



OFFICE OF ACADEMIC ASSESSMENT
The UNIVERSITY of OKLAHOMA

Program Assessment Report

2024 - 2025

CAS - Helping Skills in Human Relations (Graduate Certificate)

General Information

Program Mission/Description

The Graduate Certificate in Helping Skills in Human Relations provides professionals in a wide variety of helping professions with the knowledge and skills to improve relationships, and to be effective and ethical helpers. Individuals who work or desire to work in helping agencies, non-profit and business organizations, government institutions, the military, schools and universities, religious organizations, athletics, advising, personnel services, hospitals, or any other setting in which helping skills are a necessity will benefit from this program.

College

Arts & Sciences

Department/School/Division

Department of Human Relations

Assessment Liaison

Katie Allen, PhD, LPC-S

CAS - Helping Skills in Human Relations (Graduate Certificate)

Knowledge of Helping Profession Principles

Student Learning Outcome (SLO)

Those pursuing the Helping Skills in Human Relations Graduate Certificate should be able to demonstrate knowledge of the foundations and principles which form the basis for an interdisciplinary approach to helping. Emphasis is placed on understanding fundamental counseling theories that form the basis for helping practices.

Outcome Status

Active

Direct - Course Embedded Assessment

Assessment Method Description

HR 5463: Counseling Skills - Final Exam. In preparation to take the National Counseling Examination (NCE) to become a licensed counselor, students take a comprehensive 50-item multiple-choice exam centered on material presented and discussed within the Counseling Skills course.

Performance Target

Eighty percent of students will receive a passing score of 80% or higher on the HR 5463 Final Exam.

2024 - 2025

Assessment Results Entry Date

09/24/2025

Assessment Results

In Fall 2024, a core faculty member taught 1 section of HR 5463 (n=15). Nineteen percent (n=3) received an "A," 44% (n=7) received a "B," and the remaining 31% (n=5) received a "C" on the exam. During AY 2024-2025, 63% (n=10) of students received a passing score of 80% or higher on the HR 5463 Final Exam.

Results Status

Target Not Met

Number of Students Assessed

15

USE OF ASSESSMENT RESULTS

Methods of Assessment

The criteria set for this outcome was not met with 63% (n=10) of students receiving a passing grade of "B" or higher on the Final Exam for HR 5433. Administering a pre and post-test as opposed to just a final exam to examine students' change scores in knowledge of specialized skills in counseling within the human relations field should be taken into consideration. Several opportunities and activities throughout the semester to take multiple-choice tests will gauge students' knowledge of counseling skills; thus, helping to focus instruction as well as better prepare students to take the national counseling examination upon graduation.

Direct - Course Embedded Assessment

Assessment Method Description

HR 5633: Advanced Counseling Skills - Term Paper. Students prepare a final 12 to 15-page integrative paper (APA-style). In Part I of the paper, students are asked to compare and contrast the approaches studied throughout the semester using additional scholarly references (i.e., professional and peer-reviewed journal articles and books) to support your ideas. Provide a brief summary of the key components of each approach, but the bulk of the work should focus on comparing and contrasting the approaches. In Part II, students describe their current theoretical orientation to counseling informed by what they have learned that semester. The theoretical orientation should clearly articulate what approaches guide their conceptualization, interventions, and expected outcomes, and how they do so. Students are also asked to include a discussion for how social justice and multicultural awareness, knowledge, and skills will inform their intervention/theoretical approach. In essence, the final paper should demonstrate students' working knowledge of the theories and interventions studied throughout the semester and how they will inform their work as a counselor.

CAS - Helping Skills in Human Relations (Graduate Certificate)

Performance Target

Eighty percent of students will receive a passing grade of "B" or higher on the term paper assignment.

2024 - 2025

Assessment Results Entry Date

09/24/2025

Assessment Results

In 2025, a core faculty member taught 1 section of HR 5633: Advanced Counseling Skills (n=6). One-hundred percent (n=6) of students received a grade of "A," 0% (n=0) received a grade of "B," 0% (n=0) received a grade of "C," on the final term paper. In summary, 100% (n=6) of students received a passing grade of "B" or higher on the assignment in AY 2024-2025.

Results Status

Target Met

Number of Students Assessed

6

USE OF ASSESSMENT RESULTS

Curriculum

The criteria set for this outcome was met with 100% (n=6) of students receiving a passing grade of "B" or higher on the term paper assignment in AY 2024/2025. Faculty are tasked with providing activities and learning opportunities for students to increase self-knowledge related to being an effective and competent clinical mental health counselor.

Application of Helping Techniques and Practices

Student Learning Outcome (SLO)

Those pursuing the Helping Skills in Human Relations Graduate Certificate should demonstrate basic knowledge and skills necessary to function effectively in a helping relationship.

Outcome Status

Active

Direct - Presentation

Assessment Method Description

HR 5633: Advanced Counseling Skills in Human Relations - Counseling Demonstration. Students are asked to role play a counseling intervention with a partner who will serve as a "client." As a "counselor," students must demonstrate various skills and strategies learned to address a client's needs.

Performance Target

Eighty percent of students will receive a score of 80% or higher on the HR 5463 Counseling Demonstration.

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

In Fall 2024, a core faculty member HR 5633: Advanced Counseling Skills in Human Relations (n=16). During AY 2024-2025, 94% (n=15) of students received a passing grade of "A" (90% or higher) with 6% of students (n=1) receiving a passing grade of "B" on the Counseling Demonstration assignment.

Results Status

Target Met

Number of Students Assessed

16

USE OF ASSESSMENT RESULTS

Curriculum

CAS - Helping Skills in Human Relations (Graduate Certificate)

The target for this objective was exceeded with 94% (n=43) of students receiving a grade of "A" on the assignment. Recommendations for boosting student performance include: 1. Provide various role-playing activities throughout the course; and 2. Provide opportunities and assignments that increase students' self-knowledge related to being an effective professional helper.

Indirect - Student Survey

Assessment Method Description

2024 Alumni Survey. HR graduates from the 2023-2024 academic year (Fall 2023, Spring 2024, Summer 2024) granted the Helping Skills in Human Relations Graduate Certificate were invited, via email, to take part in an on-line survey. A total of 6 responses were received.

Performance Target

Seventy-five percent of graduates surveyed will report their studies in HR has helped them better resolve conflicts (Question #23).

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

Question #21 - Your studies in HR have helped you better resolve conflicts (n=6). Thirty-three percent (n=2) reported "Strongly Agree," 50% (n=3) reported "Agree," and the remaining 17% (n=1) reported "Neither Agree nor Agree." Thus, 83% (n=5) of alumni receiving the Helping Skills certificate in AY 2024-2025 reported their studies in HR helped them better resolve conflicts.

Results Status

Target Met

Number of Students Assessed

6

USE OF ASSESSMENT RESULTS

Methods of Assessment

The criteria set for this outcome was met with 83% (n=5) of alumni reported that the HR program helped them better resolve conflicts; including those who selected "Neither Agree nor Disagree" brought the endorsement to 100%. However, with a response rate of 6 alumni, it is recommended that Human Relations implement strategies to improve the return rate of the Alumni Survey. The return rates from alumni have been low recently, which makes the accurate assessment of program objectives difficult. The surveys are now offered online. In addition, the Graduate Committee should begin working on ways to improve the rate of return of filled surveys such as administering the survey immediately after graduation, Internship/Practicum, or the Comprehensive Exam.

Knowledge of Helping Profession Standards

Student Learning Outcome (SLO)

Those pursuing the Helping Skills in Human Relations Graduate Certificate should understand that counselors and other helping professionals operate under personal and professional codes of ethics. It is critical to develop an understanding of ethics and ethical reasoning, and to know current professional, ethical, and legal issues that confront counselors in a variety of settings.

Outcome Status

Active

Direct - Course Embedded Assessment

Assessment Method Description

HR 5453: Ethical Issues in Human Relations Counseling - Ethical Dilemma Assignment. The main objective of this assignment is to challenge students to formulate their own position on ethical issues and to develop their ability to think critically or creatively about cases, as well as articulate how to deal with ethical issues using state and national ethical codes.

Performance Target

CAS - Helping Skills in Human Relations (Graduate Certificate)

Eighty percent of students will receive a score of 80% or higher on the HR 5453 Ethical Dilemma Assignment.

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

In Spring 2025 and Summer 2025, , two core faculty members taught 1 section each (n=27) of HR 5453: Ethical Issues in Human Relations Counseling. Seventy-eight percent (n=21) of students received an "A," and 22% (n=6) received a "B" on the Ethical Dilemma Assignment. During AY 2024-2025, 100% (n=27) of students received a grade of "B" or higher on the assignment.

Results Status

Target Met

Number of Students Assessed

27

USE OF ASSESSMENT RESULTS

Curriculum

During AY 2024-2025, the criteria set for this outcome met with 100% (n=27) of students receiving a grade of "B" or higher on the assignment. Faculty are encouraged to continue providing activities and assignments that challenge students to analyze ethical issues with consideration for multicultural and social justice issues.

Indirect - Student Survey

Assessment Method Description

2025 Alumni Survey. HR graduates from the 2024-2025 academic year (Fall 2024, Spring 2025, Summer 2025) granted the Helping Skills in Human Relations Graduate Certificate were invited, via email, to take part in an on-line survey. A total of 6 responses were received.

Performance Target

Seventy-five percent of graduates surveyed will report the HR program helped them better recognize social justice issues (Question #22).

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

Question #22 - The Human Relations program has helped you better recognize social justice issues (n=6). Thirty-three percent (n=2) reported "Strongly Agree," 50% (n=3) reported "Agree," and the remaining 16% (n=1) reported "Neither Agree or Disagree". Thus, 83% (n=6) of alumni receiving the Helping Skills certificate in AY 2024-2025 reported their studies in HR helped them better recognize social justice issues.

Results Status

Target Met

Number of Students Assessed

6

USE OF ASSESSMENT RESULTS

Methods of Assessment

The criteria set for this outcome was met with 100% (n=6) of alumni reported that the HR program helped them better recognize social justice issues. However, with a response rate of 6 alumni, it is recommended that Human Relations implement strategies to improve the return rate of the Alumni Survey. The return rates from alumni have been low recently, which makes the accurate assessment of program objectives difficult. The surveys are now offered online. In addition, the Graduate Committee should begin working on ways to improve the rate of return of filled surveys such as administering the survey immediately after graduation, Internship/Practicum, or the Comprehensive Exam.

Indirect - Student Survey

Assessment Method Description

CAS - Helping Skills in Human Relations (Graduate Certificate)

2025 Alumni Survey. HR graduates from the 2024-2025 academic year (Fall 2024, Spring 2025, Summer 2025) granted the Helping Skills in Human Relations Graduate Certificate were invited, via email, to take part in an on-line survey. A total of 6 responses were received.

Performance Target

Seventy-five percent of graduates surveyed will report the interdisciplinary focus in HR helped them to see social issues from many different perspectives (Question #25).

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

Question #25 - The interdisciplinary focus in HR helped you to see social issues from many different perspectives (n=6). Fifty percent (n=3) reported "Strongly Agree," and the remaining 50% (n=3) reported "Agree". Thus, 100% (n=6) of alumni receiving the Helping Skills certificate in AY 2024-2025 reported their studies in HR helped them to see social issues from many different perspectives.

Results Status

Target Met

Number of Students Assessed

6

USE OF ASSESSMENT RESULTS

Methods of Assessment

The criteria set for this outcome was met with 100% (n=6) of alumni reported that the HR program helped them to see social issues from many different perspectives. However, with a response rate of 6 alumni, it is recommended that Human Relations implement strategies to improve the return rate of the Alumni Survey. The return rates from alumni have been low recently, which makes the accurate assessment of program objectives difficult. The surveys are now offered online. In addition, the Graduate Committee should begin working on ways to improve the rate of return of filled surveys such as administering the survey immediately after graduation, Internship/Practicum, or the Comprehensive Exam.

Direct - Presentation

Assessment Method Description

HR 5453: Ethics in Human Relations Counseling - Presentation. Students prepare and make a short (15-20 minutes) individual class presentation analyzing an ethical dilemma they have encountered in the past or present, based upon the "Nine Checkpoints for Ethical Decision Making" described by Kidder. The presentation is a professional, but informal presentation meant to facilitate discussion and critical thinking about the situation. A brief description of the dilemma and students' analysis is submitted to the professor in Canvas at the time of presentation.

Performance Target

Eighty percent of students will receive a passing grade of "B" or higher on the presentation assignment.

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

In Spring and Summer 2025, two core faculty members taught 1 section each of HR 5453: Ethical Issues in HR Counseling (n=27). Ninety-six percent (n=26) of students received an "A" on the assignment with 4% (n=1) receiving a failing grade.

Results Status

Target Met

Number of Students Assessed

27

USE OF ASSESSMENT RESULTS

Curriculum

CAS - Helping Skills in Human Relations (Graduate Certificate)

In AY 2024-2025, 96% (n=26) of students received a passing grade of 80% or higher on the presentation assignment. Faculty are tasked to provide students assignments and opportunities to demonstrate an understanding of the ethical responsibilities of a counseling professional as well as the specific standards of professional organizations.

Communication Skills for Helping Professionals

Student Learning Outcome (SLO)

Those pursuing the Helping Skills in Human Relations Graduate Certificate must demonstrate oral and written communication skills utilized in various helping professions.

Outcome Status

Active

Indirect - Student Survey

Assessment Method Description

2025 Alumni Survey. HR graduates from the 2024-2025 academic year (Fall 2024, Spring 2025, Summer 2025) granted the Helping Skills in Human Relations Graduate Certificate were invited, via email, to take part in an on-line survey. A total of 6 responses were received.

Performance Target

Seventy-five percent of graduates surveyed will report the HR degree improved their presentation skills orally and in written form (Question #32).

2024 - 2025

Assessment Results Entry Date

09/25/2025

Assessment Results

Question #32 - The Human Relations program helped improve your presentation skills (orally and in written form; n=5). Forty percent (n=2) reported "Strongly Agree," 40% (n=2) reported "Agree," and the remaining 40% (n=1) reported "Strongly Disagree." Thus, 80% (n=4) of alumni receiving the Helping Skills certificate in AY 2024-2025 reported their studies in HR improved their presentation skills orally and in written form.

Results Status

Target Met

Number of Students Assessed

5

USE OF ASSESSMENT RESULTS

Methods of Assessment

The criteria set for this outcome was met with 80% (n=5) of alumni reported that the HR program improved their presentation skills orally and in written form. However, with a response rate of 54 alumni, it is recommended that Human Relations implement strategies to improve the return rate of the Alumni Survey. The return rates from alumni have been low recently, which makes the accurate assessment of program objectives difficult. The surveys are now offered online. In addition, the Graduate Committee should begin working on ways to improve the rate of return of filled surveys such as administering the survey immediately after graduation, Internship/Practicum, or the Comprehensive Exam.

Direct - Annual Performance Report by Faculty/Adviser

Assessment Method Description

HR 5453: Ethical Issues in Human Relations Counseling - Discussion and Class Participation. A particular emphasis of HR 5453 is to encourage alternative and critical analysis and understanding of moral development and ethical reasoning. One of the best ways to assess these skills is through facilitated class discussions that encourage interactions among diverse peers. Elements included in the evaluation of participation are evidence of critical thinking, clear identification of ethical issues, understanding problems, and the ability to propose and evaluate solutions.

2024 - 2025

Assessment Results Entry Date

CAS - Helping Skills in Human Relations (Graduate Certificate)

09/25/2025

Assessment Results

In Spring and Summer 2024, two core faculty member taught 1 section each (n=27) of HR 5453: Ethical Issues in Human Relations Counseling. Ninety-six percent (n=26) received an "A," and the remaining 4% (n=1) received a "B" on the discussions and class participation.

Results Status

Target Met

Number of Students Assessed

27

USE OF ASSESSMENT RESULTS

Curriculum

In AY 2023-2024, 96% (n=26) of students received a passing grade of 80% or higher on the HR 5453 Discussion and Class Participation assignment. It is recommended that additional attention be placed on strengthening students' ability to communicate, articulate, and support dialogues among diverse populations within written and oral form. This may be accomplished by incorporating blog assignments, formal letters to political figures, grant proposals, and even mock counseling/helping sessions into the HR course curriculum.