Assessment of student learning

The BSHS degree program provides students with the opportunity to acquire the knowledge and skills necessary to become effective professionals in the human services field. The College of Social Sciences assesses BSHS students’ progress throughout their course of study to determine how well they are meeting program outcomes.

The assessment approach addresses both formative and summative learning through collection and analysis of evidence throughout the program, as well as targeted emphasis in the final, capstone course through a field experience conducted in a community agency or other setting in which human services are provided. The results of the formal assessment annual reporting, combined with feedback from faculty members, subject matter experts, Faculty Council, and College of Social Sciences staff, are all used to ensure the continuous quality improvement of the BSHS program through data-driven curriculum revisions and enhancements.

BSHS program learning outcomes

Program outcomes for the BSHS program are based on professional core competencies established by accepted national standards for human services education programs. The outcomes represent the knowledge and skills that human services students should obtain during their course of study, culminating in their second field experience and capstone course at the end of the program.

Students who graduate from the BSHS program will be able to:

- Demonstrate knowledge of the historical development of human services.
- Demonstrate knowledge of theory of the interaction of human systems, including individual, interpersonal, group, family, organizational, community, global and societal.
- Demonstrate knowledge of the scope of conditions that provide the focus for the human services profession.
- Apply knowledge and skills in information management, including the use of technology, to human services.
- Apply knowledge and skills in analyzing, planning, implementing and evaluating client service needs.
- Apply knowledge and skills in direct service delivery and the use of appropriate interventions with clients and client groups.
- Demonstrate the ability to communicate with clients effectively.
- Demonstrate knowledge of theory and skills in the organizational and administrative aspects of the human services delivery system.
- Demonstrate knowledge of human services values, attitudes and ethics in human service practice.
- Demonstrate knowledge of the value of self-development and self-awareness as human services professionals.
University learning goals
In addition to program-specific learning outcomes, University of Phoenix has a set of institution-wide learning goals. These University learning goals encapsulate the knowledge, skills and values the institution aims to help students develop through their educational experiences, regardless of the program of study they are enrolled in. The University learning goals cover the following areas:

- Professional competence and values
- Critical thinking and problem-solving
- Communication
- Information utilization
- Collaboration

Student learning assessments
The BSHS program assesses student learning outcomes using multiple methods of direct and indirect assessments. Below is a brief description of some of the key activities used to assess student learning:

A. Course grades
   These are grades achieved by students in key courses that are directly aligned with demonstrating program outcomes.

B. Benchmark assignments/performance assessments
   These are standardized, course-embedded assignments that directly assess specific student learning outcomes at various points in the curriculum.

C. Field experience evaluations
   Students are formally evaluated by their site supervisor at the end of their field experience.

D. Senior survey
   Students provide feedback concerning the effectiveness of the course of study related to the program learning outcomes.

E. ETS® Proficiency Profile
   The Proficiency Profile, formerly known as the Measure of Academic Proficiency and Progress (MAPP), is a standardized assessment developed by Educational Testing Service (ETS) to assess undergraduate students' reading, writing, mathematics and critical-thinking skills in the context of the humanities, social sciences and natural sciences.

F. Alumni Academic Questionnaire
   Developed by University of Phoenix, this web-based questionnaire aligns with the University's mission and student outcomes and is administered every two years by the University's Office of Learning Assessment and Academic Research Group to graduates who have completed their programs within the past two to three years.