

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 voluntary student survey was not administered, IDEA responses for 5365 indicate the following:

5 of the 11 students who responded to the survey described their progress on learning to apply course material as "Substantial"

5 of the 11 students who responded to the survey described their progress on learning to apply course material as "Exceptional"

1 of the 11 students who responded to the survey described their progress on learning to apply course material as "Slight"

The Mean score for "Learning to apply course material (to improve thinking, problem solving, and decisions) was 4.4 (on scale of 1 to 5).

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 2023-2024 academic year, or if another indicator will be selected for this learning objective.

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 5365 indicate the following:

3 of the 8 students who responded to the survey described their progress on learning to apply course material as "Substantial"

2 of the 8 students who responded to the survey described their progress on learning to apply course material as "Exceptional"

1 of the 8 students who responded to the survey described their progress on learning to apply course material as "Moderate"

1 of the 8 students who responded to the survey described their progress on learning to apply course material as "Slight"

1 of the 8 students who responded to the survey described their progress on learning to apply course material as "No Apparent Progress"

The Mean score for "Learning to apply course material (to improve thinking, problem solving, and decisions) was 3.5 (on scale of 1 to 5).

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 2023-2024 academic year, or if another indicator will be selected for this learning objective.

Update to Previous Cycle's Plan for Continuous Improvement Item

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

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.

Update of Progress to the Previous Cycle's PCI:

Curriculum mapping for the graduate programs in the College of Criminal Justice have been delayed until mapping for the undergraduate programs is complete.

New Plan for Continuous Improvement Item

Closing Summary:

Assessment specialist will work with the new graduate program director for Victim Studies to evaluate assessment efforts for the MSVSM program to help identify new goals, learning objectives, and indicators that will yield meaningful data for the 2023-2024 assessment cycle.