

Program Efficacy Report Spring 2013

Name of Department: Human Services

Efficacy Team: Andee Alsip, Michael Mayne

Overall Recommendation (include rationale): Continuation

Continuation is recommended. Human services is meeting the needs of the college as evidenced by their critical self study. It is a popular certificate program that leads to work in many "helping" professions. The program appeals to students from all ethnic groups. Human Services is current, productive and in sync with the mission of the college. They exceed expectations in their accomplishments. They retain their students and they have a strong pass rate.

Strategic Initiative	Institutional Expectations	
	Does Not Meet	Meets
Part I: Access		
Demographics	<i>The program does not provide an appropriate analysis regarding identified differences in the program's population compared to that of the general population</i>	<i>The program provides an <u>analysis</u> of the demographic data and provides an interpretation in response to any identified variance. If warranted, discuss the plans or activities that are in place to recruit and retain underserved populations.</i>

Efficacy Team Analysis and Feedback:

Meets. The human services department has a detailed analysis of the program population and demographics. Note: There exists a disparity of males versus females in the helping field. There are fewer Asians and more disabled students in the program. The campus is Hispanic dominant and is reflected in a 10% increase over the last 4 years. The program is diverse. Human Services provides 4 vocational Certificates and an AA degree. The faculty are proficient practitioners in the fields in which they teach. There are several 1 and 2 unit courses that happen on consecutive Fridays or Saturdays in 4 hour blocks.

At the State level there is growing talk of parity in entry level pay for helping profession: alcohol/drug counselors, psychiatric technicians and nurses. Human Services may be unique in that people who seek it out often have experienced difficulties in life and seek to be the help they received.

Pattern of Service	<i>The program's pattern of service is not related to the needs of students.</i>	<i>The program provides <u>evidence</u> that the pattern of service or instruction meets student needs. If warranted, plans or activities are in place to meet a broader range of needs.</i>
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Efficacy Team Analysis and Feedback:

Meets.

Two full time and 14 active adjuncts serve the department. Any clerical support is through the division office. Human Services is open from 9am until 5pm and 10am until 8 pm. Some course activity happens on Saturday s. There are several 1 and 2 unit that happen on consecutive Fridays or Saturdays in 4 hour blocks. The last three years reflects the contraction of the budget on course offerings on campus and in the community. On-line and collaborative learning opportunities are being explored. There 1st collaborative learning course with the English dept. will be in the Spring of 2014.

Part II: Student Success

Data demonstrating achievement of instructional or service success	<i>Program does not provide an adequate analysis of the data provided with respect to relevant program data.</i>	<i>Program provides an <u>analysis</u> of the data which indicates progress on departmental goals. If applicable, supplemental data is analyzed.</i>
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Efficacy Team Analysis and Feedback: Meets.

“Through team-work and determination we have a 92% retention rate and a 59-72% pass rate” (3 year average). Enrollment increased as offering fluctuated. Success and retention are strong. Note that our Work Experience courses are added to our overall statistics skew the data. This spring the class fill rate is back in line with the college rate. Human Services consistently has one of the highest rates of certificated graduates in the college (29-44 students over the last 3 years) Degree completion also ranks high ranging from 22-28 students.

Student Learning Outcomes and/or Student Achievement Outcomes	<i>Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.</i>	<i>Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.</i>
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Efficacy Team Analysis and Feedback: Meets

SLO for all Human Services classes, certificates and degrees have completed a cycle. The department has been in discussion and dialogue over the assessment schedule of all SLO's at the program level..

Part III: Institutional Effectiveness

Mission and Purpose	<i>The program does not have a mission, or it does not clearly link with the institutional mission.</i>	<i>The program has a mission, and it links clearly with the institutional mission.</i>
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Efficacy Team Analysis and Feedback: Meets

The Human Services Department mission is to provide a quality education and excellent service that supports a diverse community of learners. Our target population is people who have experienced difficulty with the law, people in various stages of recovery, many surviving abuse. In addition we reach out to special interest professions ie: nurses, school counselors, mental health professionals needing continuing education credits.

Productivity

The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.

The data shows the program is productive at an acceptable level.

Efficacy Team Analysis and Feedback: Meets

Data from core indicators from the Perkins Grant reveal 88.28% skill attainment for the District compared to 83.58% for the State. Completion is at 80% for the District compared to 85% for the State. They are at 2 percentage points shy of the State statistic of 80.05% for employment.

Relevance, Currency, Articulation

The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.

Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.

The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.

Efficacy Team Analysis and Feedback: Meets

The curriculum is up to date and reformatted in curricunet. Courses have been reviewed and renumbered. Special topic courses are in review and renumbered under 100 level courses.

They are committed to creating a career ladder for Human Services students. Vocational programs are held accountable to their Advisory Boards. They provide input and oversight to the courses and programs. They chart the current trends and needs in the field and bring it to the classroom. Currency comes with the professional practitioners that deliver much of the course content.

There is an articulation agreement with Cal State Fullerton's Human Services Department to accept the Alcohol/Drug Studies course as part of a major for the BA degree. Humsv 170 articulates as a prerequisite for a Social Work BA degree at La Sierra Uni. All of our courses transfer to the Cal States as lower division electives.

Part IV: Planning**Trends**

The program does not identify major trends, or the plans are not supported by the data and information provided.

The program identifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support.

Efficacy Team Analysis and Feedback: Meets

There are changes at the State level regarding funding and the need for certificated counselors at the highest level. Accreditation agencies have a tiered system of certification terminating at a Masters level with certification. The trend is to have Human Services professionals working along side medical professionals onsite at care delivery. Another trend is Human Services professionals moving deeper into the criminal justice system as counselors.

Accomplishments

The program does not incorporate accomplishments and strengths into planning.

The program incorporates substantial accomplishments and strengths into planning.

<p>Efficacy Team Analysis and Feedback: Meets + “We Help People to help themselves.” Their strength is that they are in the community to facilitate change by serving people. Human Services leave a fingerprint on every area of this campus: teaching, guiding, document assistance, outreach and engagement. They engage through conferences and annual event.</p>		
Weaknesses/challenges	<p><i>The program does not incorporate weaknesses and challenges into planning.</i></p>	<p><i>The program incorporates weaknesses and challenges into planning.</i></p>

Efficacy Team Analysis and Feedback: Meets
They are stewards and partners on campus and in the community.

Part V: Technology, Partnerships & Campus Climate		
	<p><i>Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships, or Campus Climate.</i></p> <p><i>Program does not have plans to implement the strategic initiatives of Technology, Partnerships, or Campus Climate.</i></p>	<p><i>Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.</i></p> <p><i>Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.</i></p>

Efficacy Team Analysis and Feedback: Meets

Human services people are good communicators. The technology is the people. Smart classrooms are in play. They are keeping current in technology. They have an AR clicker system, community work stations, group facilitation equipment and assessment software. The partnerships are vast on campus and in the community: Student Health, Campus Safety, Great Teachers Retreat. Their report list at least 28 partners in outreach and recovery. They bring agency and community representatives to speak on campus. There will be a cooperative learning course with English next year. The practitioner faculty sit on boards, are CEO’s, many attend professional conferences. The Human Services Club is large and very active. Human Services is a positive force at SBVC.

Part VI: Previous Does Not Meets Categories	
<p><i>Program does not show that previous deficiencies have been adequately remedied.</i></p>	<p><i>Program describes how previous deficiencies have been adequately remedied.</i></p>

Efficacy Team Analysis and Feedback (N/A if there were no “Does not Meets” in the previous efficacy review): NA