

Comprehensive Program Review Report



Program Review - Human Services

Program Summary

2022-2023

Prepared by: JulieAnn Jones

What are the strengths of your area?: This past year showed that students had a hard time transitioning back into the classroom. The number of students majoring in Human Services has shown a 10% decrease since the 18-19 (pre-pandemic) numbers. While students struggled coming back into the classroom and our numbers were lower, we did graduate 13 students with an AS Degree in the 21-22 cycle as compared to 12 students in the 20-21 cycle. Overall in our department, a higher percentage of students passed all courses than in pre-pandemic years. In the 21-22 cycle, the program saw an overall success rate of 70%, which is an increase from the 66% success rate in 18-19. When looking at gender and ethnicity, our Hispanic students completed course with a 72% success rate while White students success rate was lower at 64%. Women had a 71% success rate while their male counterparts were slightly lower at 66.7%. In our current year, all classes will be in-person and a focus will be on student retention.

What improvements are needed?: The census enrollments for all HSRV classes has reduced from 367 students in 2018-19 to just 231 students in the 2021-22 school year. Additionally, the department has not awarded certificates since the 2018-19 school year. When looking at the aggregated data in the area of student enrollment, the male students were significantly impacted and enrolled in lower number after the pandemic. However, looking at ethnicity the loss of students remained equivalent in both Hispanic and White students. Other ethnic group numbers were too small to analyze. It appears that the total school enrollment has increased for the current school year, so the program needs to focus on student retention. In addition to retaining students in the program, there is a need to educate students on certificate options as well as degree possibilities. A meeting with the school counseling office is also needed to promote our HSRV degree and certificates.

Describe any external opportunities or challenges.: The full-time faculty member retired at the end of the Spring 2022 semester. The replacement is a former Adjunct Instructor at the college. While the instructor has connections with the students and our local community, there will be an adjustment period needed for this instructor to fully understand all program needs. An additional challenge has been the reduction of potential work experience sites for Human Services students. While most agencies are opening back up after the COVID-19 pandemic, we believe this issues can potentially be mitigated. The new HSRV Instructor would like to meet with our Advisory Board, both to build connections and to begin the discussion on how to transition the program to prepare students to meet the current needs of our community.

Overall SLO Achievement: As the full-time instructor transitioned out at the end of Spring 2022, the overall SLO achievement was not completed. Additionally, due to the impact of COVID-19, the already stretched resources of this department were impacted during this assessment period. The department did have an overall success rate of 70.4%.

Changes Based on SLO Achievement: No changes. Focus for this year will be working to continue to update SLO's and track achievement at the end of the school year cycle.

Overall PLO Achievement: As the full-time instructor transitioned out at the end of Spring 2022, the overall PLO achievement was not completed.

Changes Based on PLO Achievement: No changes. The focus for this year will be to resume PLO Assessments.

Outcome cycle evaluation: In effort to bring the program in compliance with the three-year outcome assessment cycle, HSRV 102 and HSRV 120 will be assessed for SLO outcomes for the Fall 2022 Semester. Assessment will begin on December 9, 2022.

Action: 2022-2023 Focus on Student Retention

Drug and Alcohol Treatment Course - look for student resources that are not cost-prohibitive. New textbook option through Open Resources or lower cost text.

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Implementation Timeline: 2022 - 2023

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): JulieAnn Jones, Full-Time Human Services Faculty

Rationale (With supporting data): Students have notified this instructor that the current textbook for this class is not affordable. In order to complete the college's goal of improving the rate at which its students complete degrees, certificates, and transfer objectives, the student's concern for this class need to be mitigated. In focusing on student retention, it is necessary to help keep costs low and provide course options that are obtainable. The current textbook for the HSRV 102 is the most expensive in all Human Services courses. The instructor will complete a textbook review in order to provide students with a more affordable option for this course.

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025
District Objective 1.1 - The District will increase FTES 2% from 2021 to 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 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

Action: 2022-2023 Increase diversity of course offerings for Human Services

Work towards building Human Services student enrollments and retention over the current school year. Increase diversity of course offerings by adding HSRV 105 Case Management to the Spring 2024 schedule.

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Implementation Timeline: 2022 - 2023

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): JulieAnn Jones, Human Services Faculty

Rationale (With supporting data): Focus on this area will help meet the college's goal of increasing student enrollment. To better prepare students to enter the Human Services field, this class provides a basic overview of services that a beginning helper would provide. Due to the reduction of students during COVID, this class has only been on the schedule one time.

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025
District Objective 1.1 - The District will increase FTES 2% from 2021 to 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.
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

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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: 2022-2023 Focus on Student Retention with HSRV Student Intern

Recruit a Student Intern (or student who can gain potential work experience hours) to provide additional support to enrolled HSRV students.

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Implementation Timeline: 2022 - 2023

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): JulieAnn Jones, Full Time Human Services Faculty

Rationale (With supporting data): This action would work towards increasing student retention and thereby increasing the number of degrees and certificates for the program. A student intern would provide extra support to decrease isolation among Human Services majors, connect and begin forming a community of students, and assist with study skills and habits. Students struggled with the return to in person classes last year. Our overall numbers were lower and students struggled with their ability to complete college assignments and expectations. By providing students with a Student leader in this program, they can create connections with other students and receive extra support in completing program expectations. This is in congruence with the College's 2021-2025 Master Plan section 2.3.2 "Increase availability and effectiveness of peer academic support resources".

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

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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.

District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

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

Updates

Update Year: 2022 - 2023

08/28/2022

Status: Action Completed

Full Time Permanent faculty position was hired to replace retiring faculty.

Impact on District Objectives/Unit Outcomes (Not Required):

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):

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.

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

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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 addition. 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.

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

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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:

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Update on Action

Updates

Update Year: 2022 - 2023

08/28/2022

Status: Action Completed

Continue working on adding Case Management class and Gerontological class into the program.

Impact on District Objectives/Unit Outcomes (Not Required):

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):

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.

Action: 2022-2023 Update SLO's

In effort to bring the program in compliance with the three-year outcome assessment cycle, HSRV 102 and HSRV 120 will be assessed for SLO outcomes for the Fall 2022 Semester. Assessment will begin on December 9, 2022.

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Implementation Timeline: 2022 - 2023

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): JulieAnn Jones, Associate Professor Human Services

Rationale (With supporting data): Due to the impact of COVID and the transition of the program's single full-time faculty member, the SLO's for the program are out of compliance. Two specific SLO's have been identified to be completed this year in order to access how we are meeting our Student Learning Objectives.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

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District Objectives: 2021-2025
District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.
District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.