

Victim Services Management MS

The Master of Science in Victim Services Management (MSVSM) Program will provide online student-practitioners with the knowledge required to effectively manage victim service organizations.

Goal Description:

The Master of Science in Victim Services Management Program will remain a leader in providing high quality education to students in the field of victim services. The program has broad application to policy analysts, program administrators, and direct service providers. Through a rigorous, online curriculum, developed and delivered by experienced faculty, the program is committed to promoting professionalism in victim services nationwide. Students earning this advanced degree will be educated on evidence-based best practices to provide more efficacious programming for victims of crime.

Providing Department: Victim Services Management MS

Progress: Ongoing

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Students will demonstrate a conceptual understanding of the dynamics, antecedents, causes, and correlates of criminal victimization.

Learning Objective Description:

While “there are no formal regulatory boards” governing victim services,...”there is a growing (national) trend...toward...the standardization of training and practice” (www.OVC.gov). As a result, the Office for Victims Of Crime's (OVC) National Victim Assistance Standards Consortium (NVASC), established model guidelines, or standards, for victim service professionals. Such standards relate to: services, competency, and ethics. The competency standards pertaining to administrators include (among other things) the ability to “integrate (industry) knowledge...into program practices.” This entails “recogniz(ing) ways that the goals and objectives of (victim service organizations) have been shaped by perspectives on the *causes of victimization*...” (www.ovc.org). The victim services industry does not operate in a vacuum and survivor agency is constrained by social forces (ex. poverty, unemployment, homelessness, racism, sexism, homophobia, pervasive societal attitudes promoting gender-based crimes, and the politicization of funding for social services, etc.). Understanding these macro-level forces, or the structural impediments to survivor help-seeking, is essential for addressing clients’ complex needs.

RELATED ITEM LEVEL 2

Students in the MSVSM Program will feel confident in their ability to provide trauma informed care as reflected on a survey

Indicator Description:

For the past several years, the MSVSM committee has administered a voluntary student survey to better assess the program’s strengths and weaknesses. The most recent iteration of the survey includes a question about trauma informed care: “After designing a mock shelter program for CRIJ 5365, I feel confident in my ability to provide trauma informed care in a victim-service setting.” Using a five-point Likert Scale, students had the option of selecting one of the following responses: “Strongly Disagree,” “Disagree,” “Somewhat Agree,” “Agree,” or “Strongly Agree.” In the spring of 2019, the survey will be anonymously emailed to students. All students enrolled in spring courses will be eligible to participate.

Criterion Description:

It is estimated that at least 70% of students will respond affirmatively to the survey question, selecting “Somewhat Agree,” “Agree,” or “Strongly Agree.”

Findings Description:

While the anonymous survey was not administered, IDEA surveys indicate that 11 out of 16 (69%) students stated that they made exceptional progress on Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course.

RELATED ITEM LEVEL 3

Students in the MSVSM Program will feel confident in their ability to provide trauma informed care as reflected on a survey

Action Description:

Assessment committee will determine if the anonymous survey will be administered for the 2022-23 academic year, or if another indicator will be selected for this learning objective.

RELATED ITEM LEVEL 2

Students will demonstrate an understanding of the theoretical perspectives on criminal victimization through the critical analysis of referred journal articles.

Indicator Description:

In CRIJ 5364 Victimology, students are tasked with completing three supplemental research reports (SSRs). Each requires students to read an article and answer a series of questions. One of the questions reads: "What, if any, are the theoretical perspectives discussed in the article?" Students correctly identifying the theoretical perspectives informing each journal article will be awarded credit for this segment of the report.

Attached Files

[Assessment Rubric #1 2018 .docx](#)

Criterion Description:

75% of students will be able to identify each article's theoretical perspective.

Findings Description:

No data was collected for this indicator during the 2021-2022 assessment cycle.

RELATED ITEM LEVEL 3

Students Will demonstrate an understanding of the theoretical perspectives on criminal victimization through the critical analysis of referred journal articles.

Action Description:

The Dept will review current indicators for the MSVSM and identify other course-imbedded indicators to use for the 2022-2023 assessment cycle.

The Master of Science in Victim Services Management Program will provide online student-practitioners with the skills required to effectively manage victim service organizations.

Goal Description:

The Master of Science in Victim Services Management Program will remain a leader in providing high quality instruction to students in the field of victim services. The program is committed to providing professionals in the industry with a range of marketable skills. Such skills include, but are not limited to: 1.) grant-writing; 2.) leadership/management; and 3.) program evaluation.

Providing Department: Victim Services Management MS

Progress: Ongoing

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Students in the MSVSM Program will be able to formulate meaningful outcomes for grant-writing purposes.

Learning Objective Description:

In recent years, victim service organizations have become increasingly outcome-driven. According to Voth (2013) "An outcome-focused organization uses quality measures to assure evidence-based, comprehensive, and efficient services that are victim-centered and victim-driven" (<http://www.socialsolutions.com>). Grantors are likewise concerned with outcome measures to evaluate programs' success. For these reasons, students in the MSVSM Program should be able to formulate (and understand the significance of tracking) meaning program outcomes.

RELATED ITEM LEVEL 2

Students in the MSVSM Program will feel confident in their ability to formulate outcomes as indicated on a survey.

Indicator Description:

For the past several years, the MSVSM committee has administered a voluntary student survey to better assess the program's strengths and weaknesses. The most recent iteration of the survey includes a question about outcomes: "After completing the mock proposal assignments for CRIJ 5385, I am capable of identifying meaningful outcomes for the purpose of writing grants." Using a five-point Likert Scale, students had the option of selecting one of the following responses: "Strongly Disagree," "Disagree," "Somewhat Agree," "Agree," or "Strongly Agree." In the spring of 2019, the survey will be anonymously emailed to students. All students enrolled in spring courses will be eligible to participate.

Criterion Description:

It is estimated that at least 72% of students will respond affirmatively to the survey question, selecting "Somewhat Agree," "Agree," or "Strongly Agree."

Findings Description:

While the voluntary student survey was not administered, IDEA responses for 5385 indicate that 12 of 18 (67%) students described their progress on learning to apply course material as exceptional.

RELATED ITEM LEVEL 3

Students in the MSVSM Program will feel confident in their ability to formulate outcomes as indicated on a survey

Action Description:

Assessment committee will determine if the anonymous survey will be administered for the 2022-23 academic year, or if another indicator will be selected for this learning objective.

RELATED ITEM LEVEL 2

Students in the MSVSM program will be able to demonstrate an ability to formulate outcomes in a practical, written exercise.

Indicator Description:

In CRIJ 5385 (Non-Profit Grant-Writing), students are tasked with developing funding proposals for a mock family violence program. As partial fulfillment of the course requirements, students must submit a proposal in response to a fictitious solicitation for a foundation grant. For the purposes of the assignment, students are required to expand their hypothetical shelter programs to include a children's play therapy project. In the process, they will also formulate a SMART, hypothetical outcome. SMART outcomes are: "specific, measurable, attainable, relevant, and time-limited."

As the attached rubric reflects, student performance will be assessed in accordance with their ability to formulate a SMART outcome [ex. one that is specific (or clearly articulated), measurable (or able to be counted), attainable (or realistic), relatable (or directly attributable to the program services) and timely (or achievable during the service period)]. For each category of the rubric, a "1" reflects "low-

level mastery” of the learning objective, or an unsatisfactory attempt to integrate the criteria and a “2” represents “proficient mastery” of the learning objective, or a satisfactory attempt to incorporate the information. To achieve “proficient mastery” of the learning objective, the student would be required to successfully incorporate all (SMART) criteria.

Attached Files

[Assessment Rubric #3 2018-2019.docx](#)

Criterion Description:

It is expected that at least 77% of students will demonstrate proficient mastery of the learning objective, formulating a SMART, hypothetical outcome. Given the concerted textbook emphasis on outcome management in victim services, we believe that a 77% target for this indicator is reasonable.

Findings Description:

No data was collected for this indicator during the 2021-2022 assessment cycle.

RELATED ITEM LEVEL 3

Students in the MSVSM program will be able to demonstrate an ability to formulate outcomes in a practical, written exercise.

Action Description:

The Dept will review current indicators for the MSVSM and identify other course-imbedded indicators to use for the 2022-2023 assessment cycle.

Update to Previous Cycle's Plan for Continuous Improvement Item

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

Closing Summary

We will be working to make changes to curriculum this year to be able to stay current within the field.

Update of Progress to the Previous Cycle's PCI:

The College is currently conducting a curriculum mapping project (to be completed Spring 2023) that will assist in identifying learning objectives within MSVSM courses. This project will allow the program to review it's curriculum to identify potential gaps.

New Plan for Continuous Improvement Item

Closing Summary:

The MSVSM program is part of a college-wide project that will conclude in Spring 2023. This project consists of a curriculum mapping that will aid in assessment for the 2022-2023 assessment cycle.