

Standing Requirements

SLO/Performance Indicator

Human Services Department Outcome Set

Professionalism

The graduate will adopt and exhibit professional behavior appropriate for the human service workplace.

Performance Indicator	Mapping
1a. Articulate and utilize the mission and core values of the social work profession to guide professional practices.	Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 4, 5, 6a, 6b, 7, 8a, 8b, 9b
1b. Apply strategies of ethical reasoning to arrive at principled decisions consistent with the profession's Code of Ethics.	Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 4, 5, 6a, 6b, 7, 8a, 8b, 9b
1c. Demonstrate sufficient self-awareness to minimize the influence of personal biases and values in working with diverse groups.	Lakeland Learning Outcomes: 18a, 18b, 19, 21

Critical Thinking

The graduate will use critical thinking skills to make decisions based on accepted social work principles.

Performance Indicator	Mapping
2a. Problem statements are constructed with clarity and insight with evidence of all relevant micro, meso, and macro factors.	Lakeland Learning Outcomes: 10, 11, 12, 12b, 18a, 18b, 19, 21, 4, 5, 9b
2b. Critically analyze, synthesize, and evaluate multiple sources of information and evidence.	Lakeland Learning Outcomes: 14, 15a, 15b, 16, 17, 4, 5, 6a, 6b, 7, 8a, 8b

2c.
Conclusions and related outcomes are logical and reflect informed evaluation and ability to place evidence and perspectives in priority order.

Lakeland Learning Outcomes: 10, 11, 12, 12b, 17, 6a, 6b, 7, 8b

Human Behavior in the Social Environment

The graduate will apply knowledge of human behavior in the social environment to inform professional practices.

Performance Indicator	Mapping
3a. Critique and apply knowledge to understand the person, the environment, and the interaction between the two.	Lakeland Learning Outcomes: 19, 6a, 6b
3b. Recognize and communicate an understanding of the importance of difference in shaping life experiences.	Lakeland Learning Outcomes: 12, 12b, 13, 18a, 18b, 19, 21, 9a, 9b
3c. Utilize conceptual frameworks of behavior and systems to guide the processes of assessment and evaluation.	Lakeland Learning Outcomes: 10, 11, 12, 12b, 17, 18a, 18b, 19, 21, 4, 5, 6a, 6b, 7, 8a, 8b, 9b

Evidence-based Practice Skills

The graduate will demonstrate evidence-based social work practice skills.

Performance Indicator	Mapping
4a. Describe and demonstrate the range of effective communication strategies and skills necessary to establish and maintain a collaborative relationship with the client.	Lakeland Learning Outcomes: 12, 12b, 13, 20a, 21, 9a
4b. Describe and utilize accepted assessment practices to identify client strengths,	Lakeland Learning Outcomes: 10, 11, 12, 12b, 17, 18b, 19, 21, 4, 5, 6a, 6b, 7, 8a, 8b, 9b

challenges, and resources.

4c.
Employ accepted service planning skills to develop appropriate and comprehensive client service plans.

Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 18b, 19, 20a, 21, 4, 5, 6a, 6b, 7, 8a, 8b, 9b

4d.
Critically analyze and evaluate the efficiency and effectiveness of implemented service plans.

Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 17, 19, 20a, 21, 8b, 9b

Career Success Skills

The graduate will demonstrate skills that promote career success.

Performance Indicator	Mapping
5a. Articulate and exchange ideas using correct and appropriate forms of written English.	Lakeland Learning Outcomes: 12, 12b, 13, 9b
5b. Utilize technology to access and manage information in a responsible manner.	Lakeland Learning Outcomes: 14, 15a, 15b, 16, 17
5c. Exhibit professional work habits and etiquette.	Lakeland Learning Outcomes: 1, 18b, 2, 20a, 20b, 21, 3
5d. Demonstrate effective collaboration skills.	Lakeland Learning Outcomes: 12b, 13, 15a, 15b, 18a, 18b, 19, 20a, 20b, 21

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