430 Research Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	475	675	70.37%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: SOC313 Research Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	537	780	68.85%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 4 - Evaluate ethical issues and challenges inherent in the provision of health and human services, and service provision.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS	TOTAL NUMBER OF STUDENT	ASSESSMENT RESULTS:	1. EXCEEDS THE ACCEPTABLE TARGET

		MEETING ACCEPTABLE TARGET	RECORDS OBSERVED	PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Indirect Measure 1: Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The two questions used to gauge career success include: <ul style="list-style-type: none"> • I believe my Ashford degree will provide me with additional opportunities in my current career track. • Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. 	N/A	N/A	N/A	INSUFFICIENT DATA
Indirect Measure 2: End of Course Survey	70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:	N/A	N/A	91.51%	EXCEEDS THE ACCEPTABLE TARGET

	<ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to improve my critical thinking and problem solving skills. 				
Indirect Measure 3: HHS307 Week 5 Discussion 2	70% (of the sample selected) must score 80% or higher on the discussion and demonstrate understanding of industrial/organizational psychology.	14	16	87.50%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 1: HHS320 Final Paper	70% or higher (of the sample selected) must meet or exceed a 70% on the final paper.	251	286	87.76%	EXCEEDS THE ACCEPTABLE TARGET

Direct Measure 2: HHS435 Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	70	118	59.32%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET
PLO 5 - Analyze human behaviors within the health and human services context.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET

					4. INSUFFICIENT DATA
Indirect Measure 1: Alumni Survey	<p>70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The two questions used to gauge career success include:</p> <ul style="list-style-type: none"> • I believe my Ashford degree will provide me with additional opportunities in my current career track. • Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. 	N/A	N/A	N/A	INSUFFICIENT DATA
Indirect Measure 2: End of Course Survey	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. 	N/A	N/A	89.19%	EXCEEDS THE ACCEPTABLE TARGET

	<ul style="list-style-type: none"> • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to improve my critical thinking and problem solving skills. 				
Direct Measure 1: HHS310 Final Paper	70% or higher (of the sample selected) must meet or exceed a 70% on the final paper.	210	280	75.01%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS320 Final Paper	70% or higher (of the sample selected) must meet or exceed a 70% on the final paper.	251	286	87.76%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET
PLO 6 - Evaluate health and human services issues, challenges, and interventions.					

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
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<p>Indirect Measure 2: End of Course Survey</p>	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to improve my critical thinking and problem solving skills. 	<p>N/A</p>	<p>N/A</p>	<p>83.33%</p>	<p>EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 3: HHS201 Week 1 Discussion 2</p>	<p>70% (of the sample selected) must score 80% or higher on the discussion and demonstrate understanding of industrial/organizational psychology.</p>	<p>25</p>	<p>28</p>	<p>89.29%</p>	<p>EXCEEDS THE ACCEPTABLE TARGET</p>

Direct Measure 1: HCA430 Research Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	88	129	68.22%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS435 Final Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	70	118	59.32%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET
PLO 7 - Discuss the provision of health and human services from multi-cultural perspectives.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET

				ACCEPTABLE TARGET	2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
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Indirect Measure 2: End of Course Survey	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p>	N/A	N/A	83.33%	EXCEEDS THE ACCEPTABLE TARGET

	<ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to improve my critical thinking and problem solving skills. 				
Direct Measure 1: HCA430 Research Paper	70% or higher (of the sample selected) must be at the “Proficient” level or above on the evaluation of each rubric content criteria.	56	86	65.12%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HHS320 Final Paper	70% or higher (of the sample selected) must meet or exceed a 70% on the final paper.	251	286	87.76%	EXCEEDS THE ACCEPTABLE TARGET

Direct Measure 3: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET
PLO 8 - Identify effective communication components and strategies with diverse health and human services constituents.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
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	<p>either “Agree” or “Strongly Agree.” The two questions used to gauge career success include:</p> <ul style="list-style-type: none"> • I believe my Ashford degree will provide me with additional opportunities in my current career track. • Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. 				
<p>Indirect Measure 2: End of Course Survey</p>	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “Strongly Agree” or “Agree.” The six statements used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • I would recommend this course to another student. • In general, this course will have real-world applicability. • The assignments (including reading material, discussion forums, written assignments, and assessments) contributed to my understanding of the course material. • The course material was valuable and relevant to the course. • The course material will be valuable after I graduate. • This course provided an opportunity to 	N/A	N/A	78.23%	EXCEEDS THE ACCEPTABLE TARGET

	improve my critical thinking and problem solving skills.				
Indirect Measure 3: HHS307 Week 4 Discussion	70% (of the sample selected) must score 80% or higher on the discussion and demonstrate understanding of industrial/organizational psychology.	15	16	93.75%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 1: HCA415 Final Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	449	580	77.41%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 2: HHS307 Final Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	130	171	76.02%	EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: HHS497 Capstone Final Paper	70% or higher (of the sample selected) must be at the "Proficient" level or above on the evaluation of each rubric content criteria.	360	480	75.0%	EXCEEDS THE ACCEPTABLE TARGET

OVERALL RECOMMENDATIONS

Across program learning outcomes (PLOs), BA Health and Human Services students met or exceeded the acceptable and ideal targets for most 2011-12 assessment measures. Student responses on both the End of Course Survey (for courses associated with mastery of each program outcome) and Alumni Survey reveal that students feel positively about the courses, the instructors, and their degree. In addition, student performance on the final paper in HHS 302 exceeded the acceptable and ideal targets, indicating achievement of PLOs 1, 4, 5, and 7 respectively.

Student performance on the final papers in HHS 435, SOC 313, and HCA 430, associated with PLO's 1-7, did not meet the acceptable target. The Program Chair and College of Health, Human Services, and Sciences Faculty may find it useful to explore this course, assignments, and/or PLOs in greater detail during their review of the 2011-12 assessment findings.

Overall, it is recommended that College of Health, Human Services, and Science Faculty review each program assessment plan (including measures used and targets set) in preparation for the 2012-13 assessment cycle. In particular, Faculty may want to review targets set for assignments in courses using Waypoint and all survey measures to ensure that these targets remain appropriate and meaningful. Faculty may also want to consider the incorporation of additional measures into the 2012-13 program assessment plan for the BA Health and Human Services, as appropriate.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT

OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>SOC 313 Course Revision</i>	<i>The revised SOC 313 course guide once the course revisions have been approved by the Executive Dean of the College of Health, Human Services, and Science.</i>	<i>Program chair</i>	<i>Completed</i>	<i>January 2013</i>
<i>Action Details</i>	<i>Revise SOC 313 to more adequately address and reinforce student learning and understanding of PLO 2.</i>			