

### Mission Statement

### Measures

#### Human Services Practitioner Outcome Set

##### Learning Outcome

#### **Learning Outcome: The student will demonstrate effective communication and interactions with clients**

Verbal & nonverbal communication is effective, age appropriate, & professional; demonstrates appropriate level of affection; listens well; communicates effectively w/people who are nonverbal.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

Details/Description:	Internship Evaluation Form
Acceptable Target:	Mean score >3.5, 50% or more of the students above a 3.5
Ideal Target:	Mean score >4.0, 70% or more of the students above a 4.0
Implementation Plan (timeline):	Spring 2020
Key/Responsible Personnel:	Joni Jacobson

**Learning Outcome: The student will demonstrate effective communication and interactions with team members**

Courtesy, communication skills, initiative, willingness to help others, seeks & follows direction; accepts discipline and conforms to policies/limits of management.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Ideal Target:	Mean score >4.0, 70% or more of the students above a 4.0
Implementation Plan (timeline):	Spring 2020
Key/Responsible Personnel:	Joni Jacobson

**Learning Outcome: The student will demonstrate stability during difficult situations**

Evenness of temperament, maturity, reaction under stress or strain, ability to work under pressure, and response to unpleasant situations.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Ideal Target:	Mean score >4.0, 70% or more of the students above a 4.0
Implementation Plan	Spring 2020

(timeline):  
Key/Responsible: Joni Jacobson  
Personnel:

**Learning Outcome: The student will demonstrate ethical behavior**

Ability to maintain confidentiality, honesty, and professional behavior and boundaries.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Ideal Target: Mean score >4.0, 70% or more of the students above a 4.0  
Implementation Plan: Spring 2020  
(timeline):  
Key/Responsible: Joni Jacobson  
Personnel:

**Learning Outcome: The student will exercise sound judgement**

Ability to analyze problems, reach sound conclusions, use initiative, protect rights of all clients, & treat people with dignity & respect.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Implementation Plan (timeline):	Spring 2020
Key/Responsible Personnel:	Joni Jacobson

**Learning Outcome: The student will demonstrate employability skills**

Attendance, reliability, punctuality, enthusiasm, & professional appearance.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Implementation Plan (timeline):	Spring 2020
Key/Responsible Personnel:	Joni Jacobson

**Learning Outcome: The student will demonstrate an understanding of paperwork and processes**

Demonstrates awareness of purpose of programs & teaming process; completes all work reliably, up to standards, and within timelines.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Implementation Plan (timeline):	Spring 2020
Key/Responsible Personnel:	Joni Jacobson

**Learning Outcome: The student will demonstrate proper occupational skills**  
Demonstrates competence of coursework related skills.

▼ **Measure:** Employer Evaluation  
*Program level Direct - Other*

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Implementation Plan (timeline):	Spring 2020
Key/Responsible Personnel:	Joni Jacobson

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