# **Human Services: Expected Learning Outcomes**

The following standards, expressed as Expected Learning Outcomes (ELOs), guide all Human Services courses.

**ELO 1: Knowledge Base in Human Services**Students will demonstrate fundamental knowledge and comprehension of the major concepts, theoretical perspectives, principles of application, as well as current and historical trends related to human services.

1.1 Demonstrate knowledge of human systems, group dynamics, organizational structure of communities and how these interactions affect human problems.  
1.2 Evaluate how policy and social conditions affect human systems.  
1.3 Apply concepts, theories, and principles that promote healthy functioning in medical, social, psychological/behavioral and educational models.

**ELO 2: Critical Thinking**Students will demonstrate problem solving skills, critical thinking, and effective research methods in human services settings.

2.1 Demonstrate knowledge in identifying interventions that promote goal attainment.  
2.2 Develop, implement, and evaluate intervention programs and services.  
2.3 Analyze programs and interventions to match client’s needs, values, lifestyle, and goals.

**ELO 3: Ethical and Social Responsibility**Students will develop skills to ensure responsible and professional behaviors that optimize well-being, and support acquisition of service needs of a diverse population.

3.1 Apply ethical and professional standards in all human services settings.  
3.2 Enhance interpersonal skills to achieve interactional effectiveness, and responsive client engagement.  
3.3 Adopt values that build community at local, national, and global levels.  
3.4 Demonstrated ability to engage and respond respectfully and effectively to people of all cultures, in a manner that affirms the worth and preserves the dignity of individuals, families and communities.

**ELO 4: Communication**Students will demonstrate mastery in written and oral communication, and effective interpersonal communication skills with colleagues, stakeholders and clients.

4.1 Demonstrate professional report writing, program evaluation, and/or case documentation.  
4.2 Demonstrate professional oral presentation skills, for colleagues, stakeholders and clients.

4.3 Communicate and interact respectfully with colleagues, stakeholders and clients of diverse cultures, backgrounds, and belief systems.

**ELO 5: Professional Development**Students will demonstrate mastery of professional skills including content knowledge, self-reflection skills, project-management skills, and teamwork skills in professional settings.

5.1 Demonstrate mastery of Human Services content in professional settings, and in achieving career goals.

5.2 Exhibit self-efficacy, self-regulation, self-reflection.  
5.3 Execute project-management skills.  
5.4 Enhance and support teamwork.  
5.5 Develop a professional plan for life after graduation.