

# Comprehensive Program Review Report



## Program Review - Human Services

### Program Summary

#### 2023-2024

**Prepared by:** JulieAnn Jones

**What are the strengths of your area?:** The overall success rate of our students increased in the 2022-2023 school year. In this Human Services major, students achieved an overall success rate of 75% as opposed to 70.8% in the 2021-2022 school year. When comparing by ethnicity, Hispanic students completed courses with a 76.3% pass rate, which is higher than the previous school year of 73.1%, and their White counterparts passed with a success rate of 69.2% which is not significantly different from the previous year of 70.4%. No other ethnic groups had a large enough registration number to extrapolate data. When comparing by gender, females have an overall success rate of 77.2%, compared to 69.4% the previous school year. Males experienced a 73.7% success rate which is slightly lower than their previous rate of 78.9% in the 21-22 academic year. Overall, student success rate in all courses improved in the 2022-2023 academic year. Additionally, 17 awards and certificates were awarded to 14 students, this is improved by one student from the 2021-22 academic year.

**What improvements are needed?:** The census enrollment for all HSRV classes decreased in the 2022-2023 school year. In the 2021-2022 school year, 240 grades were given for all HSRV courses, this number declined to 201 grades given in the 2022-2023 school year. This program will continue to focus on student retention. Additionally, outreach on campus and in our community to increase student numbers will be a focus for the upcoming school year.

**Describe any external opportunities or challenges.:** The Human Services program had a new full-time Instructor last academic year. An adjustment period was expected while the instructor builds connections with the students and community. Human Service students reported challenges in finding work experience sites and, in addition, the overall number of units required for work experience under the A.S. Degree for Human Services (6 units). The instructor updated the A.S. Degree and reduced the Work Experience requirements (3 units) to bring it into compliance with the upcoming Associates Degree for Transfer. The units now required for the A.S. Degree total 60 units, 34 units in the Major courses. Additionally, the HSRV Instructor and Student Intern made phone calls to all community partners listed for HSRV Work Experience Sites. The list was updated with additional site and contact information. Several community partners have started to reach out proactively to the HSRV Instructor for student interns. Additionally, the HSRV Department was approached by a local agency providing substance use treatment and a paid internship/mentorship program was created. At this time, four students have received a paid work experience opportunity and ability to begin the certification process as a substance abuse treatment counselor.

**Overall SLO Achievement:** All SLO's were updated in the 2022-2023 school year. Each course met or exceeded their Student Learning Outcomes.

**Changes Based on SLO Achievement:** At this time there will be no changes to the SLO's for HSRV Courses. However, one of the assignments which is part of a course SLO had several students who did not complete the assignment. Mitigating this issue and achieving a higher completion rate will be a focus of the 2023-2024 school year.

**Overall PLO Achievement:** Due to numerous circumstances the PLO's for Human Services have not been assessed. The previous full-time instructor did not assess PLO's during the pandemic and retired at the end of the 2021-2022 school year. The current instructor has made PLO's an action item for the current school year.

**Changes Based on PLO Achievement:** None at this time.

**Outcome cycle evaluation:** In order to bring the program into compliance with the assessment cycle, Human Service PLO's assessments and evaluation will begin in the current school year.

### 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.

Leave Blank:

# Program Review - Human Services

**Implementation Timeline:** 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**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:**

## Update on Action

### Updates

**Update Year:** 2023 - 2024

09/07/2023

**Status:** Action Completed

This action was completed. The Human Services Instructor worked with the Librarian to identify an appropriate OER. Foundations in Addiction Studies, by Jason Florin and Julie Trytek is currently in use.

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

## 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.

**Leave Blank:**

**Implementation Timeline:** 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**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:**

# Program Review - Human Services

## Update on Action

### Updates

**Update Year:** 2023 - 2024

09/07/2023

**Status:** Action Discontinued

Due to student enrollment numbers, it was decided by the Instructor and Social Science Dean to discontinue this action. Focus is on increasing enrollment in core HSRV classes at this time. This course will not be offered.

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

## 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.

## 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.

**Leave Blank:**

**Implementation Timeline:** 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**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:**

## Update on Action

### Updates

**Update Year:** 2023 - 2024

09/07/2023

**Status:** Action Completed

This action was completed. A student intern, utilizing our work experience program, was used in both the Fall and Spring semester to offer weekly tutoring for all Human Services courses. Students utilized the tutoring for papers as well as study sessions.

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

# Program Review - Human Services

## Link Actions to District Objectives

District Objectives: 2021-2025
<b>District Objective 1.1</b> - The District will increase FTES 2% from 2021 to 2025.
<b>District Objective 2.1</b> - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.
<b>District Objective 2.2</b> - Increase the number of students who are transfer-ready by 15% and students who transfer to four-year institutions by 10% from 2021-2025.
<b>District Objective 3.1</b> - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

## 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.

**Leave Blank:**

**Implementation Timeline:** 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**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:**

<b>Update on Action</b>
<i>Updates</i>
<b>Update Year:</b> 2023 - 2024 <span style="float: right;">09/07/2023</span>
<b>Status:</b> Action Completed
This action was completed. All HSRV courses, including the above mentioned courses, have been assessed for SLO outcomes.
<b>Impact on District Objectives/Unit Outcomes (Not Required):</b>

## Link Actions to District Objectives

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

## Action: 2023-2024 Focus on Student Retention and Student Outreach

Issues in Family Violence Course - look for student resources that are not cost-prohibitive. New textbook option through Open Resources or lower cost textbook.

**Leave Blank:**

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

# Program Review - Human Services

## Identify related course/program outcomes:

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

**Rationale (With supporting data):** In order to focus on student retention and mitigate cost issues for this course, a lost cost or free textbook is desired. This instructor will complete a textbook review with the Librarian to identify potential resources.

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## Link Actions to District Objectives

District Objectives: 2021-2025
<b>District Objective 1.1</b> - The District will increase FTES 2% from 2021 to 2025.
<b>District Objective 2.1</b> - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.
<b>District Objective 3.1</b> - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.
<b>District Objective 3.2</b> - Increase the course success rate by 10% for each disproportionately impacted student group in their transfer level Quantitative Reasoning and English courses by the end of their first year from 2021-2025.

## Action: 2023-2024 Support Human Services Student and Community Connections for Increased Student Success

Increase opportunities for students to participate with community members in the field of Human Services/Social Work to increase student success and potential employment in the local area.

**Leave Blank:**

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

## Identify related course/program outcomes:

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

**Rationale (With supporting data):** Creating connections with students and our community is important for program and student success. The instructor will provide community resource panels, social worker panels, and opportunities for students to be active in their local community. According to the Labor Market Demand, completed by COS on 1/19/23, the demand for Human Service Personnel in our local area exceeds the supply by 340 positions. Creating connections with students and community is vitally important to student success. (Helping students have an understanding of the skills desired, diverse job opportunities, and community employment needs)

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## Link Actions to District Objectives

District Objectives: 2021-2025
<b>District Objective 2.1</b> - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.
<b>District Objective 2.4</b> - 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.
<b>District Objective 4.2</b> - Improve communication practices needed to support organizational effectiveness and continuous

# Program Review - Human Services

improvement across all District units and constituents from 2021-2025.

## Action: 2023-2024 Continue Efforts for completing the Degree for Transfer for Human Services

The efforts to complete the Degree For Transfer for Human Services has been ongoing. It was unable to be completed last year due to changes with the Work Experience program and hours. Efforts to complete will be ongoing this year.

**Leave Blank:**

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:**

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

**Rationale (With supporting data):** In order to increase the number of students who are transfer ready, the ADT for Human Services needs to be completed.

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

### *Link Actions to District Objectives*

District Objectives: 2018-2021

**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 1.1** - The District will increase FTES 2% from 2021 to 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.

## Action: 2023-2024 PLO assessment and evaluation for Human Services.

In effort to bring Human Services into compliance with the PLO Assessment Cycle, the program learning outcomes will be assessed and evaluated during the current academic year.

**Leave Blank:**

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

**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 PLO's for Human Services have not been completed and are out of compliance. The process to update and review will begin this academic year.

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

### *Link Actions to District Objectives*

District Objectives: 2021-2025

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

# Program Review - Human Services

**District Objective 4.1** - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.