

**PROGRAM REVIEW STATUS REPORT PROGRAM: HUMAN SERVICES**

Date of update: March 31, 2014

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<b>IMPROVEMENT ACTIVITIES AND RESOURCE REQUESTS</b>		<b>STATUS OF ACTIVITIES AND REQUESTS</b>	
<b>DATE RECORDED</b>	<b>ACTIVITY OR RESOURCE REQUEST</b>	<b>DATE OF STATUS REPORT</b>	<b>STATUS</b>
January 2008	Obtain assistance for the academic advising of Human Services majors during the academic year.	February 11, 2011	A Human Services Program Staff Associate has been hired and trained. She is available to provide some academic advising on the Lawrence campus in the late afternoons and early evenings on a limited basis. The Dean of Academic Advising has also been available to assist with academic advising. Given the increasing enrollment in the program, we have also implemented selective online registration to decrease potential delays for those students with a demonstrated track record of academic success who have also met with their advisor and have developed academic plans. Given the planned implementation of DEGREE WORKS over this next year, we are hopeful that the limitations in advising will be alleviated.
		February 22, 2012	The challenges of meeting the demand for academic advising continues given the significant ongoing growth of the Human Services Program without a comparable increase in faculty advising time. (In Fall 2007 the program enrollment was 95 as compared to 129 in Fall 2009, 145 in Fall 2011 and 154 in Spring 2012.) A new Human Services Program Staff Associate has been hired and is being trained given the resignation of Nancy Rusk our previous associate. The newly hired associate will be available by April 2012 to provide some academic advising on the Lawrence campus in the late afternoons and early evenings on a limited basis. The Dean of Academic Advising has also been available to assist with academic advising. Other academic advising staff have also been willing to assist although the complicated nature of the human services program, particularly related to practicums, makes accurate advising rather challenging unless an advisor has an in-depth understanding of the program. We are hopeful that the implementation of DEGREE WORKS will eventually alleviate some of the inadequate resources for program faculty and staff advising. A (part time) staff position proposal is being submitted for consideration this spring which will allow for additional academic advising hours for the staff associate.
		February 9, 2013	The challenges of meeting the demand for academic advising have increased given the reduced availability of full time faculty (medical leave of one full time faculty person and reduced availability spring semester 2013 of the second faculty person). General academic advisors have assisted although as previously stated, the complicated nature of the

		<p>March 31, 2014</p>	<p>human services program, particularly related to practicums, makes accurate advising rather challenging unless an advisor has an in-depth understanding of the program. The program staff associate has provided advising on the Lawrence campus as possible, given her limited part time availability.</p> <p>The challenges of meeting the demand for academic advising have continued given the ongoing reduced availability of full time faculty (episodic medical leave of one full time faculty person has most recently persisted since mid-semester fall 2013 through spring 2014). General academic advisors have assisted although as previously stated, the complicated nature of the human services program, particularly related to practicums, makes accurate advising rather challenging unless an advisor has an in-depth understanding of the program. The program staff associate has received additional hours this academic year and has provided advising on the Lawrence campus and the Haverhill campus. A (part time) staff position proposal was submitted for consideration this spring 2014 which would have allowed for additional academic advising hours and long term planning but it was not approved.</p>
<p>January 2008</p>	<p>Obtain assistance for addressing needs of Human Services students and applicants during summer break.</p>	<p>February 11, 2011</p> <p>February 22, 2012</p> <p>February 9, 2013</p> <p>March 31, 2014</p>	<p>Program enrollment has increased significantly (75 program admissions in AY07-08 as compared to 133 program admissions in AY09-10). The Human Services Program Staff Associate has some limited hours to provide assistance during the summer months and winter break during which she facilitates Program Information Sessions, interviews applicants and provides academic advising. She did receive an increase in her hours for this academic year.</p> <p>Program enrollment has increased significantly as noted above. The Human Services Program Staff Associate has some limited hours to provide assistance during the summer months and winter break during which she facilitates Program Information Sessions, interviews applicants and provides academic advising. Again, as noted above, a proposal for a part time staff position is being submitted for consideration this spring. The additional hours will allow for additional availability of the staff associate during the summer months and the January winter break.</p> <p>Program enrollment has continued to increase (154 program majors in spring 2012). There has been no increase in faculty or program staff associate hours although one-time Perkins funding did allow for some increased assistance and availability during the January 2013 semester break.</p> <p>The program staff associate has received additional, increased hours this academic year and has provided advising on the Lawrence campus and the Haverhill campus. The additional hours allowed her to be more available during July and August of 2013 and will allow for some increased</p>

			availability during June 2014.
January 2008	Work with Dean of the Division regarding the lack of lab space, appropriate and readily available technology, and technical staff assistance needed to enable students to practice and improve their interviewing skills.	February 11, 2011	During a meeting on October 27, 2008, the Dean of the Division of Law, Education and Social Professions and I discussed possible part time lab space to be shared with another program. A draft was submitted, at her request, for a desired schedule of availability for such lab space. During Fall 2008, plans for videotaping students in HUS291 proceeded with the technical assistance of Jim Hellesen. On November 7, 2008, students were able to videotape a role play. The staff assistant for the Deaf Studies Program was willing to assist us in Spring 2009 although the scheduling was difficult given time conflicts due to similar program scheduling needs. However, the class size is too large at that time to proceed with such limited assistance. A flip camera has been purchased by the program this academic year to allow for some limited use of videotaping in the classroom.
		February 22, 2012	A second flip camera has been purchased this academic year to allow for videotaping of role plays for a variety of classes. The use of flip cameras is a relatively inexpensive alternative to lab space which still allows students to get visual feedback on their interviewing skills.
		February 9, 2013	No change in status.
		March 31, 2014	No change in status.
January 2008	Continue to develop efforts to address the low percentage of minority enrollment.	February 17, 2010	Collaboration with two course sections of NECC business students began in November 2008. This collaboration had the goal of targeting advertising to two potential pools of candidates for the human services program. One of these pools of applicants is the Latino population in Lawrence. A course reassignment was awarded in spring 2009 which allowed the program coordinator to initiate new outreach to the Latino community which included interviews on Spanish radio, meetings at community agencies and community events. Some program flyers have been translated into Spanish per recommendations from the business students, but have not yet been proofed, copied or distributed. Minorities comprised 23%, 22% and 22% of the human service associate degree majors in the respective academic years of 2004-2005, 2005-2006 and 2006-2007. The percentage of minorities in that same program for AY 2007-2008, 2008-2009 and Fall 2009 were respectively 25%, 27% and 38.2% (of those who identified their racial background). There has been a consistent increase in the percentage of minority students in the program, which was the desired goal.
		February 22, 2010	Data gathered by the Office of Institutional Research and Planning, by semester, indicates that the combined associate and certificate programs within the Human Services Program included 23% of students in Fall 2010, 36% of students in Fall 2011 and 35% of students in Spring 2012 who identified as black, Asian, multicultural or Hispanic. Although uneven,

		<p>February 11, 2011</p> <p>February 9, 2013</p> <p>March 31, 2014</p>	<p>there seems to be an overall increase in the percentage of minority students in the program, which was the desired goal. This percentage exceeds that of Essex County, Massachusetts which had a population of 76.1% white persons, not Hispanic and 23.9% black, American Indian, Asian, Hispanic or Latino and multicultural persons based upon the 2010 Census.</p> <p>No new statistics gathered and no new initiatives have been made in the past academic year in this regard.</p> <p>Updated statistics have been requested from the Office of Institutional Research and Planning but not yet received. No new initiatives have been made in the past academic year in this regard.</p> <p>Some statistics were provided in March 2013 for the Human Services Associate degree majors. These statistics are not comparable to previous ones given that they do not combine all certificate and associate degree majors within the Human Services Program but only address the associate degree majors. In Fall 2012 9 of 92 total students or 9.8% identified as minority. 30 or 32.6% identified as Hispanic. In Spring 2013, 9 of a total of 89 (10.1%) students identified as minority. 29 of the 89 students (32.6%) identified as Hispanic. No new statistics gathered since March 2013 and no new initiatives have been made in the past academic year in this regard.</p>
January 2008	Increase accessibility of Human Services Program courses.	<p>February 11, 2011</p> <p>February 22, 2012</p> <p>February 9, 2013</p>	<p>HUS101 Introduction to Human Services became the first human services class to be offered during the day on the Lawrence campus in spring 2008 and it became the first human services class to be offered in the summer semester, in 2008. In Fall semester 2008, we offered a practicum class on the Lawrence campus for the first time. In spring 2010, we are offering 4 classes on the Lawrence campus. Two human services faculty members have begun the process of developing web companion courses which could potentially be developed into online options. In Fall 2010, 5 human services classes were offered on the Lawrence campus including practicum options for the Alcohol/Drug Abuse Counseling Certificate, for the first time.</p> <p>In Fall 2011, 5 classes were offered on the Lawrence campus and in Spring 2012 6 human services classes are being offered on the Lawrence campus. Other demands on faculty time have put plans for online classes on hold at this time.</p> <p>In Fall 2012, 5 classes were again offered on the Lawrence campus and in Spring 2013, one additional course (totaling 7 human services classes) is being offered on the Lawrence campus. Most of the Lawrence classes are offered in the evening whereas most the Haverhill courses are offered during the day. One online class (HUS202) is under development.</p>

		March 31, 2014	In fall 2013, 4 classes were offered in Lawrence (a fifth class was cancelled due to enrollment) and in spring 2014, 6 classes are being offered in Lawrence (a seventh was cancelled due to enrollment before the semester began). In spring 2014, the Human Services Program offered its first online class, HUS202 Behavior Management Principles and Techniques.
January 2008	Follow-up program drop-outs to ascertain their circumstances and reasons behind their decision.	February 10, 2010 February 11, 2011 February 22, 2012 February 9, 2013 March 31, 2014	A follow up study was completed in the fall 2008 semester, and a course reassignment was granted for this purpose. A summary report was completed on this study.  No further action has been taken on this activity.  No further action has been taken on this activity.  No further action has been taken on this activity.  No further action has been taken on this activity.
January 2008	Work to improve quality of instructional technology in Spurk Building, including having computer beams in all classrooms.	February 11, 2011 February 22, 2012 February 9, 2013 March 31, 2014	Dramatic improvements have been made in most Spurk classrooms which have been converted into smart classrooms.  No further improvements are a priority at this time.  No further improvements are a priority at this time.  No further improvements are a priority at this time.
January 2008	Work to have tables and comfortable seating available for students in all classrooms.	February 11, 2011 February 22, 2012 February 9, 2013 March 31, 2014	Dramatic improvements have been made. Most Spurk classrooms received new tables and chairs that are more appropriate for our adult students during the January 2010 semester break and summer 2010 break.  Classroom seating is much improved. It is hoped that any further changes in tables and seating in classrooms will allow for tables on wheels so that the seating structure of a class can be more easily modified.  No further action has been taken on this activity.  No further action has been taken on this activity.