

Program Review Year 2010 – 2011

Name of Program:

Alcohol/Drug Abuse Counseling Certificate

Program Review Team Members

<u>Name</u>	<u>Title</u>
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DATE: June 1, 2011

SECTION SIX: SUMMARY

I. CONCLUSIONS: PROGRAM STRENGTHS AND WEAKNESSES

A. List and describe the program's major strengths, based on information obtained in the Program Review. Cite evidence for each identified strength.

AREA OF STRENGTH	EVIDENCE
Program demand	Growth in applications and enrollment (see chart 1, Appendix 1) and Employment projections for Massachusetts, New Hampshire and the nation (See Appendix 5).
Program retention	Program retention rate is higher than that of all NECC programs (See Chart 4, Appendix 1).
Quality of the program faculty	Program faculty are highly professional, representing a range of disciplines with both clinical and academic credentials, committed to the success of their students. (See Appendix 1, Chart 6 for faculty credentials.)
Positive college outcome	See Chart 4, Appendix 1. Favorable comparison of positive college outcome to all NECC programs.
Active advisory committee	See meeting minutes in Appendix 2.
Smart classrooms	Renovations and updates completed for fall 2010 have provided internet access, TV, DVD and VCR players in nearly all classrooms.
Increased accessibility of the program to students.	All certificate program courses are now offered on both the Lawrence and the Haverhill campuses.
Recognition by licensing and credentialing agencies.	Graduates are able to pursue licensing in both New Hampshire and Massachusetts and are able to pursue professional credentialing from the Massachusetts Committee for Voluntary Certification of Alcoholism Counselors Inc. They do need to complete additional supervised work experience and achieve qualifying scores on an exam required for each credential.

B. List and describe the program's weaknesses or areas in which improvement is desirable, based on information obtained in the Program Review. Cite evidence for each identified weakness or area for improvement.

WEAKNESS OR AREA FOR IMPROVEMENT	EVIDENCE
Insufficient faculty to adequately advise certificate program majors during the academic year.	Enrollment in the certificate program has grown dramatically (see Appendix 1). Although the staff associate provides some additional advising to all students within the entire human services program, there has been no proportional increase in faculty for advising. As mentioned in the program review, these students frequently require more time intensive contacts to address a range of concerns beyond those which are strictly academic ones.
Inadequate system for addressing applicant and student needs during the semester breaks (summer and winter).	Faculty have limited availability, if any, over the summer breaks, and between the fall and spring semesters. Funding for program coordinator and staff associate coverage during these times is undependable and usually insufficient, raising concerns about whether applicant and student needs will be addressed for advising, interviewing, registration, practicum placement.
Representation of minority students within the program	The minority representation within the certificate program is less than that in the total NECC student population. (See chart 3, Appendix 1)
Lower retention of female students as compared to male students, although overall program retention is good.	(See Appendix 1)
Nature of classroom furniture (large and heavy tables) in many classrooms fosters traditional, less interactive structure rather than allowing for more flexible seating arrangements of small groups, a large circle of seated students, etc.	See Section IV, Program Resources, part II, Classrooms and Laboratories.

II. ACTION PLAN

For each identified weakness or area in which improvement is desirable, submit an Action Plan. *(When designing the Action Plan, a suggested plan would include the elements of Process Management using a Plan-Do-Study-Act (PDSA) cycle.) (Note: Add as many of the following tables as necessary.)*

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Insufficient faculty to adequately advise certificate program majors during the academic year.	Work with Dean of Division to consider request for additional faculty. Continue to work with current staff associate to continue to optimize effective use of her time. Assess impact of new Degree Works software.	Program Coordinator and Dean of Division.	AY2011-2012	

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Inadequate system for addressing applicant and student needs during the semester breaks (summer and winter).	Discuss and collaborate with Dean of Division to consider possible options.	Program Coordinator and Dean	AY2011-2012	

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Representation of minority students within the program	Collaborate with Dean of Division to consider options including ongoing monitoring to verify pattern, and possible outreach efforts.	Program Coordinator and Dean of Division.	AY2011-2012	

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Although overall program retention is good, there is lower retention of female students as compared to male students in the program	Collaborate with Dean of Division to consider options including ongoing monitoring to verify pattern, and possible follow up to program drop outs.	Program Coordinator and Dean of Division.	AY2011-2012	

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Difficulty organizing classroom seating in non-traditional fashion given heavy and large desks. In contrast, tables and chairs on rollers allow for rapid and easy re-structuring of seats.	Collaborate with Dean of Division to provide input to appropriate personnel for consideration in future purchases.	Program Coordinator and Dean of Division.	AY2011-2012	