

Students' Engagement with Diversity in Social Work Practice

College of Health and Human Development – MSW

Step 1: Student Learning Outcome

Students engage with diversity and difference in social work practice.

Step 2: Methods and Measures

Direct Assessment: The Comprehensive Skills Evaluation (CSE) measures student' competencies in engaging with diversity and differences in their social work practice as demonstrated in field practicum. Field supervisors at students' field placements complete the CSE form for each student. Faculty field liaisons who teach the MSW 543 field practicum seminar oversee the data collection procedure and create and submit a CSE data file to the assessment committee. There are five CSE indicators of competency for the outcome:

- 1) Makes ethical decision by applying social work value and ethics informed by NASW code of ethics, relevant laws, regulations, and principles.
- 2) Ability to seek supervision and consultation from supervisor and colleagues.
- 3) Regulates emotions, cognitive process, and behaviors to maintain professionalism in practice situations.
- 4) Demonstrates professional demeanor in behavior, appearance, and communications (oral, written, and electronic).
- 5) Maintains professional boundaries in working with colleagues and clients.

The CSE utilize a 5-point Likert scale rating as follows:

- Rating 0 = Intern has not met the expectations in this area and there is not much evidence that the expectations will be met in the near future.
- Rating 1 = Intern has not yet met the expectations in this area, but there is evidence that the expectations will be met in the near future.
- Rating 2 = Intern understands the concept and is beginning to demonstrate the skill in this area; however, student's performance is uneven.
- Rating 3 = Intern understands the concept and has consistently met the expectations in this area.
- Rating 4 = Intern demonstrates a high level of skill development and has exceeded expectations in this area.

Indirect Assessment: Students in their final year of the program receive an invitation via email to complete an Exit Survey. Response options range from 1 "Strongly Disagree" to 10 "Strongly Agree."

The following are the three exit survey questions that align to the outcome:

- 1) I feel confident in my awareness of my own cultural values, biases, and position as a social work professional and the impact of these on my relationships with colleagues and clients.
- 2) I am confident in my knowledge and skills to use a culturally sensitive and competent approach to practice with diverse population.
- 3) I understand and acknowledge the impact of life experience such as oppression, marginalization, discrimination, underprivileged at micro, mezzo, and macro level.

Step 3: Criteria for Success

Direct Assessment: 85% of students earn average score of 3.0 or higher on the five CSE indicators.

Indirect Assessment: 85% of students report an average score of 8 or higher on the exit survey questions.

Step 4: Results

Direct Assessment: CSE forms were completed for 102 graduates (n=105, 97% completion rate) by field supervisors at internship agencies at the end of spring 2023. Students' mean scores on the five CSE indicators of competency in diversity ranged from 2.6 to 4.0., with a mean score of 3.73, and 97.1% achieving a 3.0 or higher. Overall results were similar to prior years.

Indirect Assessment: 65 students (62.0 % response rate) completed the student exit survey at the end of spring 2023. Response rates for the exit survey in this year were significantly lower than last year's (70.2%). Scores of the three indicators of diversity ranged from 7.3 to 10.0, with a mean score of 9.46, and 97% scoring 8.0 or higher. Overall results were similar to prior years.

Step 5: Improvement Actions

The Master of Social Work will implement a new Educational Policy and Accreditation Standard (EPAS) required by the program's accreditation body, Council of Social Work Education (CSWE), which includes a strong emphasis on Anti-racism, Diversity, Equity and Inclusion (ADEI). The program plans to address and strengthen ADEI components across the explicit and implicit curriculum. The assessment of this outcome will also be expanded and/or revised to align with changes in the curriculum regarding ADEI.

Response rate for the exit survey in this year was significantly lower than last two years' rate. While strategies to maintain higher response rates on the exit survey were implemented, rates

did not improve. A plan for improvement includes increasing the survey data collection time-period and providing more targeted and individualized follow-up emails.