

Academic Program Assessment Plan

An academic program assessment plan will demonstrate educational achievement and improvement through ongoing assessment of student learning. An academic assessment plan reflects specific program goals, measureable student learning outcomes, and a clearly defined timeline for implementation, data collection and analysis, and use of findings to support program-level change and accomplishments.

Program Goals

Program goals are broad general statements of what the program intends to accomplish and describes what a student will be able to do after completing the program. The program goals are linked to the mission of the university and college.

Student Learning Outcomes

Student Learning Outcomes are defined in terms of the knowledge, skills, and abilities that students will know and be able to do as a result of completing a program. These student learning outcomes are directly linked to the accomplishment of the program goals.

Assessment of Student Learning

Assessment Methods of Assessing Student Learning

Direct Methods - Clear and compelling evidence of that students are learning

- Ratings of student skills by field experience supervisors
- Scores and pass rates on appropriate licensure/ certification exams or other published tests that assess key learning outcomes
- “Capstone” experiences such as research projects, presentations, theses, dissertations, oral defenses, exhibitions, or performances, scored *using a rubric*
- Score gains between pre and post tests (published or local)

Indirect Methods - Evidence that students are probably learning, but exactly what or how much is less clear

- Course grades
- Assignment grades, *if not* accompanied by a rubric or scoring guide
- Admission rates into graduate programs and graduation rates
- Placement rates of graduates into appropriate career positions and starting salaries
- Student ratings of their knowledge, skills and reflections on what they have learned in the program
- Student/alumni satisfaction with learning, collected through surveys, exit interviews, or focus groups
- Student participation rates in faculty research, publications and conference presentations
- Honors, awards, and scholarships earned by students and alumni

Timelines for Data Collection and Analysis

Assessment data is collected using a pretest and post-test method. The pretests are completed during the orientation of our MSW students and post-tests are completed during their final seminar class. For our BSW students, the post-test is completed during their last seminar as well. Since the assessment plan includes the use of the seminar instructor score the assessment cycle is one year behind. Therefore the assessment for this year is coming from our 2016-2017 assessment data. The assessment committee for the 2018-2019 academic year will analyze the data for the 2017-2018 academic year. Each year the assessment committee determines who will be responsible for data analysis and collection and they present the data from the year before at a faculty retreat.

Use of Results

This phase of assessment planning is often referred to as “closing the loop.” One of the most challenging aspects of assessment is using the data to inform and reflect upon current practice and facilitate program change. Using assessment results is a key element in supporting a program’s continuous, quality improvement processes.

Use the following questions to guide the discussion:

- What are the most important things to share about the results?
- How will the results impact decisions on curriculum and instruction?
- In what ways are you able to “close the loop” and use data to confirm outcomes or improve the program?

Measurement Instruments- Survey Instruments

Comprehensive Exam 2017 Concentration Year

- 1. You are in an individual session with a client and they threaten to commit suicide, what would be the first thing that you do? (1.1)**
 - a. Inquire about the plan, means and intent to die.
 - b. Make a plan to keep them safe.
 - c. Call their partner to make sure they are aware of the dire circumstances.
 - d. Send them to an Emergency room or Psychiatric Hospital.

- 2. You are in a situation where you are the lead therapist on an inpatient psychiatric unit. The chief administrator asks you to take a leadership role in solving a problem on the unit that the other staff on the unit don't see as a problem. What do you do? (1.3)**
 - a. Tell the administrator the staff don't see the issue as a problem.
 - b. Try to enlist support from the staff on the unit to problem-solve around the issue.
 - c. Have a staff meeting to discuss the issue and its potential pros and cons.
 - d. All of the above

- 3. James has come to your agency due to a referral for substance abuse issues. During the intake, you learn that after paying rent and utilities that he has very little money left over for food. Consequently, he eats a lot of rice and potatoes. What is the first intervention you should implement regarding James lack of access to good nutritional options? (1.2)**
 - a. Contact James' synagogue
 - b. Refer James to a food pantry
 - c. Ask James if would like to have more food options
 - d. Tell James he should manage his money better

- 4. What are some practice options Chris could pursue regarding this new policy? (3.2)**

Chris works full-time as a case-manager with adults living with developmental disabilities. Due to insurance demands for the quick development of treatment plans, the administrator

of the agency has instructed staff to create a treatment plan and submit it within the timeline guidelines. Case-managers are to review the treatment plan with a client and have the client sign off on it when they are next able to meet with the client.

- a. Not submit treatment plans until clients have been consulted
- b. Start an agency-based task force to determine options to the new policy
- c. Conduct an assessment of case-managers' perceptions of the new policy
- d. All of the above.

5. ***Chris works full-time as a case-manager with adults living with developmental disabilities. Due to insurance demands for quick development of treatment plans, administrator of the agency has instructed staff to create a treatment plan and submit it within the timeline guidelines. Case-managers are to review the treatment plan with client and have the client sign off on it when they are next able to meet with the client. As a social worker, Chris is concerned that this policy is a violation of ethical principle(s). Would you agree and what are your solutions? (1.4)***

- a. Yes, it's an ethical violation and I would try to meet with my client before the timeline to go over the treatment plan
- b. No, if my supervisor advises me to do so I must comply
- c. Yes, it's an ethical violation and I will try to meet with the client as soon as I can to have them sign the completed treatment plan.
- d. No, it's not an ethical violation because as long as the signature is completed within a week after the treatment plan is completed it is still valid.

6. ***Which of the following statements is true about the need to critique research quality? (4.2)***

- a. Practitioners can rely on researchers to produce good studies, and therefore only have to know the results of those studies.
- b. Social work practitioners need to understand research methods so they can discriminate strong from weak studies and influence the value of the research produced in their agencies.
- c. Social work practitioners should have enough research expertise to point out flaws in the studies that attack social work or the welfare policies social workers advocate.
- d. B and C
- e. All of the above

7. It is very important to be able to demonstrate the ability to use a MSLC perspective and intersectionality to communicate understanding of the complex interrelationships of multiple diversities. (2.1)

- a. TRUE
- b. FALSE

8. In deciding what type(s) of theory and interventions to use with a diverse client system it is important to consider which of the following? (2.2)

- a. How they experience oppression, poverty, marginalization and alienation as well as privilege, and power.
- b. How they view the social worker.
- c. What they are expecting from the social worker
- d. How they have experienced oppression, poverty and marginalization.

9. From an MSLC perspective, which statement is not correct? (3.1)

- a. Low-income workers in the USA have a negative impact on workers across the world.
- b. Changes in labor policies targeting low-income workers today impact the trajectories of their children and grandchildren.
- c. Since I work as a therapist in an inpatient psychiatric unit, I can leave policy work to my colleagues that do macro social work.
- d. Someone can work 40 hours a week and still live in poverty.

Ellie is a 26-year-old woman with two children under the age of 10. Ellie grew up living with her grandmother who suffered from chronic mental illness. She lived with her grandmother due to being removed from her parents' home by DCFS for ongoing struggles with addiction resulting in both parents' incarceration. Ellie was not allowed to visit her parents during their incarceration. Ellie has recently ended her relationship with her children's father, due to ongoing domestic violence against her. Since the end of their relationship, Ellie has received verbal threats from

him, he has shown up uninvited at her workplace, and has parked outside her home on multiple occasions in his car to watch her home. Both of Ellie's children are acting out in school and have been in physical altercations with other students. Ellie periodically experiences episodes in which her chest is tight, she has difficulty breathing, her thoughts are racing, and she thinks she might die. Despite these stressors, Ellie has maintained her employment, her children's attendance at school, and involvement in activities at her synagogue.

10. What is the first issue that should be addressed with Ellie and her family? (7.1)

- a. Symptoms
- b. Trauma
- c. Restraining order
- d. School issues

11. What are the two primary systems that should be assessed to determine appropriate intervention for the children? (7.2)

- a. Religious, family
- b. Friends, mental health
- c. School, religious
- d. Mental health, family

12. Ellie has been referred to your agency for services. While you do not have any training in working with survivors of intimate partner violence (IPV), she has been assigned to you. What interventions will you use? (8.2)

- a. Tell your supervisor you do not feel comfortable working with Ellie and ask that she be transferred to another social worker.
- b. Use techniques based psychodynamic theory to help Ellie gain insight into how her past may influence the bad choices she is making as an adult.
- c. Research dynamics, treatment strategies, resources and policies pertaining to IPV.
- d. Use Rational Emotive Therapy with Ellie to help her change her irrational thoughts so she can change her behavior.

13. A neighborhood watch program would be an example of: (3.3)

- a. Social capital
- b. Financial capital

- c. Human capital
- d. Both A and C.

14. Which of the following statements is/are true about critically appraising the quality of evidence found in the evidence-based practice search process? (4.1)

- a. The evidence produced uses a diverse sample or explains clearly the sample demographic.
- b. Randomized clinical trials reside at the top of a research hierarchy for inferring whether a particular intervention is the most plausible cause of a particular outcome.
- c. The methodology is presented to allow the individual reading the research to evaluate the research.
- d. All of the above are true.
- e. None of the above is true.

15. In providing social work services to a client who has developmental disabilities, which of the following would be the best theory to utilize for your interventions? (8.1)

- a. Existential Theory
- b. Symbolic Interactionism
- c. Cognitive Behavior Theory
- d. Behavior Modification

16. Using an MSLC perspective to make recommended changes to the Personal Responsibility and Work Opportunity Reconciliation Act, you will: (5.2)

- a. Research the history of the law and analyze the arguments used for and against this policy
- b. Talk with clients about the impact this policy has had on their lives
- c. Invite your state senator to come to your agency and discuss this policy with clients and community members.
- d. All of the above

17. Using an MSLC perspective to make recommended changes to Temporary Assistance to Needy Families (TANF), you will consider: (5.1)

- a. The historical meaning of poverty, attitudes toward the impoverished and the economic consequences of having a pool of workers who have to work, even if wages are low.
- b. The financial burden to tax payers and the intergenerational dependency that results from public assistance to low-income families.
- c. The importance of advocating and working with the status quo to make changes within the greater power structure.
- d. All of the above

18. In working with client systems from a social work perspective, the most important factor is: (6.1)

- a. Transference
- b. Therapeutic relationship
- c. Social worker's skills
- d. Theoretical perspective

19. You are hired by an agency to improve its outreach services to the clients living with physical disabilities. The first step you would take to engage with the client system(s) is: (6.2)

- a. Call an administrative meeting to find out what the program directors to brainstorm about the barriers to current services and obtain suggestions for new services.
- b. Meet with agency clientele to let them know about the exciting new programs the agency will be implementing.
- c. Engage agency clientele in a meeting to find out how satisfied they are with services and what changes they would recommend.
- d. Place flyers in the community about focus groups you will be conducting to assess circumstances and needs of community members regarding physical disabilities.
- e. Both C and D.

20. As a school social worker, you want to measure the level of parental engagement with parents of kindergarteners. At the school you work for, the majority of students are White and African American, and you want to compare the parents of these two racial groups. You select a parental engagement scale with unknown validity for diverse racial/ethnic groups. After you collect the scales completed by the parents, you find that African American parents scored higher compared to White parents. Considering the

validity of the measure, you can accurately determine that African American parents are more engaged in their child's education than White parents. (9.3)

- a. TRUE
- b. FALSE

You are a case manager employed in a long-term residential facility for adolescents. You have noticed that a significant number of the teens assigned to your caseload have problems with alcohol and other drugs. You begin to discuss this with your colleagues, and many of them state that they have noticed a similar phenomenon. As you begin to explore this and look for antecedents, you notice that most of the clients in your caseload who have trouble with alcohol and other drugs are victims of child maltreatment. You decide to investigate the relationship between child maltreatment and substance abuse.

21. As you pursue this research question, what are examples of additional variables you want to include, utilizing MSLC perspective? (9.1)

- a. The clients' gender
- b. The client's involvement in the child welfare system
- c. Substance abuse history within the clients' family
- d. A and C
- e. All of the above

Hardwick, L., & Worsley, A. (2011). *Doing social work research*. Thousand Oaks, CA: Sage

Problem: Education and research on social work's role in preventing client suicide is limited. Method: Seventy advanced master of social work students were randomly assigned to either the training group (Question, Persuade, and Referral suicide gatekeeper training) or the control group. Outcomes measured over time included suicide knowledge, attitudes toward suicide prevention, self-efficacy, and skills. Results and Conclusion: Interaction effects between group assignment and time suggest improvement among the intervention group with regard to knowledge, efficacy to perform the gatekeeper role, and skills. Both groups improved over time for reluctance to engage with clients at risk for suicide, referral, and gatekeeper behaviors. The intervention group reported improved knowledge of resources and perceived preparedness. No changes in attitudes were observed.

22. Which of the following statement cannot be made based on the presented abstract? (9.2)

- a. The use of the control group improves the internal validity of the study.
- b. The findings of the study are generalizable to advanced master of social work students across the nation.
- c. Participants attitudes toward suicide significantly improved for the control group.

- d. The intervention and the control group are likely to be comparable due to the use of random assignment.

Jacsonson, J. M., Osteen, P. J., Sharpen, T. L., & Pastoor, J. B. (2012). Randomized trial of suicide gatekeeper training for social work students. *Research on Social Work Practice, 22*(3), 270-281.

23. It is important to consistently evaluate your own practice. Some methods for doing that include: (4.3)

- a. Complete pre and post test surveys.
- b. Use a satisfaction survey following treatment.
- c. 6 months after treatment a follow-up phone call is completed to ask qualitative questions on how the client is doing.
- d. All of the above
- e. None of the above

24. Various sources of technology can be implemented to aid social work practice and skills to advance your practice in evaluation. The term used to describe actively managing, collecting, and disseminating this information is what: (9.4)

- a. Evidenced based knowledge
- b. Knowledge management
- c. Research technology
- d. Knowledge distribution

2017 Comprehensive Survey for Foundation MSW/BSW Students

NEW 1.1

1. According to the Code of Ethics, social workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. What social work value does this definition refer to?

- A. Competence
- B. Integrity
- C. Dignity and worth of a person
- D. Importance of human relationships

NEW 1.2

2. As a social work professional, personal reflection, continued self-awareness and correction, and seeking supervision are all part of:

- A. Using supervision to dictate professional practice.
- B. Maintaining healthy coping skills.
- C. Continual professional development.
- D. Applying social work skills in interdisciplinary work.

NEW 1.3

3. As Holly, a newly licensed LMSW, prepared for her session with the Ramirez family, she was excited yet nervous. This was not only her first job as a social work practitioner, but also her very first home visit. As she prepared, she considered her main goal for the visit as establishing rapport with the family. In doing so, she knew her professionalism should be demonstrated via; 1) doing a little research about the neighborhood in which the family lived; 2) thinking about the most effective ways to engage the Ramirez family using both verbal and nonverbal communication, and; 3) behaving in a way that helped all involved to feel more at ease as they got to know each other while emphasizing clear goals. A specific example of her professionalism is:

- A. Dressing formally and relaying to the Ramirez family that you need to start off with a list of important questions you need to ask them.
- B. Dressing in a business casual manner, beginning with informal discussion, and communicating using everyday language.
- C. Setting the tone of the session by using professional jargon to take charge of the meeting and informing them of the goals you'd like to work with them to achieve.
- D. Wearing casual clothing, using slang of the neighborhood and conveying that you agree with them that the referral was unnecessary

NEW 1.4

4. The agency you are currently employed with has decided to use "Tele-health conferencing" to reach more clients in rural parts of the state. Tele-health is a new and innovative technology

that allows practitioners to hold therapy sessions “live” over the internet. Your agency should consider what important factors before implementing this intervention?

- A. Confidentiality
- B. Depersonalization
- C. Client Trust
- D. All of the above

NEW 1.5

5. While still a new social worker, Marta has encountered a situation where she has noticed that her colleague, Erin, has potentially crossed some professional boundaries with one of the families with whom she is working. She suspects that Erin has become very close to the family, especially the father, and actually overheard her offer to personally pay for a medical procedure for the daughter. She is also concerned that Erin may be crossing a boundary with the father, but is unsure at this point. Marta considers her options, and decides that her first course of action is to:

- A. Talk with the family about Erin and let them know that she is acting in a way that is unprofessional, and encourage them to terminate the relationship.
- B. Report Erin to the state licensing board immediately for professional misconduct.
- C. Consult with her direct supervisor to let her know your concern for Erin.
- D. Talk with Erin about her concerns and request they both meet with their supervisor to clarify expectations.

NEW Competency 2 questions (old C4)

6 – 8. Please read the following case scenario and answer questions 14 – 16.

One of your responsibilities as a social worker at the hospice is to assist your patient’s Hispanic parents with choosing a funeral home so that they do not make such decisions at the time of the patient death. The patient’s mother has told her daughter she does not want to choose a funeral home because she believes that the patient will live. You believe the patient’s mother will struggle more with her grief if she does accept her daughter’s prognosis.

NEW 2.1

6. When completing the social work assessment with the family, what should you first establish?

- A. Types of resources the family is receiving
- B. Whether there are outstanding bills
- C. Whether any members of the family require an interpreter
- D. How well the family is coping with the terminal diagnosis

NEW 2.2 with changes

7. What should you do as a next step in working with the mother?

- A. Tell the patient's mother the likelihood of her daughter's survival
- B. Attempt to speak with the grandmother about funeral planning
- C. Change the subject to prevent the mother from becoming upset
- D. Validate the mother's hope

NEW 2.3

8. You feel the need to learn more about the family's religion and how it has influenced their view of the patient's prognosis after your last meeting with the family. What should you do first?

- A. Talk to the hospice Chaplain
- B. Talk to the pastor at the your church
- C. Research the family's religion online
- D. Talk to the patient's doctor.

Competency 3

NEW 3.1

9. Charles has been an LCSW specializing in work with children and families for almost 10 years. Over time, he has watched his small community change, almost tripling in the size of the population as the social and economic environments have expanded. These changes have brought with them more children and families with diverse ethnic backgrounds who are in need of different types of services, and most importantly, more varied approaches to engaging and intervening with these families. The types of resources needed have changed, along with availability, and the structure of the community has not expanded at a rate that allows for optimal support for the many diverse needs that Charles now finds himself trying to address. As he thought back on his very first home visit, he reflected on the professionalism he had showed in preparation to his work with this first family, and thought about approaches he should take in his work with many new, diverse families on his caseload. For continued, effective social work practice in his community, Charles should:

- A. Attend as many events with children and families as he can so that he can promote his services to families who need them.
- B. Canvass the neighborhoods to meet new families so that he can build rapport when they work together in the future.
- C. Recognize and engage in continued, career-long learning about the diverse families, and their cultures and needs.
- D. Familiarize himself with the needs of the most populous ethnic groups in his community.

NEW 3.2

10. Jose is lobbying an undecided County Commissioner to support a more generous charity care policy at the county hospital. The Commissioner expresses concerns about the costs of this policy. What evidence should Jose present to the Commissioner?

- A. Comparison of the cost of this policy to other county programs, such as roads and farm subsidies
- B. Poll numbers showing the Commissioner's constituency in favor of the policy
- C. Estimates of the long-term costs of untreated health problems
- D. Comparison of the county hospital's charity care costs to other public hospitals' much higher costs

NEW Competency 4

NEW 4.1

11. The use of practice experience to inform scientific inquiry includes consideration of:

- A. Practitioner expertise.
- B. Intervention goals.
- C. Practitioner-client system relationship.
- D. Client characteristics.
- E. All of the above

NEW question for 4.2

12. Your supervisor asks you to conduct a research study to assess client outcomes at your agency using a new intervention model. Because the intervention is new to the staff and clients at the agency, the best approach to evaluation would be to collect which type of data?

- a. Quantitative data only since they need to understand intervention effectiveness
- b. Qualitative interview data only since this is a new, exploratory intervention
- c. Both quantitative and qualitative data
- d. None of the above

NEW 4.3 Needs Changes

13. The use of research evidence to inform practice is known as evidence-based practice.

- A. True
- B. False

New Competency 5

New 5.1

14. You work for an Employee Assistance Program at a large company in your state. The company has 2,000 stores in 10 different states. You see clients in your office, and you talk to clients over the phone who cannot make it into the office. You have noticed lately that you are talking to several clients who identify themselves as LGBTQIA but are worried to talk about

their personal life to their co-workers for fear of backlash from the company. You look into the company policies and do not find anything that specifically addresses these groups of employees. You should:

- A. Tell the employees there is no policy on LGBTQIA groups so they can make an informed decision on whether or not to talk openly about themselves.
- B. Talk with your supervisor about the issue.
- C. Inform your supervisor and others about the lack of a policy protecting these employees and advocate for their protection by incorporating the LGBTQIA population into policy.
- D. Talk with clients on how to work through their anxiety.

NEW 5.2

15. In order to effectively advocate for social justice for a particular client group or population within a community, social workers must:

- A. Understand the political climate of the community.
- B. Examine their personal worldview.
- C. Understand group dynamics.
- D. All of the above
- E. A and C

NEW 5.3

16. Your school district has recently received a large grant to enhance its educational policies. The school board is appointing a committee to formulate a plan and you have been asked to serve on this committee. Your district has some schools that appear to have high achievement and others that are struggling. During the first meeting of the committee, members were asked to bring ideas of how to begin their work. One member stated, "We should write policies that support the district-wide implementation of what high performing schools are currently doing. It appears to be working." You, as a social worker who is a critical thinker, suggest:

- A. The same thing. Those high performing schools are diverse enough that what they are currently doing should work well for the whole district.
- B. The committee should collaborate with each school and their staff to get feedback on both positive and negative effects of current policies on their schools, staff and students.
- C. The committee should ask the principals of each school to provide feedback about their own schools since the principals should know everything about their schools.
- D. The committee should look into what other districts, especially those who perform better than your district, are doing and incorporate these into the new policies.

Competency 6 is NEW will need to formulate questions

17. What is the first step of engagement when preparing for action in working with a client system?

- A. Develop rapport
- B. Establish trust
- C. Discuss plan for termination of relationship
- D. Both A & B

18. Validating emotions is an effective means of showing empathy.

- A. True
- B. False

NEW Competency 7

NEW 7.1

19. You are working with a 3-year-old child who was referred by his parents for his temper tantrums. From the following, which will be the best method of data collection to assess the frequency of his temper tantrums?

- A. Parents' observation
- B. The child's self-report
- C. Your observation during your session with him
- D. All of the above

NEW 7.2

20. You are a social worker working in an elementary school with a diverse population of students. The faculty at the school begins to notice that a certain group of students are experiencing significantly increased absences from school. In an effort to better understand this issue, you, as a social worker, could:

- A. Depend on existing knowledge of the varying student populations within the school and utilize traditional methods of intervention and support provision.
- B. Hold a meeting with colleagues to discuss theories and possible solutions.
- C. Consider issues related to this particular population along with emerging societal trends in order to provide relevant services.
- D. Avoid a reaction because the phenomenon is most likely coincidental and will resolve on its own.

NEW 7.3

21. Key elements of developing a mutually agreed upon focus of work may include:

- A. Identifying the presenting problem or issue to be addressed.

- B. Establishing goals that are both objective and measurable.
- C. Determining steps that need to be taken to achieve goals.
- D. All of the above

NEW 7.4

22. Practitioners engaged in evidenced based practice will:
- A. Be critical thinkers.
 - B. Track down evidence as an ongoing lifelong part of their practice.
 - C. Question things that are based on tradition or authority.
 - D. Think for themselves about the logic and evidence supporting what others may convey as practice wisdom.
 - E. All of the above

NEW 8.1

23. You are a social worker at a hospital. Your patients' mother tells you that she makes all treatment decisions for the patient because the matriarchs in her culture take care of the family. Right now the patient is capable of deciding for herself even though the mother is there all the time. You should try to defer to the mother's decisions to keep in line with their culture.
- A. True
 - B. False

NEW 8.2

24. Alternative theories should be considered when implementing interventions because few traditional theories of individual development attend to the significant influence of social environmental factors on development.
- A. True
 - B. False

NEW 8.3

25. An inter-professional team approach is best used when the client's needs are related to mental health concerns only.
- A. True
 - B. False

NEW 8.4

26. Social work professional boundaries and roles include:
- A. Taking a position of non-judgment and respect for the dignity and worth of individuals.
 - B. Identifying and avoiding dual relationships or conflict of interest.
 - C. Respecting the confidentiality and the distinction between client systems and you as a social worker.
 - D. All of the above.

NEW 8.5 (with changes)

27. Facilitating transitions and endings is not as important as facilitating a client's work along the way.

- A. True
- B. False

New Competency 9

NEW 9.1

28. The use of single-system research designs is an effective method for social work practitioners in critically analyzing, monitoring, and evaluating the efficacy of their interventions.

- A. True
- B. False

NEW 9.2

29. Professor House is implementing a new housing program for at-risk youth. She wants to conduct a study to monitor the implementation of the program and identify needed improvements. What type of evaluation should Professor House implement?

- A. Process Evaluation
- B. Needs Assessment
- C. Cost-Benefit Analysis
- D. All of the above

NEW 9.3

30. You are a newly hired social worker at a nonprofit agency providing social services to older adults. You discover that many of the clients are not receiving sufficient support due to the lack of volunteer involvement. Ideally, your response to this issue should involve:

- A. Discussing your concerns with coworkers and administrators.
- B. Organizing a collaborative effort to address the service deficit in a sustainable way that will increase the quality of services for clients.
- C. Looking for a new job because of an ethical duty to abstain from engaging in substandard services.
- D. Saying nothing about your observations because you are new and critically assessing the agency is not in your job description.

Possibly NEW 9.4

31. As a social worker, you have been engaged in practice evaluation, assessing the effectiveness of your individual therapy with older adults experiencing depression. After collecting and analyzing data for 10

clients you worked with in the past, you want to share the findings with your colleagues at the agency. What are the things you need to consider in presenting your research findings before your colleagues?

- A. You need to explain the methods of your evaluation, including what outcomes you have examined and how you measured the changes in the given outcomes.
- B. You need to use specific research terms (e.g., internal and external validity) to demonstrate the scientific rigor of your evaluation.
- C. You need to state a definite conclusion regardless of the limitations of your evaluation.
- D. All of the above

32. Strategies of ethical reasoning help social workers arrive at principled decisions. From the following, choose the answer that best serves as an example of these strategies:

- A. Implement appropriate multidimensional assessment
- B. Evaluate the strengths and weaknesses of multiple theoretical perspectives
- C. Seek consultation and supervision from other social workers when needed
- D. All of the above

33. A couple is seeking counseling for marital problems. When asked about their goals, they begin to argue almost immediately. The husband states his wife nags him too much about chores. The wife states her husband is lazy. How should you proceed in establishing treatment goals with them?

- A. Recommend they each attend separate, individual sessions with you and set separate treatment goals to work on until they are ready to work together in a session
- B. Assist them in setting a treatment goal to help them resolve their arguments around household responsibilities
- C. Recommend they receive separate, individual treatment so that they can work on individual issues
- D. Assist them in establishing treatment goals to help them to improve their communication and conflict resolution skills

34. In the summary section of a psychosocial assessment it is important to include:

- A. The data gathered from the client and other relevant people and sources.
- B. An assessment of the client's mental status and current level of functioning, including strengths and limitations.

- C. The establishment of diagnostic criteria.
- D. Treatment goals with method(s) to evaluate treatment effectiveness.
- E. All of the above

35. In order to establish a good working alliance, the client and the therapist should agree on focused goals that reflect the most compelling issues to the client.

- A. True
- B. False

36. Which of the following should social workers do in order to assist in achieving organizational goals?

- A. Be familiar with the organization's mission, goals, policies and procedure
- B. Constantly look for issues that impede the agency's mission
- C. Confront problems and people in the organization whenever they step outside the policies and procedures of the organization
- D. None of the above

37. Which of the following should social workers implement in order to enhance capacities of client systems?

- A. Prevention interventions
- B. CBT techniques
- C. Activation interventions
- D. Problem solving interventions
- E. All of the above

38. The first step in helping client systems resolve problems is:

- A. Understanding the problem.
- B. Asking questions about the problem.
- C. Identifying the problem.
- D. Identifying possible solutions.

39. Which of the following is an important role for a social work practitioner when working with client systems?

- A. Negotiating for clients
- B. Helping clients to succeed
- C. Mediation work for clients
- D. Advocating for clients
- E. All of the above

Feedback on Program

1. What do you view as the strengths of the BSW/MSW program?

2. What aspects of the BSW/MSW program have you enjoyed the most?

3. What suggestions would you have for us to improve the BSW/MSW program?