

Comprehensive Program Review Report



Program Review - Human Services

Program Summary

2020-2021

Prepared by: gailerd swisegood

What are the strengths of your area?: Strengths

- New certificate in Issues in Family violence which includes
 1. HSRV 101 Group Treatment and Leadership
 2. HSRV 104 Issues in Family Violence
 3. HSRV 121 Interviewing
 4. Focused work experience (programs that services victims and perpetrators of violence)
 - Increase units in interviewing HSRV 121 from 4 to 5 to allow time to work on both face to face interviewing skills as well as telehealth skills and to increase work in the social work code of ethics, suicide and crisis counseling
 - We are ready to launch the transfer degree for social work but the chancellor's office has not identified what the work experience class should encompass. We have designed a course that I think is what it should look like, but are waiting to see what the chancellor's office decides.
 - We are starting work on a gerontology certificate which will include
 1. The current gerontology course HSRV 103
 2. The interviewing course HSRV 121 Interviewing
 3. Group design and leadership HSRV 101
 4. Focused work experience (agencies that provide care or services to seniors and their family's)
 5. We plan to rename the course Understanding and working with Elders in our society
 - Zoom has expanded our ability to bring social work speakers in from a much wider geographical area including agencies staff and social workers that are doing international work
 - Course and assignment evaluations
- Each class and each assignment has the student submit an evaluation of the class or the assignment to state what met the course stated goals. They are also ask to submit suggestions that they think would improve the course or the assignments. The feedback is overwhelming supportive of both the assignments and the courses. The consistent suggestions were more speakers and less writing requirements.
- We dropped HSRV 110 form our course list as is was not meeting any transfer or degree requirements
 - We added all the ethnic studies course to the list of restrictive electives

What improvements are needed?: Needed Improvements

- Increase the number of adjunct faculty that can work in day classes
- Increase the number of adjunct staff trained in drug and alcohol treatment
- A full time faculty that can share work load with current Full time faculty who is on Willie Brown and is reducing his work load one to two courses a semester
- Add a certificate in AOD treatment

Describe any external opportunities or challenges.: Challenges

- We have community request to expand our Drug and alcohol treatment course to a certificate that will mimic the certificate that is required but the state to certify people to work in the field of AOD. This will require added additional courses

and additional staff as we would need to add three additional AOD courses and redesign the groups and interviewing to include more focus on the nuances of treatment of AOD. We currently do not have enough staff develop and offer these courses if they are approved. The closest program that offers a Drug and Alcohol abuse counseling degree or certificate is Fresno City which offers a 36 unit Certificate program and a 60 unit degree program, Most of the courses they offer we also offer courses would need to be redesigned to assure there is a drug and alcohol focus added to the course work

- No available social workers for adjunct coverage for day classes
- We have one day class for spring 2021 that we could not find coverage for, so had to cancel class, none of the current adjunct are able to teach during the day
- None of the adjunct are interested in teaching more than one class a semester
- The catalogue for human services were mistakenly changed last year that moved all the HSRV classes from restricted electives to required classes, which resulted on confusion on the counseling staff and the students. We have submitted the request to change it back to what it should. This was my mistake.
- Fresno state is still requiring students to take an extra year in a pre-social work program because the BSW program has so few openings and this allows students to build their registration priority to allow them to be accepted when they apply to the BSW program.

Opportunities

- Given the pandemic there has been a drastic increase in the need for trained social workers, according to the National Association of Social work. The following areas are or will be growing greatly
 - working in the area if program eligibility
 - Drug and alcohol treatment
 - Job training programs
 - Child Welfare services (CPS)
 - Domestic Violence programs and Batterers intervention programs
 - Mental Health counseling
 - Health care especially in the area of senior care and support
 - Covid-19 infection tracing and follow up
 - Crisis workers to work with law enforcement to desolate situations
 - Support for home bound seniors or disabled
 - More staff trained and certified in distant education which can increase the available students if they take the on line options

- Staff was not able to meet with the advisory board this year, the meeting was planned for the end of last semester but given the pandemic and the training needs of staff in distant learning the meeting was not hosted

Overall SLO Achievement: Overall SLO Achievement

- We had some difficulty with getting SLO assessments from two of the new adjuncts, as they dropped the assignments (case plan) that were set to be used for assessment. This was a failure of the full time faculty person not being clear with the assessments needed. I did meet with each and went over assessment needs and consistency in using the case plan as an assessment tool
- The Pandemic and the need to move to on line teaching lead to the SLO assessment for the spring semester to get dropped for all the classes except for family violence which came out at 76 % which is above the expected rate

Changes Based on SLO Achievement: Overall SLO Achievement

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Overall PLO Achievement: Overall PLO Achievement

- Creating a certificate in Family Violence and having it well attended
- Getting all classes set for distant learning
- Continuing to provide education for student success in their field work (internships)
- The class success rate for all the core classes is still hanging in the mid 60% according to the COS Dash board, dropping a little in 19/20

Changes Based on PLO Achievement: Changes based on PLO Achievements

- Adding the smaller certificates 19 units instead of 36 units which will aid in completion rates, and encourage the students to complete and continue to work toward the 36 unit certificate. Given that many students in the human service program are recovering from life traumas, shorter goals might make it easier to complete.

Outcome cycle evaluation: Outcome cycle evaluation

- Adding the two certificates Gerontology and Drug and Alcohol
- Keeping the SLOs recorded to capture the information
- To make sure the we meet with the advisory board
- to continue with the student advisory board
- Continue the social work club to build student's connections to the community

Action: Hire full time faculty as current full time staff is beginning Willie Brown in fall 2020 to assure programs development and growth

Hire a full time instructor

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Implementation Timeline: 2019 - 2020

Leave Blank: 01/15/2018

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Identify related course/program outcomes: Institutional Outcome #1

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

Rationale (With supporting data): Productivity is deemed extremely low with only one full time faculty and only one adjunct instructor! The numbers below could be increased tremendously with the addition of a full time faculty to assist in developing the program CTE offerings, writing courses, increase community contacts, maintain and expand the advisory boards

HSRV101 Although productivity did increase from 2016 at 5.00 to 11.00 in 2018, the 11.00 is far below the 17.5 being the expected productivity level.

HSRV102 Productivity decreased from 12.33 in 2016 to 12.25 in 2018. This is unacceptable and is the result of losing one adjunct faculty.

HSRV 120 Productivity decreased from 15.75 in 2016 to 14.13 in 2018. This is unacceptable and is a result of losing one adjunct faculty.

HSRV 121 Productivity decreased from 13.06 in 2016 to 11.25 in 2018. This is also unacceptable and is a result of losing one adjunct faculty.

HSRV 122 Productivity decreased from 15.00 in 2016 to 14.83 in 2018. This is also unacceptable and is a result of losing one adjunct faculty.

Course Success has greatly increased from 2016 to 2018:

HSRV 101 increased from 80% in 2016 to 100% in 2018

HSRV 102 increased from 36% in 2016 to 69% in 2018

HSRV 120 increased from 58% in 2016 to 61% in 2018

HSRV 121 increased from 52% in 2016 to 62% in 2018

HSRV 122 increased from 50% in 2016 to 53% in 2018

This level of increased course success is difficult to maintain without additional staff!

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Program Review - Human Services

Update on Action	
Updates	
Update Year: 2020 - 2021	10/11/2019
Status: Action Discontinued	
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):	

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

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 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 state 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 core in four core areas

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

Program Review - Human Services

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 (122)intro to human services and (120) 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

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

Updates

Update Year: 2020 - 2021

10/16/2020

Status: Action Completed

Completed the family Violence certificate, now being offered

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.