

8.2a Education Programs and Student Learning Outcomes  
 College of Clinical & Rehabilitative Health Sciences  
 Department of Social Work  
 Social Work, MSW, no concentrations

The mission of the Department of Social Work is to promote the goals of the University by meeting the following program goals: (1) To prepare students with the Knowledge, values, and skills of clinical practice; (2) To prepare students to engage in competent and responsible clinical practice within public and private agencies; (5) To increase the availability of skilled advanced practice social work professional in this region.

Outcomes	Assessment	Results and Analysis	Improvement Plan(s)	Effectiveness of Improvement(s)
SLO #1: Students demonstrate Interpersonal Effectiveness as a general therapeutic skill when engaging with the client (2015-16).	<p><u>Measure 1A:</u> Biopsychosocial Assessment Assignment in SOWK 5303: Advanced Practice with Individuals (2015-16).</p> <p><u>Criteria 1A:</u> 80% of students evaluated will receive a score of 4.0 or more on a 5.0-point rating on the Cognitive Therapy scale. Rubric attached (2015-16).</p> <p><u>Schedule 1A:</u> SOWK 5303: Advanced Practice with Individuals is offered in the fall, and is a required course within the concentration year. Data will be collected in fall in 2015 (2015-16).</p>	<p>Measure 1A: 95% of students (n=35) performed at or above the benchmark criteria. Criteria was met (2015-2016).</p> <p>Measure 1B: 81% of students (n=17) performed at or above the benchmark criteria. Criteria was met (2015-2016).</p>	<p>Beginning 2016-17, Practice I and Advanced Practice with Individuals course instructors will use more role play exercises in class to simulate practice with clients and provide students more opportunities to practice skills and receive feedback. (2015-16).</p>	<p>Insufficient time to determine effectiveness of improvement (2015-16).</p>
	<p><u>Measure 1B:</u> Final Field Evaluation items 2, 4, &amp; 8 in SOWK 5406: Advanced Field Practicum II (2015-16).</p> <p><u>Criteria 1B:</u> 80% of students will receive an evaluation of 4.0 or higher on a 5.0-point scale. Rubric attached (2015-16).</p>	<p>Measure 1A: Unable to collect data.</p> <p>Measure 1B: 94% of students (n=35) performed at or above the benchmark criteria. Criteria was met (2016-2017)</p>	<p>Beginning 2017-18, Practice I and Advanced Practice with Individuals course instructors will continue use more role play exercises in class to simulate practice with clients and provide students more opportunities to practice skills and receive feedback. (2016-17).</p>	<p>Following implementation 2016-2017 improvement plan, student performance improved on 1B. (2016-17).</p>
	<p><u>Schedule 1B:</u> SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring, beginning in 2015 (2015-16).</p>	<p>Measure 1A: 98% of students (n=54) performed at or above the benchmark criteria. Criteria was met</p> <p>Measure 1B: 100% of students (n=46) performed at or above the benchmark criteria.</p>	<p>Continue previous improvement plan. No additional changes in 2018-19. (2017-18).</p>	<p>Following implementation of 2017-18 improvement, student performance met criteria for both Measures 1A and 1B.</p> <p><u>Effectiveness of Improvement</u> = 3: effective / good progress;</p>

		Criteria was met (2017-18)		met expectations (2017-18).
		Measure 1A: 97% (n=66) performed at or above the benchmark criteria. Measure 1B: 98% (n=54) of students performed at or above the benchmark criteria. Criteria was met. (2018-2019).	Continue previous improvement plan. No additional changes in 2019-20. (2018-19).	Following implementation of 2017-18 improvement, student performance met criteria for both Measures 1A and 1B.  <u>Effectiveness of Improvement</u> = 3: effective / good progress; met expectations (2018-19).
		Measure 1A: 100% (n=54) performed at or above the benchmark criteria. Measure 1B: 100% (n=54) of students performed at or above the benchmark criteria. Criteria was met. (2019-2020).	Continue previous improvement plan. No additional changes in 2020-21. (2019-2020).	Improvement plan has been effective. Student performance met criteria for both measures over the past two years. Excellent progress. (2019-2020).
		Measure 1A: 95% (n=53) performed at or above the benchmark criteria.  Measure 1B: 97% (n=44) of students performed at or above the benchmark criteria. Criteria was met. (2020-2021).	Continue previous improvement Plan. No additional changes (2020-2021).	Improvement plan has been effective. Student performance continues to meet criteria. (2020-2021).
		Measure 1A: 92% (n=62) performed at or above benchmark criteria.	Continue previous improvement Plan. No additional changes. (2021-2022).	Improvement plan has been effective. Student

		<p>Criteria was met. (2020-2021)          Measure 1B: 100% (n=68) of students performed at or above the benchmark criteria.          Criteria was met. (2021-2022).</p>		<p>performance continues to meet criteria. (2021-2022).</p>
	<p>Beginning 2023, assessment measures are changing. MSW Capstone Assignment from SOWK 5306/5406 Advanced Field Practicum 2 is used.  <u>Measure 1A:</u> MSW Capstone Experience items 2,4,&amp; 8 (2022-23).</p> <p><u>Criteria 1A:</u> 80% of students will receive a Capstone score of 80 or higher on a rating scale of 0 to 100. Rubric attached (2022-23).</p> <p><u>Schedule 1A:</u> SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring. (2022-23)</p> <p><u>Measure 1B:</u> Final Field Evaluation items 2, 4, &amp; 8 in SOWK 5406: Advanced Field Practicum II (2022-23).</p> <p><u>Criteria 1B:</u> 80% of students will receive an evaluation of 4.0 or higher on a 5.0-point scale. Rubric attached (2022-23).</p> <p><u>Schedule 1B:</u> SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring, beginning in 2015 (2022-23).</p>	<p>Measure 1A: 99% of students (n=41) performed at or above the benchmark criteria. Criteria were met (2022-2023).</p> <p>Measure 1B: 100% of students (n=26) performed at or above the benchmark criteria. Criteria was met (2022-2023).</p>	<p>Beginning in 2022-2023, Field Seminar faculty will work closely with interns to comprehensively process a client case, from beginning to end.</p>	<p>Improvement plan has been effective; student performance meets criteria (2022-2023).</p>

		<p>Measure 1A: 94% of students (n=50) performed at or above the benchmark criteria. Criteria were met (2023-2024).</p> <p>Measure 1B: 93% of students (n=58) performed at or above the benchmark criteria. Criteria was met (2023-2024).</p>	<p>In 2023-2024, Field Seminar faculty continue to work closely with interns to comprehensively process a client case, from beginning to end.</p>	<p>Improvement plan has been effective; student performance meets criteria (2023-2024).</p>
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Outcomes	Assessment	Results and Analysis	Improvement Plan(s)	Effectiveness of Improvement(s)
<p>SLO #2: Students demonstrate effective collaboration when engaging with the client (2015-16).</p>	<p><u>Measure 2A</u>: Role Play Direct Observation in SOWK 5303: Advanced Practice with Individuals (2015-16).</p> <p><u>Criteria 2A</u>: 80% of students evaluated will receive a score of 4.0 or more on a 5.0-point rating on the Cognitive Therapy scale. Rubric attached (2015-16).</p>	<p>Measure 2A: 95% of students (n=35) performed at or above the benchmark criteria. Criteria was met (2015-2016).</p> <p>Measure 2B: 81% of students (n=17) performed at or above the benchmark criteria. Criteria was met (2015-2016).</p>	<p>Beginning 2016-17, Practice I and Advanced Practice with Individuals course instructors will use more role play exercises in class to simulate practice with clients and provide students more opportunities to practice skills and receive feedback. (2015-16).</p>	<p>Insufficient time to determine effectiveness of improvement (2015-16).</p>

	<p><u>Schedule 2A</u>: SOWK 5303: Advanced Practice with Individuals is offered in the fall, and is a required course within the concentration year. Data will be collected in fall in 2015 (2015-16).</p> <p><u>Measure 2B</u>: Final Field Evaluation items 31,32,&amp; 33 in SOWK 5406: Advanced Field Practicum II (2015-16).</p> <p><u>Criteria 2B</u>: 80% of students will receive an evaluation of 4.0 or higher on a 5.0-point scale. Rubric attached (2015-16).</p> <p><u>Schedule 2B</u>: SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring, beginning in 2015 (2015-16).</p>	<p>Measure 2A: Unable to collect data <i>Measure 1B: 81% of students (n=30) performed at or above the benchmark criteria. (2016-2017).</i></p>	<p>Beginning 2017-18, Practice I and Advanced Practice with Individuals course instructors will continue to use more role play exercises in class to simulate practice with clients and provide students more opportunities to practice skills and receive feedback. (2016-17).</p>	<p>Following implementation 2016-2017 improvement plan, student performance remained similar on 1B.</p> <p><u>Effectiveness of Improvement</u> = 1: no progress (2016-17).</p>
		<p>Measure 2A: 95% of students (n=53) performed at or above the benchmark criteria. Criteria was met <i>Measure 1B: 99% of students (n=45) performed at or above the benchmark criteria. Criteria was met (2017-2018)</i></p>	<p>Continue previous improvement plan. No additional changes in 2018-19. (2017-18).</p>	<p>Following implementation of 2017-18 improvement, student performance met criteria for both Measures 1A and 1B.</p> <p><u>Effectiveness of Improvement</u> = 3: effective / good progress; met expectations (2017-18).</p>
		<p>Measure 2A: 95% (n=66) performed at or above the benchmark criteria. Criteria was met. <i>Measure 1B: 100% (n=54) performed at or above the benchmark criteria. Criteria was met (2018-2019).</i></p>	<p>Continue previous improvement plan. No additional changes in 2019-20. (2018-19).</p>	<p>Improvement plan has been effective. Student performance met criteria for both measures over the past two years. <u>Effectiveness of Improvement</u> = 4: effective / excellent progress; met expectations (2018-2019).</p>
		<p>Measure 2A: 98% (n=54) performed at or above the benchmark criteria. Criteria was met. <i>Measure 1B: 98% (n=54) performed at or above the benchmark criteria. Criteria was met (2019-2020).</i></p>	<p>Continue previous improvement plan. No additional changes in 2020-21. (2019-20).</p>	<p>Improvement plan has been effective. Student performance met criteria for both measures. <u>Effectiveness of Improvement</u> = 4: effective / excellent progress; met expectations (2019-2020).</p>
		<p>Measure 2A: 94% (N=53) performed at or above</p>		<p>Improvement plan has been effective. Student</p>

		benchmark criteria. Criteria was met. Measure 1B: 90% (n=44) performed at or above the benchmark criteria. Criteria was met (2020-2021).	Continue previous improvement plan. No additional changes in 2021-2022. (2020-21).	performance continues to meet criteria for measures (2020-2021).
		Measure 2A: 93% (N=62) performed at or above benchmark criteria. Criteria was met. Measure 1B: 99% (n=68) performed at or above the benchmark criteria. Criteria was met (2021-2022).	Continue previous improvement plan. No additional changes (2021-2022).	Improvement plan has been effective. Student performance continues to meet criteria for measures (2021-2022).
	<p>Beginning 2023, assessment measures are changing. MSW Capstone Assignment from SOWK 5406 Advanced Field Practicum 2 is used.</p> <p><u>Measure 2A</u>: MSW Capstone Experience items 5,6,&amp; 7 (2022-23).</p> <p><u>Criteria 2A</u>: 80% of students will receive a Capstone score of 80 or higher on a rating scale of 0 to 100. Rubric attached (2022-23).</p> <p><u>Schedule 2A</u>: <i>SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring. (2022-23)</i></p> <p><u>Measure 2B</u>: <i>Final Field Evaluation items 5, 6, &amp; 7 in SOWK 5406: Advanced Field Practicum II (2022-23).</i></p>	<p>Measure 2A: 99% of students (n=41) performed at or above benchmark criteria. Criteria was met (2022-23).</p> <p>Measure 2B: 100% of students (n=27) performed at or above the benchmark criteria. Criteria was met (2022-23).</p>	Beginning 2022-2023, ETSU social work faculty will be more interactive with and supportive of community task field instructors and task supervisors of our interns.	Improvement plan has been effective; student performance meets criteria (2022-2023).

	<p><u>Criteria 2B</u>: 80% of students will receive an evaluation of 4.0 or higher on a 5.0-point scale. Rubric attached (2022-23).</p> <p><u>Schedule 2B</u>: SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring, beginning in 2015 (2022-23).</p>			
		<p>Measure 2A: 95.8% of students (n=50) performed at or above benchmark criteria. Criteria was met (2023-24).</p> <p>Measure 2B: 94% of students (n=58) performed at or above the benchmark criteria. Criteria was met (2023-24).</p>	<p>Beginning 2022-2023, ETSU social work faculty will be more interactive with and supportive of community task field instructors and task supervisors of our interns.</p>	<p>Improvement plan remains effective; student performance meets criteria (2023-2024).</p>

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Outcomes	Assessment	Results and Analysis	Improvement Plan(s)	Effectiveness of Improvement(s)
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SLO #3: Students demonstrate application of Cognitive-Behavioral techniques when engaging with the client (2015-16).	<p><u>Measure 3A</u>: Master Treatment Plan in SOWK 5303: Advanced Practice with Individuals (2015-16).</p> <p><u>Criteria 3A</u>: 80% of students evaluated will receive a score of 4.0 or more on a 5.0-point rating on the Cognitive Therapy scale. Rubric attached (2015-16).</p>	<p>Measure 3A: 95% of students (n=35) performed at or above the benchmark criteria. Criteria was met (2015-2016).</p> <p>Measure 3B: 81% of students (n=17) performed at or above the benchmark criteria. Criteria was met (2015-2016).</p>	<p>Beginning 2016-17, Advanced Practice with Individuals course instructors will use more role play exercises in class to simulate practice with clients and provide students more opportunities to practice skills and receive feedback. (2015-16).</p>	<p>Insufficient time to determine effectiveness of improvement (2015-16).</p>
	<p><u>Schedule 3A</u>: SOWK 5303: Advanced Practice with Individuals is offered in the fall, and is a required course within the concentration year. Data will be collected in fall in 2015 (2015-16).</p> <p><u>Measure 3B</u>: Final Field Evaluation items 39, 40, &amp; 41 Advanced Field Practicum II (2015-16).</p> <p><u>Criteria 3B</u>: 80% of students will receive an evaluation of 4.0 or higher on a 5.0-point scale. Rubric attached (2015-16).</p>	<p>Measure 3A: Unable to collect data</p> <p>Measure 1B: 88% of students (n=33) performed at or above the benchmark criteria. Criteria was met (2016-2017)</p>	<p>Beginning 2017-18, Advanced Practice with Individuals course instructors will continue to use more role play exercises in class to simulate practice with clients and provide students more opportunities to practice skills and receive feedback. (2016-17).</p>	<p>Following implementation 2016-2017 improvement plan, student performance improved on 1B.</p> <p><u>Effectiveness of Improvement</u> = 2: somewhat effective / moderate progress (2016-17).</p>
	<p><u>Schedule 3B</u>: SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring, beginning in 2015 (2015-16).</p>	<p>Measure 3A: 98% of students (n=54) performed at or above the benchmark criteria. Criteria was met</p> <p>Measure 1B: 100% of students (n=46) performed at or above the benchmark criteria. Criteria was met (2017-2018)</p>	<p>Continue previous improvement plan. No additional changes in 2018-19. (2017-18).</p>	<p>Following implementation of 2017-18 improvement, student performance met criteria for both Measures 1A and 1B.</p> <p><u>Effectiveness of Improvement</u> = 3: effective / good progress; met expectations (2017-18).</p>
		<p>Measure 3A: 100% of students (n=66) performed at or above the benchmark criteria. Criteria was met</p> <p>Measure 1B: 100% of students (n=54) performed at or above the benchmark criteria.</p>	<p>Continue previous improvement plan. No additional changes in 2019-20. (2018-19).</p>	<p>Improvement plan continues to show effective progress.</p> <p><u>Effectiveness of Improvement</u> = 4: effective / excellent progress; met expectations (2018-19).</p>



		Criteria was met (2018-2019)		
		Measure 3A: 100% of students (n=54) performed at or above the benchmark criteria. Criteria was met <i>Measure 1B: 100%</i> of students (n=54) performed at or above the benchmark criteria. Criteria was met (2019-2020)	Continue previous improvement plan. No additional changes in 2020-21. (2019-20).	Improvement plan continues to show effective progress. <u>Effectiveness of Improvement = 4</u> : effective / excellent progress; met expectations (2019-20).
		Measure 3A: 90% (n=62) of students performed at or above the benchmark criteria. Criteria was met. Measure 1B: 93% (n=44) performed at or above the benchmark criteria. Criteria was met (2020-2021).	Continue previous improvement plan. No additional changes (2020-21).	Improvement plan has been effective. Student performance continues to meet criteria for measures (2020-2021).
		Measure 3A: 92% (n=62) of students performed at or above the benchmark criteria. Criteria was met. Measure 1B: 100% (n=68) performed at or above the benchmark criteria. Criteria was met (2021-2022).	Continue previous improvement plan. No additional changes (2021-22).	Improvement plan has been effective. Student performance continues to meet criteria for measures (2021-2022).
SLO #3: Students demonstrate application of evidence-based	Beginning 2023, assessment measures are changing. MSW Capstone Assignment from	Measure 3A: 99% of students (n=41) performed at or above the	Emphasis was placed on evidence-based interventions in field practices and experiences.	Improvement plan has been effective; student

<p>intervention techniques when engaging with the client (2022-23).</p>	<p>SOWK 5406 Advanced Field Practicum 2 is used.</p> <p><u>Measure 3A:</u> MSW Capstone Experience items 4,8,&amp; 9 (2022-23).</p> <p><u>Criteria 2A:</u> 80% of students will receive a Capstone score of 80 or higher on a rating scale of 0 to 100. Rubric attached (2022-23).</p> <p><u>Schedule 2A:</u> <i>SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring. (2022-23)</i></p> <p><u>Measure 3B:</u> <i>Final Field Evaluation items 4, 8,&amp; 9 in SOWK 5406: Advanced Field Practicum II (2022-23).</i></p> <p><u>Criteria 2B:</u> <i>80% of students will receive an evaluation of 4.0 or higher on a 5.0-point scale. Rubric attached (2022-23).</i></p> <p><u>Schedule 2B:</u> <i>SOWK 5406: Advanced Field Practicum II is offered each spring and is a required course within the concentration year. Data will be collected each spring, beginning in 2015 (2022-23).</i></p>	<p>benchmark criteria. Criteria was met (2022-23).</p> <p>Measure 3B: 100% of students (n=27) performed at or above benchmark criteria. Criteria was met (2022-23).</p>		<p>performance meets criteria (2022-2023).</p>
		<p>Measure 3A: 91.5% of students (n=50) performed at or above the benchmark criteria. Criteria was met (2023-24).</p> <p>Measure 3B: 92.6% of students (n=58) performed at or above benchmark criteria. Criteria was met (2023-24).</p>	<p>Emphasis was placed on evidence-based interventions in field practices and experiences.</p>	<p>Improvement plan has been effective; student performance meets criteria (2023-2024).</p>

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The mission of the Department of Social Work is to promote the goals of the University by meeting the following departmental goals: (3) To prepare students to develop and use ethical research in the advancement and enhancement of social work practice; (4) To provide service at the university, local, state, regional, national, and global levels.

Outcomes	Assessment	Results and Analysis	Improvement Plan(s)	Effectiveness of Improvement(s)
EPO #1: Graduates will pass the Licensed Master Social Worker Exam (LMSW)	Measure: Association of Social Work Boards School pass/fail Summary  Criteria: 80% of graduates will pass the exam the first-time.  Schedule: Students are eligible to register to take the exam in Tennessee after they earn the master degree (MSW) from an accredited school of social work.	Measure 1A: 64% (N=15) of students passed the exam on the first-attempt (2015). The benchmark was not reached.	In reviewing the data at the end of 2015-2016, the MSW faculty realized the need to review the curriculum in order to enhance students outcomes.	Insufficient time to determine effectiveness of improvement (2015-16).
		Measure 1A: 68% (N=22) of students passed the exam on the first-attempt (2016). The benchmark was not reached.	Beginning 2016-17, the MSW Faculty Reviewed the entire curriculum from the perspective of the assessment data and revised accordingly.	Effectiveness will be determined by the 2020 graduating class who will have the advantage of the revised curriculum.
		Measure 1A: 83% (N=12) of students passed the exam on the first-attempt (2017) The benchmark was reached.	The revisions of the curriculum were instituted and the up-dated courses delivered (2017-18).	Again, effectiveness will be determined by the 2020 graduating class (2017-18).

		Measure 1A: 76% (N=25) of students passed the exam on the first-attempt (2018) The benchmark was not reached.	The revisions of the curriculum were instituted and the up-dated courses delivered (2018-19).	Again, effectiveness will be determined by the 2020 graduating class (2018-19).
		Measure 1A: 81% (N=27) of students passed the exam on the first-attempt (2019) The benchmark was reached.	The revisions of the curriculum were instituted and the up-dated courses delivered (2019-20).	Again, effectiveness will be determined by the 2020 graduating class (2019-20).
		Measure 1A: 91% (N=27) of students passed the exam on the first-attempt (2020) The benchmark was reached.	The revisions of the curriculum were instituted and the up-dated courses delivered (2020-21).	Improvement plan continues to show effective progress. <u>Effectiveness of Improvement 3</u> : effective / good progress; met expectations (2020-2021)
		Measure 1A: Data not yet available	The revisions of the curriculum were instituted and the up-dated courses delivered (2021-2022).	Will be determined when data is available.
		Measure 1A: Data not yet available from ASWB.	The revisions of the curriculum were instituted and the up-dated courses delivered (2021-2022).	Will be determined when data is available.

		Measure 1A: 64.3% (N=28) of students passed the exam on the first- attempt (2023) The benchmark was not reached.	In reviewing the data at the end of 2015-2016, the MSW faculty realized the need to review the curriculum in order to enhance students outcomes.	MSW faculty will address and implement a plan for improvement, beginning 2025.
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