

Human Service Education on the Main Campus and Through Distance Learning:

A Comprehensive Program Evaluation Model

Molly H. Duggan, Ph. D
Old Dominion University
mduggan@odu.edu

Overview of Presentation



- Introductions
- Patton's Model
- What we did
- What we found
- Wrap-up
- Questions

Introductions

Patton's Utilization-Focused Model

Patton's Utilization-Focused Model

To achieve utility, outcome assessment must

..... measure the program's eventual
student outcomes

and

..... determine how well the program
accomplished these outcomes

Patton's Utilization-Focused Model

- Outcome Levels (see HANDOUT)
 - Basic
 - Implementation Goals
 - Mid-Level Goals
 - Ultimate-Level Goals

Patton's Utilization-Focused Model

- When goals are met on all levels, then the program's chain of objectives is considered effective.
- If neither mid-level nor ultimate goals are met, then the academic experience's ineffectiveness can be traced to *a failure in the basic program design or implementation.*

What we did

What we did

- Examined 4-year UG program in human services offered through distance learning and on main campus
 - 585 students in major
 - 355 distance learning
 - 230 main campus

What we did

- Patton's Utilization Focused Model:
Applied to the Human Services
Program

(See HANDOUT)

What we did

- Basic Level

- Student Data Sheet

- Implementation Goals

- Focus Groups
- Human Services Program Evaluation form

What we did

- Mid-Level Goals

- Internship Experiences Survey
- Site Supervisor's Final Evaluation of Student Intern

- Ultimate-Level Goals

- Survey of Program Graduates
- Employers Survey
- Student Companion Survey

What we found: BASIC Level

Basic Level

- Student Data Sheet

Main Campus Students

N=62

- 88% female
- Mean age = 27 (range 20-55)
- 18% married
- 18% had dependent children

Distance Learners

N=184

- 87% female
- Mean age = 33 (range 20-63)
- 52% married
- 50% had dependent children

What we found:
IMPLEMENTATION GOALS

Implementation Goals

- Focus Groups
 - Viewed faculty as effective and well-prepared
 - Believed the active learning methods employed were appropriate and appealing
 - In general, found coursework to be valuable.

Implementation Goals

- Focus Groups

- Voiced concerns about how to balance educational demands of the rigorous program with competing life and financial demands.
- Noted concerns about time and effort required in program's assessment courses which they failed to see as valuable or connected to their career pursuits.
- In other words, they were hesitant to become invested in coursework that did not appear to them to be relevant to their future work.

Implementation Goals

- HMSV Program Evaluation form
 - Notably high ratings for program's ability to help students
 - understand themselves as professionals
 - understand their client populations
 - apply their skills in actual settings
 - Moderately high to high ratings of program's ability to communicate large concepts such as interpersonal relationship skills, theories, and techniques

Implementation Goals

- HMSV Program Evaluation Form
 - Low ratings
 - the set of skills and attitudes needed to work with children (M=2.53, SD=2.14)

NOTE: Program faculty revisited and redesigned specific courses such as those pertaining to interventions and advocacy with children, interpersonal skills, and theories.

What we found:
MID-LEVEL GOALS

Mid-Level Goals

- Internship Experiences Survey

Main Campus Students

- Caseload

- 45% - less than 20 clients
- 22% - 21-50 clients
- 28% - more than 50 clients
- 5% - not reporting

Distant Learners

- Caseload

- 35% - less than 20 clients
- 30% - 21-50 clients
- 31% - more than 50 clients
- 4% - not reporting

Mid-Level Goals

- Internship Experiences Survey

Main Campus Students

- Client Issues

- 80% depression
- 79% self-esteem
- 67% anxiety
- 64% domestic violence
- 63% verbal abuse

Distant Learners

- Client Issues

- 86% depression
- 80% self-esteem
- 77% learning disabilities
- 76% anxiety
- 76% goal-setting

Mid-Level Goals

- Site Supervisor's Final Evaluation of Student Intern
 - Program interns received notably high ratings in all attitude and skill areas examined:
 - Aggregate (n=246)
 - Range
 - » 4.48 (Conceptualization Skills)
 - » 4.79 (Consultation Skills)

NOTE: Distance Learners received higher ratings than did Main Campus students

What we found:
ULTIMATE-LEVEL GOALS

Ultimate-Level Goals

- Survey of Program Graduates
 - 42% working in HMSV field 4 months after graduation
 - 19% unable to find work in field
 - 9.3 weeks of job searching (range = 0 to 16 weeks)
 - Starting salaries ranged from \$12,740 - \$90,000 (mean of \$28,129)
 - 60% plan to attend graduate school in related field

Ultimate-Level Goals

- Employers Survey
 - Employers rated program graduates highly in essentially every broad workplace behavior examined (M=4.42, SD=.67)
 - At the same time, employers rated program graduates slightly lower, giving *moderately-high* ratings for the summative characteristics, being familiar with agency functions, and overall being well prepared for the human service field.

Ultimate-Level Goals

- Student Companion Survey
 - Rated themselves between Very Good and Excellent ($M = 4.12$, $SD = .89$) on broad workplace behaviors examined

Ultimate-Level Goals

Employers & Student Companion Surveys

Skill	Employer	Student
Career development	58% well prepared	81% well-prepared
Critical reading	82% well prepared	75% well prepared
Group Leadership	55% well prepared	75% well prepared
Oral	100% well prepared	86% well prepared

Ultimate-Level Goals

- Employers and Student Companion Surveys
 - Noted fundraising, grant writing, program development, program evaluation, and data analysis skills as important in their work

Wrap-Up

Changes Made to Program

- Redesigned Courses
 - Intervention & Advocacy with Children
 - Career Development & Appraisal
- New Courses
 - Program Development & Evaluation
 - Fundraising for Human Services
 - Practicum

Questions ?

References

Patton, M. Q. (1996). *Utilization-focused evaluation: The new century text*. Thousand Oaks, CA: SAGE

Thank you!