



Student Learning Outcome Assessment

Human Services Associate
Spring 2015

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Overall Experience.....1

Instructions Provided:

“Use this section to identify things you liked, things you would change, and to communicate any other comments about your overall experience in the program. If you have feedback about the instruction or anything else related to the overall program, please address that in one of these questions.”

Core Abilities.....3

Instructions Provided:

“This section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this section.”

Program Outcomes.....7

Instructions Provided:

“This section addresses the specific outcomes for your program. Please focus on yourself in this section.”

Conclusion.....11

Instructions Provided:

“Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.”

OVERALL EXPERIENCE

1. What did you like about this program?

Text Response

Learning how to help others.

I liked the information presented throughout the course of the two years.

I really liked everything about this program. I loved the course instructor and the group of students that were also in the program with me.

I learned so much from this program and grew as a person. I really liked the fact that I was able to have Ann as my professor through almost all of my major core classes. I am very thankful for that and to have learned so much from her.

The classes, and the teachers. Everyone was very helpful and always willing to lend a hand.

I liked the interaction with my classmates and instructor. It helped to give me a new perspective on things, and I learned a lot. In my internship this semester I have discovered that I am ahead of the other intern I work with as far as training in interviewing skills, cultural competence, and general social work skills.

I really enjoyed having Ann as a teacher throughout my time in the program. I liked that we were given the chance to go out in the field and get an idea of what we might want to do after and beyond school. I also enjoyed all the classes, I thought they were very beneficial.

I have really enjoyed this program and all that it has to offer to me. Ann has been a huge help, and has helped solidify that this is where I want to be.

My internship! I could not of picked a better place to be at!

I liked the style of instruction provided by our advisor, the field experiences, the variety of populations we were exposed to, and the skill building practice we were provided with.

I really enjoyed being in a class with others that have an interest similar to mine. I enjoyed the guidance from our teacher.

I loved this program. First of all the the advisor was very knowledgeable and also supportive. I learned so much and the more I learned the more I wanted to learn. I liked that I had a class of students who went through the core classes with me, and we became friends. I also enjoy the whole Western atmosphere that has a lot of different ages of students, so I did not feel uncomfortable because I am in my 50's.

I learned many new skills and had the opportunity to learn about diverse subjects related to social work and various populations.

I thought this program taught everyone a lot about themselves and the rules and regulations of being a Human Services Worker. I think this program, along with the instructor, went beyond with the teaching and showing the class the reality of working as a Social Worker or Human Services worker in the real world. Another thing I like about this program was that the instructor did not pressure anyone to talk but rather encourage them when they feel comfortable in doing so.

I enjoyed many aspects of this program. The most important thing was that all of the teacher that I had throughout this program, including the Gen. ed. instructors were great, understanding, and know that each and everyone of us is here to learn. I also liked that we were able to complete two different field practices so we could work with two different areas of practice and get more experience under our belts for the real world.

I felt that we did some amazing projects for the community. I also feel like Ann really cares for us as people and wants us to succeed in the human service field.

I enjoyed my instructor. I feel this program would not have been as influential had another person taught it. I enjoyed the experience I was given in the field, and the opportunities that were given for my future during this course.

I absolutely LOVE my Human Service Program. I am so happy I chose to become a Human Service worker and learn all that I have from Ann Lichliter. This program has changed my life in so many ways and has provided me with lifelong friendships and skills.

Statistic	Value
Total Responses	18

2. What would you change about this program?

Text Response

Having more instructors so that classes could have different timeframes. Making it easier for students.

If I would change anything about the program, I would put more of the course toward the end of the program. I loved every part of Ann's classes and wish we would have seen her more in the end.

Nothing

I would make sure that the teaches are more stricked on there policies for their class rooms and stick to them. Examples would be grading, rubrics for assinments, and making sure it is know to not miss class and to stick to it. I feel that a few of my classmates were able to tlak their way out of missing class and still passing and graduating.

More classes during the day and closer together, instead of one during the day and then wait for one class at night.

I would make it that you can't take core classes for the program before you are actually in the program. I have a couple classes with other students who are not yet in the program, and I feel that they would get more out of the classes (such as Intro to Gerontology, Public Health, and Intro to Disabilities) if they had taken Intro to Human Services and other types of classes first.

nothing

I can't think of anything I would change

Nothing. I love my classmates, the teacher, and all the experience I gained at my experience.

Some of the adjunct instructors were not great, and their ideals did not line up with the ideals of the Human Services Program.

I found the curriculum challenging. I enjoyed the visit to the senior center. The papers and projects exceeded my expectations. I think on the second year more refreshers on social work skills.

Scheduling was a bit of a problem my last semester as more people were allowed into classes that I had to take in order to graduate. It wasn't a big problem, but it was a bit tricky since I drive from Warrens, WI.

Class scheduling was sometimes difficult, particularly with classes starting in late afternoon.

N/A

I would recommend that there be more of an application and interview process for entering into the prgram.

Sometimes, it seemed like we weren't very organized.

some of the classes seemed to contain the same information. It was nice to reiterate some thoughts and ideas, but not necessary.

I would not want to change a thing about this program. However, I would have enjoyed going to more outside events with my class like the MSSA Conference. I believe that those types of events help with bonding with classmates and learning about the professional world.

Statistic	Value
Total Responses	18

CORE ABILITIES

3. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I have learned effective communication skills.	0	0	0	2	16	18

4. Provide any comments you have on effective communication skills you learned.

Text Response

I learned to speak up in class, and interview people-I didn't know how to do that before.

I am more comfortable talking with professionals.

I have had ample opportunity to work on my both my written and verbal communication skills with clients and community agencies.

My confidence in my skills has changed so much from the start of my program. I gained knowledge of appropriate communication in the working field.

I believe I had above-average communication skills before I began the coursework, but I learned alot about non-verbal communication and enhanced listening skills.

I learned how to use proper communication skills in a professional matter that suits my title in this program.

I have grown as a person throughout this program, and the area I've grown the most in, is interviewing skills and overall all communication skills. I am not ashamed or afraid to speak up, give advice, or ideas anymore.

Statistic	Value
Total Responses	7

5. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I am able to apply mathematical concepts.	1	1	5	6	5	18

6. Provide any comments you have on mathematical concepts you learned.

Text Response

I learned how to use excel really well.

It is not important do complete any mathematical concepts for this program.

It was not relevant to our program.

I am generally not very good at math. I don't believe I will ever be able to do math very well.

Statistic	Value
Total Responses	4

7. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I learned how to transfer social and natural science theories into practical applications.	0	0	0	9	9	18

8. Provide any comments you have on transferring social and natural science theories into practical applications.

Text Response

I have gained many skills to take with my further education and employment.

Social theories yes, but not so much natural science theories in this program.

Statistic	Value
Total Responses	2

9. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I learned critical thinking skills.	0	0	0	4	14	18

10. Provide any comments you have on critical thinking skills you learned.

Text Response

I don't accept things as they are anymore, I do more questioning.

I had to think outside of the box a lot!

We were taught that it is unethical to judge a book by its cover, and to meet a person where they are at in their lives. It is vital to critically think to ensure ethical values, cultural competence, and safety.

The ethical training is very helpful with problem solving.

I learned additional critical thinking skills.

I learned how to use critical thinking skills in a professional and proper manner when working with individuals or clients.

I feel that I am able to understand and know to look for underlying causes before jumping to conclusions and also to put all judgements aside.

Statistic	Value
Total Responses	7

11. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I have learned to use technology effectively.	0	0	2	7	9	18

12. Provide any comments you have on what you learned about using technology effectively.

Text Response

I gained writing skills along with computer.

I didn't have a problem with technology before this program, but I learned different aspects of technology that was put to use through this program. Too much screen time, what happened to assignments being hand written and handed in in person?

Statistic	Value
Total Responses	2

13. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I have learned to value myself and work ethically with others in a diverse population.	0	0	0	1	17	18

14. Provide any comments you have on what you learned about valuing yourself and working ethically with others in a diverse population.

Text Response

For my second field placement, I went to an assistant living and starting out I thought working with the elderly population was something I really did not want to do or had any interest in it. But as my time came to an end I did a 360 and changed my mind.

I gained many cultural skills and understanding of others.

After taking this program, I was able to learn how to value myself and learn how to work with a diverse population and to understand my own community.

Cultural competency is KEY!

Statistic	Value
Total Responses	4

15. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I am able to make decisions that incorporate the importance of sustainability.	0	0	0	6	12	18

16. Provide any comments you have on what you learned about incorporating the importance of sustainability in decisions you make.

Text Response

I look into longevity of an issue. I am not only looking at the here and now.

Statistic	Value
Total Responses	1

PROGRAM OUTCOMES

17. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
uphold ethical and legal conduct in professional settings.	0	0	0	4	14	18

18. Provide any comments you have about learning this program outcome.

Text Response

We were assigned a project that dealt directly with this information, and it was a valuable learning experience.
I desire to uphold ethical conduct in all situations. I now have a better understanding.

Statistic	Value
Total Responses	2

19. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
collaborate effectively with human service professionals, partnering agencies, and clients.	0	0	0	4	14	18

20. Provide any comments you have about learning this program outcome.

Text Response

My connections with the community have grown.

I was able to collaborate effectively with other professionals and partnering agencies and also working well with clients.

Statistic	Value
Total Responses	2

21. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
apply interviewing skills with clients.	0	0	0	9	9	18

22. Provide any comments you have about learning this program outcome.

Text Response

I have more confidence in this area.

I think videotaping interviews was particularly effective!

This program taught me a lot about myself and the population that I will be working with in the future. This program taught me more than expected with the help from the instructor.

I think that we should focus on this during the entire program, not just a portion of it.

Statistic	Value
Total Responses	4

23. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
demonstrate a commitment to developing cultural competence.	0	0	0	3	15	18

24. Provide any comments you have about learning this program outcome.

Text Response

I have an understanding of where other people are coming from.

Statistic	Value
Total Responses	1

25. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
demonstrate knowledge of skillset to work with vulnerable and disenfranchised individuals/populations.	0	0	0	6	12	18

26. Provide any comments you have about learning this program outcome.

Text Response

I worked with a diverse population with my internship.

I have learned to be able to put aside my own values and opinions and work professionally with a vulnerable population.

Statistic	Value
Total Responses	2

27. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
access community resources for the benefit of individuals and families.	0	0	0	5	13	18

28. Provide any comments you have about learning this program outcome.

Text Response

My internship brought together many organizations.

Statistic	Value
Total Responses	1

29. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
examine the history, nature, and scope of human services and the role family, community, and human services plays in society and the economy.	0	0	0	5	13	18

30. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

CONCLUSION

31. Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

Text Response

Ann has been an amazing teacher, mentor and advisor. Will miss the instructor and my classmates but excited to move forward in my career. I am honored to be graduating from this program. This has been one of the most rewarding and valuable experiences of my life. Thank you!!!

I really can't say enough good things. Western and the Human Services program has changed my life for the better.

Ann Lichliter has been a wonderful instructor, advisor, and mentor. I really enjoyed Gerontology with Andrea Hansen, Disability with Ashley Walker, and Public Health with Barb Kreig!

Western is a great school that works well with a diverse population. My experience at Western has taught me a lot about myself and gaining more education.

This is a great program and I am glad I found an interest in it. I have grown as an individual and as a professional throughout the entire program of Human Services. Also, the program instructor is a great person. Thank you for helping me find myself and pushing me to grow.

My son and I went through a traumatic experience during my time in this course. My son's father died from suicide April 26th of 2015, and my son found him. This event definitely made it hard for me to focus and retain new information. My instructors worked very well with me to help me succeed, without giving me any leniency. I appreciated this incredibly. I wasn't looking for any hand outs because of my situation, but it was very important that I graduate, for a number of reasons.

Statistic	Value
Total Responses	9