

Comprehensive Program Review Report



Program Review - Human Services

Program Summary

2021-2022

Prepared by: gailerd swisegood

What are the strengths of your area?: Given COVID the course drop rate was high as students and staff adjusted to the world of online education and the human impact of COVID on the lives of staff and students. Student grades went up across all classes. The continued focus to address the community needs addressed in the CTE board's recommendation that are continue to be developed.

Success rate according to COS Dash board dipped from 71% in 2018 to 60.5% in 2019 and moved back up to 64.8% in 2020
Degrees earned 13 in 2020

Increased the units per class in HSRV 121 (interviewing) from 4 to 5 to include all the drug and alcohol treatment interviewing skills/ laws and resistance interviewing skills (motivational interviewing) This is to prepare for offering the Substance use certificate.

What improvements are needed?: Hire a new full time faculty replacement

Complete data analysis to assist in assessment and planning Sset a meeting for CTE advisory board

Certificates earned in 2018 (10) in 2019 (1) in 2020 (0). This drop is significant so we need to market with students and with the counseling department

Students working towards a certificate in HSRV has dropped from 42 in 2018 to 29 in 2020.

Students report that counseling staff talk them in to the social science major instead Human Services degree and often do not even mention either of the certificates

This indicates that we need to:

1. Educate students in class what their options are such as earning the HSRV degree and both certificates as the core classes overlap.
2. Educate the counselors at the COS counseling office to the importance of the certificates as part of job readiness
3. We discontinued the work of establishing two additional certificates last program review, it seems that COVID has opened up new service needs so we are going to request that the advisory board approve developing the the Gerontology and Case management certificates again.

Describe any external opportunities or challenges.: Challenges

1. The number of student placements that were available were drastically cut as agencies were struggling to keep basic services to clients and implement safety protocols for existing staff and clients, leaving only a very limited option for students to complete their work experience. Some programs shut down temporarily and are just now opening to services. This is opening up again to provide more placement opportunities for students. The transition also has begun to open up zoom and tele-health services that clients, and face to face services in AOD residential programs
2. Students struggling to adjust to on line learning with non existing internet services from home.
3. Faculty not fully trained for on line teaching last year.
4. Full time faculty is on Willie Brown, so he is working reduced hours (three classes) which increases the number of adjunct staff needed
5. We need to hire more adjunct instructors. We have set up interviews to see if we can find an instructor for the spring 21 to teach the drug and alcohol treatment course (hired one person to teach one class in the spring of this year).
6. Meeting with the CTE advisory board did not happen this year given the number of members out of the offices and not available for a meeting.
7. Retirement of full time HSRV instructor in May 2021.

The sole full time faculty member is retiring after the spring 2022 semester. With only one full time faculty member in the

department the division has historically struggled to adequately staff course offerings equitably given our student's diverse circumstances and needs. In addition to teaching all the curriculum the the degrees and certificates mentioned above, this person is responsible for organizing and maintaining CTE advisory board, developing and updating course outlines, maintain relationships within the human service community to develop employment opportunities for program graduates and to keep abreast of current developments in the field. Finally the full time instructor advises the social work club. Given these factors it is unreasonable to assume that the program will remain viable without a full faculty member to take responsibility for supporting students enrolled in the program's degrees and certificates.

Opportunities

1. All Human Services faculty have completed the on line certification for on line teaching
2. Students and faculty are learning what will be the future for services on line which will save the agencies monies and allow more clients to be seen in a set time period.
3. Given that the students are using zoom at COS they are learning core skills for providing on line client services.
4. The two adjunct HSRV instructors have taught for several years in our program and are strong seasoned social work professionals.
5. We are in the process of setting a zoom CTE board meeting, recruiting new members, to include new agencies that have been established the past two years
6. We are recruiting for more agency folks that are drug and alcohol focused to assist us establishing the CTE Drug and alcohol Certification so that it also meets the Ca. state substance use certification requirement.
7. Infusing the program with new staff. If the college decides to replace the full time instructor the college should hire in spring 2022 to allow them time to focus on growing the CTE offering as requested by the state.

Overall SLO Achievement: Given COVID and the overall demands of adjusting and training for on line courses the SLO have not been tracked or entered in the past year

Changes Based on SLO Achievement: Assess and enter the data, which has not been done this year all students that stayed enrolled in the courses completed with letter grades of B or better.

Overall PLO Achievement: We did get approval to offer an additional certificate in Family Violence.

Changes Based on PLO Achievement: The Plan is to continue to work on the certification for Drug and Alcohol as suggested by the advisory board.

Outcome cycle evaluation: given COVID and reduced staffing we have done well to continue offering a full slate of classes, the drop rate has been high but the students that are remaining in the classes have a high success rate.

Related Documents:

[Job referrals.pdf](#)

[reference letter for college admission.pdf](#)

[ADT social work.pdf](#)

[adjunct letter resignation.pdf](#)

[adjunct class refusal.pdf](#)

[interview cancelation email.pdf](#)

[Advisory Board Guest List.pdf](#)

[Reference letter Mayra Garcia.pdf](#)

Action: Support the Human Services program at COS

Maintain Student opportunities to complete current Human Services degrees, certificates and courses. Continue to offer employment training in the fields of Family violence, Drug and alcohol, and crisis management counseling. Create opportunities for students to complete the AAT in social work by fall 2023.

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Implementation Timeline: 2019 - 2020, 2021 - 2022

Leave Blank: 01/15/2018

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Gailerd Swisegood, Human Services instructor; Marla Prochnow, Division Chair

Rationale (With supporting data): As mentioned in the program summary, the sole full time faculty member is retiring after the spring 2022 semester. With only one full time faculty member in the department the division has historically struggled to adequately staff course offerings equitably given our student's diverse circumstances and needs. In addition to teaching all the curriculum the the degrees and certificates mentioned above, this person is responsible for organizing and maintaining CTE advisory board, developing and updating course outlines, maintain relationships within the human service community to

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develop employment opportunities for program graduates and to keep abreast of current developments in the field. Finally the full time instructor advises the social work club. Given these factors it is unreasonable to assume that the program will remain viable without a full faculty member to take responsibility for supporting students enrolled in the program's degrees and certificates.

Supporting data for this rationale is attached to the program summary.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action	
<i>Updates</i>	
Update Year: 2021-2022	09/14/2021
Status: Continue Action Next Year	
COVID has changed the need for services for the elderly so we are going to focus on reopening the process of having a certification for both Gerontology and Case management, as the need in the community has increased	
Impact on District Objectives/Unit Outcomes (Not Required):	
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Update Year: 2020 - 2021	10/11/2019
Status: Continue Action Next Year	
student numbers have decrease so the main focus at this time is to continue to consolidate the HSRV classes on the Visalia campus	
Impact on District Objectives/Unit Outcomes (Not Required):	

Resources Description

Personnel - Faculty - full time faculty position in Human Services to replace retiring instructor (Active)
Why is this resource required for this action?: With the retirement of the current and only full time human Services instructor following spring 2022, the program will be left understaffed and unable to meet the student and community needs
Notes (optional): see qualitative data attached to the program summary.
Cost of Request (Nothing will be funded over the amount listed.): 100000

Link Actions to District Objectives

District Objectives: 2018-2021
District Objective 1.1 - The District will increase FTES by 1.75% over the three years
District Objective 2.1 - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years
District Objective 2.2 - Increase the number of students who transfer to a four-year institution by 10 percent over three years
District Objectives: 2021-2025
District Objective 2.1 - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.
District Objective 2.2 - Increase the number of students who are transfer-ready by 15% and students who transfer to four-year institutions by 10% from 2021-2025.

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District Objective 2.4 - Increase the percentage of CTE students who achieve their employment objectives by five percentage points (job closely related to field of study and attainment of a livable wage) and the number of CTE students who successfully complete 9+ CTE units in a single year by 10% from 2021-2025.

Action: Increase Student Success and Transfer Rates by Expanding Classes and Certificates

Following is a list of recommended certificates including two certificates on top of the current certificate of 36 units.

Gerontology: (14 units) which would include HSRV 101,104, 121 and 3 units of work experience in an agency that works with seniors.

Case management:(17) HSRV 121, 101, 105, Psych 1 and 3 units of work experience in mental health and/or drug and alcohol. The goal would be to have these changes implemented by Spring 2020.

Family Violence (14 units) this will meet a community need to provide required state certification to work in field of domestic violence. This course has historically been a popular class which draws students from a variety of disciplines, in addition to Human Services.

Case Management, Ethics and Behavioral Sciences and Gerontology have not yet been offered at COS, mainly as a result of too few adjunct faculty.

We are in the process of using the HSRV 105 case management (3units) as an alternative to HSRV 101 groups (4 units) class, so either class will fill the requirement to complete the human services degree or certificate, both will have the prerequisite of HSRV 121 interviewing. If the student takes the case management class they will be required to take one additional unit of work experience to reach the required 36 focused units in Human Services for the degree or certificate.

Adding an addiction studies certificate and degree, currently only nine community colleges offer this certificate. The stated goal is to offer a transfer degree in this area of study to address the growing need for professionalized treatment. Our goal will be to adjust the content of several existing human services classes so that they can meet the requirement of the degree in human services and other certificates, this will increase the enrollment numbers and cross train all student in this program in addiction. The total number of courses in the four core areas are:

1. Behavioral (3 units)
2. Foundation Core courses (15 units)
3. Skill building (15 units)
4. Field work study (6 units)

This will require adding four new courses that are not currently offered on campus

1. Prevention, intervention, and recovery
2. Pharmacology (3 units)
3. Diverse populations (3 units) might be covered by ethnics studies class
4. Family and addiction (3 units)

This program will add units and core content to existing human services courses

1. Intro to social work (a combination of (HSRV122)intro to human services and (HSRV120) intro to social welfare) this has already been submitted in order to meet social work transfer degree requirements
2. 121 interviewing will need to increase from four to five units to accommodate the additional focus on addiction as well as maintain the general focus of interviewing skills to address a wide variety of client populations and problem areas
3. 101 Group treatment and design will need to add more content specific to working with addiction, court order treatment, and after care, the units will also need to go from four units to five. This will expand the knowledge of addiction to all human services students

Summer courses in Human Services could be offered with the addition of adjunct faculty.

Leave Blank: Continued Action

Implementation Timeline: 2019 - 2020, 2020 - 2021, 2021 - 2022

Leave Blank: 05/01/2015

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Identify related course/program outcomes: District Objective #1

Person(s) Responsible (Name and Position): Gailerd Swisegood - Instructor

Rationale (With supporting data): Meet student and community needs, offer more classes in the evening, add new courses, smaller class size, decrease the amount of time Educational Plan completion takes for Human Services students.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action	
<i>Updates</i>	
Update Year: 2021-2022	10/15/2021
Status: Continue Action Next Year	
Submitted case management curriculum updates to the curriculum committee. Approval is pending.	
Impact on District Objectives/Unit Outcomes (Not Required):	
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Update Year: 2020 - 2021	10/16/2020
Status: Continue Action Next Year	
Completed the family Violence certificate, now being offered. We are still working on a certificate for case management and for gerontology	
Impact on District Objectives/Unit Outcomes (Not Required):	

Link Actions to District Objectives

District Objectives: 2018-2021
District Objective 1.1 - The District will increase FTES by 1.75% over the three years
District Objective 2.1 - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years
District Objective 2.2 - Increase the number of students who transfer to a four-year institution by 10 percent over three years
District Objectives: 2013-2015
2013-2015: District Objective #1 - District Objective #1 for 2013-2015: Provide effective academic support services as measured by an increase in the rate at which students successfully complete courses.
District Objectives: 2015-2018
District Objectives - 2.1 - Increase the number of students who are transfer-prepared annually.
District Objectives - 2.2 - Increase the number of students who earn an associate degree or certificate annually.
District Objectives - 2.4 - Increase Career Technical Education course success rates and program completion annually.