**Learning Outcomes**

**Learning Outcomes for selected Mental Health and Human Services Courses**

**2014-2018**

In the fall of 2014 the University of Maine at Augusta, after several years of review and discussion, implemented a completely online student course evaluation system. One feature of the system was the inclusion of course specific learning outcomes which students rated their degree of mastery. Students could rate their competencies on each course learning outcome as Don’t Know Not Well Fairly Well, Quite Well or Very Well. All courses offered during a semester are survey and the individual results are made available for each instructor. To date there has been no systematic attempt to review this information.

The Mental Health and Human Services Faculty voted unanimously to allow for the collection and analysis of this data, as means to help evaluate our program. Fourteen Mental Health and Human Services courses were selected, and the results of the student learning outcomes were analyzed. The following tables include semester results from the fall of 2014. To help summarize the data, the percentage of students reporting Very Well or Quite Well for each learning outcome was calculated and are presented in the tables.

Only data from semesters were the return rate was 30% or higher and there were more than 10 respondents were included in the analysis . An X indicates that there was information available, but it did not meet this threshold.

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| **Introduction to Human Services** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % |  | % |  | **%** |  | % |  | % |  | % |  | % |  | % | G | % | G | % | G | % |  | % |  |
| How well are you able to demonstrate an understanding of the human service worker's roles, functions and professional relationships? | 73 |  | **x** | **83** |  | 80 |  | 75 |  | 66 |  | 97 |  | x | x | x | 88 |  | 75 |  |
| How well are you able to demonstrate an understanding of selected theoretical perspectives, key concepts, and issues in human services? | 66 |  | **x** | **66** |  | 70 |  | 69 |  | 75 |  | 86 |  | x | x | x | 77 |  | 75 |  |
| How well are you able to describe significant events in the history and development of social welfare systems? | 54 |  | x | 75 |  | 62 |  | 62 |  | 62 |  | 78 |  | x | x | x | 72 |  | 63 |  |
| How well are you able to identify a range of social problems for diverse clientele and the responses and roles for human service programs and human service workers? | 75 |  | x | 83 |  | 77 |  | 78 |  | 68 |  | 93 |  | x | x | x | 88 |  | 63 |  |
| How well are you able to identify basic components of social welfare systems and their functions? | 68 |  | x | 75 |  | 76 |  | 71 |  | 80 |  | 89 |  | x | x | x | 77 |  | 63 |  |

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| **Case Management** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to assess client's strengths and needs and identify a range of resources to maximize their ability to resolve their problems? | 88 | 3.3 | 89 | 3.4 | 76 | 2.8 | 81 | 3.2 | 98 | 3.6 | 50 | 2.5 | x |   | 61 | 2.8 | x | 84 | 3.1 | 69 | 2.8 | x |   |
| How well are you able to assess resources and impediments within social service delivery systems and of consumers in utilizing resources to meet their needs? | 83 | 3.3 | 87 | 3.4 | 53 | 2.4 | 72 | 2.9 | 94 | 3.5 | 33 | 2.3 | x |   | 57 | 2.6 | x | 84 | 3 | 38 | 2.5 | x |   |
| How well are you able to collect relevant data for decision making and to determine eligibility for services and referrals? | 77 | 3.1 | 84 | 3.4 | 76 | 2.7 | 60 | 2.5 | 92 | 3.4 | 50 | 2.5 | x |   | 52 | 2.7 | x | 69 | 2.9 | 30 | 2.4 | x |   |
| How well are you able to explain the purpose and models of case management systems in diverse behavioral health and human service settings? | 77 | 3.1 | 82 | 3.3 | 69 | 2.8 | 45 | 2.5 | 89 | 3.4 | 50 | 2.5 | x |   | 47 | 2.6 | x | 69 | 2.8 | 30 | 2.3 | x |   |
| How well are you able to orient clients to case management services? | 83 | 3.2 | 85 | 3.4 | 69 | 2.7 | 54 | 2.9 | 92 | 3.5 | 66 | 2.7 | x |   | 47 | 2.7 | x | 76 | 3 | 30 | 2.4 |   |   |

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| **Community Mental Health** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to describe the deinstitutionalization movement and discuss how it influenced the community mental health system of today? | 91 | 3.5 | x |   | a |   | 79 | 3.2 | 72 | 3.1 | a |   | 95 | 3.5 | 74 | 3.1 | x |   | x |   | 69 | 2.9 | a |   |
| How well are you able to describe the service provision related to eligibility, client rights, staff requirements and criteria for making referrals? | 80 | 3.3 | x |   | a |   | 74 | 3 | 70 | 3 | a |   | 78 | 3.1 | 55 | 2.6 | x |   | x |   | 53 | 2.6 | a |   |
| How well are you able to discuss the psychosocial rehabilitation model using the concepts of social support, transitional employment, supported employment, supported education, residential alternatives and empowerment? | 85 | 3.3 | x |   | a |   | 71 | 3.1 | 76 | 3.1 | a |   | 78 | 3.2 | 55 | 2.6 | x |   | x |   | 46 | 2.6 | a |   |
| How well are you able to identify the economic, vocational, social and residential needs and supports for persons who have mental illness? | 88 | 3.4 | x |   | a |   | 80 | 3.1 | 80 | 3.2 | a |   | 91 | 3.3 | 59 | 2.6 | x |   | x |   | 65 | 2.8 | a |   |
| How well are you able to write an Individual Support Plan for a client? | 85 | 3.3 | x |   | a |   | 52 | 2.5 | 75 | 3.1 | a |   | 78 | 3.2 | 77 | 2.4 | x |   | x |   | 57 | 2.6 | a |   |

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| **Psychosocial Rehabilitation**  |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to demonstrate an understanding of goal setting, skills assessment, support and skill development? | x | x | 86 | 3.3 | x |   | 100 | 3.5 | 61 | 3.1 | x |   | 92 | 3.5 |   | 3.3 | x |   | x |   | x |   | a |   |
| How well are you able to demonstrate knowledge of psychosocial approaches to care and quality control in service development? | x | x | 73 | 3.2 | x |   | 100 | 3.4 | 61 | 3 | x |   | 92 | 3.5 |   | 3.1 | x |   | x |   | x |   | a |   |
| How well are you able to describe specific techniques of care giving for persons with mental illness? | x | x | 86 | 3.3 | x |   | 90 | 3.2 | 69 | 3 | x |   | 92 | 3.5 |   | 3.3 | x |   | x |   | x |   | a |   |
| How well are you able to identify community models of service and the role of community supports to allow consumers to live satisfying and successful lives within their community of their choice? | x | x | 86 | 3.4 | x |   | 81 | 3.2 | 54 | 2.9 | x |   | 84 | 3.5 |   | 3.2 | x |   | x |   | x |   | a |   |
| How well are you able to suggest ways in which providers can communicate effectively with consumers of mental health services? | x | x | 86 | 3.4 | x |   | 100 | 3.4 | 66 | 3.3 | x |   | 92 | 3.5 |   | 3.3 | x |   | x |   | x |   | a |   |

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| **Crisis Intervention** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to demonstrate a basic understanding of specific kinds of crisis situations and how they can be addressed? | x | x | 96 | 3.6 | 90 | 3.2 | 81 | 3.3 | 88 | 3.6 | 90 | 3.5 | 92 | 3.6 | x |   | x |   | 70 | 2.9 | x |   | 66 | 2.8 |
| How well are you able to develop an awareness of interpersonal strengths and areas for improvement? | x | x | 96 | 3.7 | 90 | 3.1 | 82 | 3.3 | 94 | 3.6 | 81 | 3.5 | 92 | 3.5 | x |   | x |   | 90 | 3.2 | x |   | 50 | 2.8 |
| How well are you able to explain the key concepts of crisis intervention theory? | x | x | 90 | 3.5 | 80 | 3.2 | 81 | 3.2 | 94 | 3.6 | 90 | 3.5 | 92 | 3.3 | x |   | x |   | 60 | 2.8 | x |   | 66 | 2.8 |
| How well are you able to identify, explain and demonstrate basic crisis intervention skills? | x | x | 93 | 3.6 | 90 | 3.3 | 85 | 3.4 | 94 | 3.6 | 90 | 3.6 | 85 | 3.4 | x |   | x |   | 7 | 2.9 | x |   | 66 | 2.8 |
| How well are you able to increase a working knowledge of ethical and cultural issues related to effective crisis intervention? | x | x | 96 | 3.7 | 80 |   | 78 | 3.2 | 83 | 3.6 | 90 | 3.6 | 88 | 3.4 | x |   | x |   | 7 | 3.1 | x |   | 50 | 2.5 |

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| **Trauma: Recognition and Intervention** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to describe models of treatment/intervention for survivors and offenders? | 80 | 3.2 | x |   | x |   | 87 | 3.4 | 76 | 3.2 | 80 | 3.1 | x |   | 64 | 3.2 | x |   | 91 | 3.2 | 72 | 3 | 71 | 2.8 |
| How well are you able to describe the impact of sexual abuse on survivors and family members? | 100 | 3.6 | x |   | x |   | 100 | 3.7 | 92 | 3.5 | 88 | 3.6 | x |   | 89 | 3.4 | x |   | 100 | 3.5 | 90 | 3.5 | 100 | 3.4 |
| How well are you able to describe the psychological dynamics affecting survivors and offenders? | 100 | 3.6 | x |   | x |   | 90 | 3.5 | 92 | 3.3 | 90 | 3.5 | x |   | 89 | 3.4 | x |   | 91 | 3.3 | 81 | 3.2 | 85 | 3.2 |
| How well are you able to identify behaviors that constitute sexual abuse? | 100 | 3.5 | x |   | x |   | 96 | 3.6 | 92 | 3.5 | 90 | 3.6 | x |   | 94 | 3.3 | x |   | 100 | 3.6 | 90 | 3.5 | 100 | 3.5 |
| How well are you able to identify factors contributing to sexual abuse? | 100 | 3.5 | x |   | x |   | 100 | 3.6 | 92 | 3.4 | 90 | 3.4 | x |   | 89 | 3.4 | x |   | 91 | 3.3 | 90 | 3.4 | 100 | 3.5 |

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| **Foundations of Vocational Rehabilitation** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to demonstrate evaluation and planning stages of vocational rehabilitation? | xx | x | x |   | 66 | 2.9 | 74 | 3 | 72 | 3.2 | x |   | 75 | 3 | 100 | 3.4 | x |   | x |   | x |   | 50 | 3 |
| How well are you able to describe the historical and philosophical implications of vocational rehabilitation as part of the recovery process? | xx | x | x |   | 73 | 2.9 | 77 | 3.1 | 76 | 3.1 | x |   | 68 | 2.8 | 100 | 3.4 | x |   | x |   | x |   | 50 | 3 |
| How well are you able to describe the operational foundations of vocational rehabilitation and independent living? | xx | x | x |   | 60 | 2.7 | 83 | 3.4 | 76 | 3.1 | x |   | 79 | 3 | 100 | 3.4 | x |   | x |   | x |   | 50 | 3 |
| How well are you able to explain how civil rights and disability rights have influenced the vocational rehabilitation process? | xx | x | x |   | 73 | 3.1 | 83 | 3.3 | 75 | 3.1 | x |   | 58 | 2.8 | 100 | 3.6 | x |   | x |   | x |   | 50 | 3 |
| How well are you able to explain how the Americans with Disabilities Act influenced the field of vocational rehabilitation, particularly for people with psychiatric disabilities? | xx | x | x |   | 80 | 3.3 | 86 | 3.4 | 75 | 3.2 | x |   | 80 | 3.1 | 100 | 3.6 | x |   | x |   | x |   | 100 | 4 |

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| **Group Process** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to describe the impact of groups on behavior as needed for service provision in the realm of behavioral health and human services including group formation, development, structure and influence? | 93 | 3.5 | 42 | 2.5 | x |   | 66 | 2.9 | 72 | 3.2 | x |   | 92 | 3.4 | x |   | x |   | x |   | x |   | x |   |
| How well are you able to describe the impact of groups on behavior as needed for service provision in the realm of behavioral health and human services including the bases of power and its effects? | 83 | 3.3 | 46 | 2.4 | x |   | 61 | 2.7 | 75 | 3.1 | x |   | 92 | 3.4 | x |   | x |   | x |   | x |   | x |   |
| How well are you able to describe the impact of groups on behavior as needed for service provision in the realm of behavioral health and human services including the different types of groups for growth-promotion and change? | 90 | 3.3 | 42 | 2.3 | x |   | 71 | 2.8 | 75 | 3.1 | x |   | 96 | 3.4 | x |   | x |   | x |   | x |   | x |   |
| How well are you able to describe the impact of groups on behavior as needed for service provision in the realm of behavioral health and human services including group theories and techniques? | 90 | 3.4 | 50 | 2.5 | x |   | 61 | 2.7 | 75 | 3.1 | x |   | 96 | 3.4 | x |   | x |   | x |   | x |   | x |   |
| How well are you able to describe the impact of groups on behavior as needed for service provision in the realm of behavioral health and human services including the bases of conflict, intergroup relations and crowds and collective behavior? | 93 | 3.4 | 50 | 2.5 | x |   | 61 | 2.8 | 75 | 3.2 | x |   | 96 | 3.5 | x |   | x |   | x |   | x |   | x |   |

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| **Applied Professional Ethics** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to articulate an understanding of the relationship between personal values and the application of professional ethical standards? | a |   | a |   | a |   | a |   | 100 | 3.6 | a |   | 92 | 3.8 | 82 | 3.5 | 100 | 3.7 | x |   | x |   | 90 | 3.5 |
| How well are you able to demonstrate the effect application of ethical decision making models? | a |   | a |   | a |   | a |   | 100 | 3.3 | a |   | 92 | 3.7 | 82 | 3.2 | 78 | 3.4 | x |   | x |   | 90 | 3.3 |
| How well are you able to explain the importance of professional ethical standards? | a |   | a |   | a |   | a |   | 100 | 3.6 | a |   | 100 | 3.9 | 81 | 3.4 | 100 | 3.7 | x |   | x |   | 100 | 3.5 |
| How well are you able to identify professional situations in which ethical decision making is required? | a |   | a |   | a |   | a |   | 100 | 3.5 | a |   | 100 | 3.9 | 88 | 3.4 | 85 | 3.6 | x |   | x |   | 90 | 3.3 |
| How well are you able to identify the Codes of Ethics for the major mental health and human services professions? | a |   | a |   | a |   | a |   | 100 | 3.4 | a |   | 92 | 3.5 | 76 | 3.3 | 85 | 3.5 | x |   | x |   | 90 | 3.4 |

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| **Supervision in Human Services** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to describe the changing role of supervision in human service agency/organization and demands on supervisors? | 93 | 3.4 | 36 | 2.1 | 91 | 3.4 | 78 | 3.2 | 100 | 3.5 | 66 | 3 | x |   | 81 | 3.2 | x |   | x |   | 61 | 3 | x |   |
| How well are you able to describe the difference between supervising practice and staff management? | 81 | 3.2 | 54 | 2.4 | 91 | 3.4 | 80 | 3.3 | 94 | 3.2 | 75 | 2.8 | x |   | 81 | 3.2 | x |   | x |   | 61 | 2.8 | x |   |
| How well are you able to describe the influence of interpersonal variables such as gender and culture on supervision? | 93 | 3.4 | 45 | 2.3 | 90 | 3.5 | 78 | 3.2 | 94 | 3.6 | 83 | 3.2 | x |   | 81 | 3.4 | x |   | x |   | 76 | 3.4 | x |   |
| How well are you able to identify uses of power and authority in supervision? | 96 | 3.5 | 54 | 2.5 | 91 | 3.6 | 86 | 3.4 | 100 | 3.5 | 72 | 3.2 | x |   | 87 | 3.4 | x |   | x |   | 76 | 3.3 | x |   |
| How well are you able to identify ways to build learning cultures within the context of supervision in human service settings? | 90 | 3.3 | 36 | 2.2 | 91 | 3.4 | 80 | 3.2 | 82 | 3.2 | 83 | 2.9 | x |   | 81 | 3.3 | x |   | x |   | 61 | 3.2 | x |   |

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| **Mental Health and Aging** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to describe appropriate ways to adapt interviewing skill to enhance effective communication with older adults? | 76 | 3.1 | 72 | 3 | a |   | 64 | 2.9 | 70 | 3.1 | a |   | x |   | 71 | 3 | a |   | x |   | 100 | 3.6 | a |   |
| How well are you able to describe current best practices for mental health services for older adults? | 76 | 3 | 61 | 2.8 | a |   | 70 | 2.9 | 72 | 3.1 | a |   | x |   | 66 | 2.8 | a |   | x |   | 91 | 3.4 | a |   |
| How well are you able to describe the aging process and its significance on the needs of older adults with psychiatric disabilities and medical illness? | 76 | 3.1 | 72 | 2.9 | a |   | 67 | 2.9 | 70 | 3.1 | a |   | x |   | 71 | 3.1 | a |   | x |   | 91 | 3.5 | a |   |
| How well are you able to describe the interrelationship between social problems, social support systems and mental health of older adults? | 76 | 3.1 | 66 | 2.9 | a |   | 70 | 3 | 66 | 3 | a |   | x |   | 61 | 2.9 | a |   | x |   | 83 | 3.3 | a |   |
| How well are you able to identify signs and symptoms of psychiatric disorders as they manifest in older adults? | 71 | 3.1 | 66 | 2.8 | a |   | 64 | 2.9 | 66 | 3 | a |   | x |   | 75 | 2.8 | a |   | x |   | 83 | 3.3 | a |   |

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| **Pre-Internship Seminar** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to communicate accomplishments, abilities, attributes, and professional goals? | 85 | 3.4 | 63 | 2.9 | x |   | 88 | 3.5 | 86 | 3.5 | 92 | 3.6 | 89 | 3.6 | x |   | x |   | x |   | x |   | 77 | 3.4 |
| How well are you able to explore career opportunities within mental health and human services? | 85 | 3.3 | 63 | 2.9 | x |   | 88 | 3.5 | 78 | 3.6 | 100 | 3.7 | 100 | 3.8 | x |   | x |   | x |   | x |   | 77 | 3.5 |
| How well are you able to identify organizational cultures? | 90 | 3.3 | 77 | 2.9 | x |   | 85 | 3.3 | 86 | 3.5 | 92 | 3.6 | 94 | 3.6 | x |   | x |   | x |   | x |   | 77 | 3.5 |
| How well are you able to research and evaluate internship opportunities? | 80 | 3.2 | 57 | 2.8 | x |   | 84 | 3.4 | 78 | 3.5 | 100 | 3.7 | 100 | 3.6 | x |   | x |   | x |   | x |   | 77 | 3.4 |
| How well are you able to set individual goals for professional development? | 90 | 3.4 | 68 | 2.8 | x |   | 88 | 3.4 | 100 | 3.8 | 100 | 3.6 | 100 | 3.8 | x |   | x |   | x |   | x |   | 77 | 3.5 |

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| **Internship in Mental Health and Human Services** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to engage in a range of experiences in mental health/human services work under supervision in a public or private agency? | 100 | 3.7 | x | x | 87 |   | x | x |   | x |   | x |   | x |   | x |   | x |   | x |   |
| How well are you able to perform entry level professional tasks within the internship setting? | 100 | 3.8 | x | x | 87 |   | x | x |   | x |   | x |   | x |   | x |   | x |   | x |   |
| How well are you able to practice appropriate ethical behaviors as applicable to the internship setting? | 100 | 4 | x | x | 100 |   | x | x |   | x |   | x |   | x |   | x |   | x |   | x |   |
| How well are you able to prepare a comprehensive portfolio of coursework and the internship experience? | 100 | 3.7 | x | x | 100 |   | x | x |   | x |   | x |   | x |   | x |   | x |   | x |   |

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| **Capstone Internship in Mental Health and Human Services** |
| **Learning Outcome Questions** | **Fa 2014** | **Sp 2015** | **Su 2015** | **Fa 2015** | **Sp 2016**  | **Su 2016** | **Fa 2016** | **Sp 2017** | **Su 2017** |  **Fa 2017** | **Sp 2018** | **Su 2018** |
| % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G | % | G |
| How well are you able to demonstrate appropriate ethical behaviors as applicable to the internship setting? | x | 84 | 3.7 | x | 100 | 3.6 | 100 | 3.9 | x | 100 | 3.7 | 100 | 3.3 | x | x | x | x |
| How well are you able to engage in a range of experiences in mental health/human services work under supervision in a public or private agency? | x | 85 | 3.5 | x | 87 | 3.5 | 100 | 3.8 | x | 100 | 3.6 | 100 | 3.3 | x | x | x | x |
| How well are you able to perform entry level professional tasks within the internship setting? | x | 85 | 3.5 | x | 87 | 3.6 | 100 | 3.9 | x | 88 | 3.3 | 100 | 3.3 | x | x | x | x |
| How well are you able to practice appropriate ethical behaviors as applicable to the internship setting? | x | 85 | 3.6 | x | 100 | 3.6 | 100 | 3.9 | x | 100 | 3.7 | 90 | 3 | x | x | x | x |
| How well are you able to prepare a comprehensive portfolio of coursework and the internship experience? | x | 85 | 3.6 | x | 100 | 3.3 | 100 | 3.7 | x | 77 | 3.1 | 90 | 3 | x | x |   | x | x |

After a systematic review of these results, the following conclusions can be made:

* Initially the return/response rate was relatively good often with rates above 40%, however, over time, response rates have declined making the use of the data impossible.
* For courses and semesters with available data, student perceptions of competency were variable but generally have been overwhelmingly positive with the vast majority of student 75% or more indicating that they felt very or quite well in their proficiency on that standard.
* As students progress through the curriculum, the numbers feeling competent about their proficiency increases.