

# Program Review Year 2007 – 2008

**Name of Program:  
Human Services, Associate in Science Degree**

## Program Review Team Members

<u>Name</u>	<u>Title</u>
Jane Gagliardi	Program Coordinator of the Human Services Program
Melissa Fleming	Professor, Human Services Program
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**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
Overall growth in enrollment	See Chart 1 in Appendix 3.
Increasing numbers of graduates	See Chart Two in Appendix 3.
Accreditation	See Section One.  The human services program has been cited as an exemplary program by its national accreditation organization, CSHSE. At the conclusion of its most recent re-accreditation, no recommendations for changes were made.
Recognition by licensing and credentialing agencies.	See Section Three, IC.  The Associate Degree in Human Services graduate is eligible to apply for licensing in the Commonwealth of Massachusetts at the first level of social work licensing, as a licensed social work associate (LSWA). The graduate is also eligible to apply for the credential of Certified Human Service Professional offered by the National Organization for Human Services.
High percentages of program student retention and positive college outcomes	See Section II and Chart 4 in Appendix 3.  Student retention and positive college outcome rates are significantly higher than those for NECC overall.
Highly professional, interdisciplinary faculty with both clinical experience & academic credentials, committed to the success of their students.	See Appendix 8 for faculty credentials.
Effective, intensive academic advising contributing to student retention and student success	See Section Two, D1 and Chart 4 in Appendix 3.
Diverse and numerous practicum sites that allow students to experience the breadth of human services work and integrate their academic knowledge with clinical experience.	See Section One, A7.  See practicum site listing in Appendix 11.
Excellent employment prospects	See Section Two, IA.  See Appendix 5. This is a competency based program, based upon national skill standards that provides a career ladder for workers in the field of human services.
Affiliation with regional and national professional organizations	See Section One.  The program is accredited by the Council for Standards in Human Service Education (CSHSE). Mary DiGiovanni, a faculty member in the Human Services Program, is the past president of CSHSE. Faculty participate as members of the New England Organization for Human Service Education (NEOHSE) and the National Organization for Human Services (NOHS).
Active advisory committee	See meeting minutes in Appendix 9.
Increased availability of courses on the Lawrence campus and in the evening, increasing the accessibility of our program	See Section One, Part IID.  The program began to offer human services courses in the evening and on the Lawrence campus for the first time in fall 2005.
Collaborative relationships within the college and with community agencies	See Section One, part IID. See Section Four, part IV and Section Six.
Program emphasis on personal and professional growth	See Section One, Part 1.  Citation by national accrediting organization, CSHSE.
Curriculum strongly supports student learning	See Section Three.

outcomes	See Appendix 2 for curriculum map.
Human Services Program Manual	See Section One, Part 1.  See Appendix 1.  The Program Manual is reviewed and revised annually. It is available for purchase at the NECC bookstore and is also available online through the NECC homepage. The manual provides extensive information about the program's policies and procedures to applicants, current students and faculty, practicum supervisors and any other interested individuals.

**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
<p>Advising of Human Services majors during the academic year</p>	<p>See Section Four, 1A.</p> <p>The Program Coordinator has been advising approximately 70 students per semester, which is an enormous task on top of teaching, practicum site visits (which occur at the same time in the semester), interviewing of new applicants, recruiting and other coordinator responsibilities. It is hoped that the recently trained staff associate will be able to help with some of these tasks, particularly in spring 2008 semester.</p>
<p>Inadequate system for addressing Human Services student and applicant needs during summer break.</p>	<p>See Section Four, 1A.</p> <p>Given that faculty have limited availability, if any, over the summer breaks between the spring and fall semesters, there is not sufficient availability of faculty to address the needs of applicants and/or students for interviews (as required by our transfer agreement with Salem State), questions, information sessions, for registration, academic advising and practicum (clinical internship) placement. A staff associate could provide a consistent presence during these times.</p>
<p>Lack of lab space and technical staff assistance to enable students to practice interviewing skills</p>	<p>See Section Four, II.</p> <p>Although the program now has a video-camcorder for videotaping, currently there is neither space available nor a staff person that might provide technical assistance with the equipment or supervision of its use.</p>
<p>Low percentage of minority enrollment</p>	<p>See Section Two, Part IC.</p> <p>The sample sizes are small, but the percentages are roughly comparable to the overall percentage of minority enrollment at the college.</p>
<p>Insufficient accessibility of human service program courses.</p>	<p>See Section One.</p> <p>See master schedule.</p> <p>There are no online courses.</p> <p>The complete program is available on the Haverhill campus during the day. There are only partial program offerings on the Lawrence campus, primarily in the evening.</p>
<p>Inadequate follow up to program drop outs</p>	<p>See Section Two, D2.</p> <p>No information is available that would allow us to understand how these students needs are not being met and in what ways we might alter the college or program policies or curriculum to increase student success.</p>
<p>Quality and availability of instructional technology</p>	<p>See Section IV, Part III.</p>

## 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
Advising of Human Services majors during academic year	a) Work with current staff associate to optimize effective use of her time through June 30, 2008. b) Work with Dean of division on budget for next fiscal year	Program Coordinator	Underway, continuing through Spring semester	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Inadequate system for addressing human service student and applicant needs during summer break	a) Work with current staff associate to optimize effective use of her time through June 30, 2008. b) Work with Dean of division to fund staff associate position during summer break .	Program Coordinator	Underway, continuing through Spring semester	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Lack of lab space and technical staff assistance to enable students to practice interviewing skills	Work with Dean of the Division to consider access to possible space for this use and to request resources in budget for fiscal year 2008-2009.	Program Coordinator and Dean	spring 2008 semester	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Low percentage of minority enrollment	Collaborate with the Director of Enrollment Services and continue outreach efforts	Program Coordinator	Underway	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Insufficient accessibility of human services program courses.	a) continue to explore ways to increase course offerings on the Lawrence campus b) encourage any faculty interested in teaching online courses to apply to the revised "Web Camp"	Program Coordinator in collaboration with Dean of the division	Underway	
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Inadequate follow up to program drop outs	If available, a work study student or staff associate might study a cohort by tracking drop outs from human services courses and attempting follow up to those individuals to ascertain their circumstances and reasons behind their decision.	Program Coordinator, Dean		
Analysis:				

Problem	Improvement Activity	Person Responsible	Date of Activity	Findings
Quality and availability of instructional technology	Continue to address concerns to "Spurk Renovation" committee to address concerns	Program Coordinator	underway	
Analysis:				

### III. RESOURCES REQUESTED

Complete the following chart, including quotes from vendors, diagrams for requested space, and draft postings as appropriate. (Note: Add rows, increase row height, etc., as needed.)

1. EQUIPMENT				
Item	Justification	Vendor (include contact information)	Cost	Date Needed
Tables and comfortable seating in all classrooms	The seats are too small for many of our adult students. Some students are too large to fit into the current desks and have not always had access to alternative seating. Uncomfortable seating is not conducive to learning.			
Computer beams in all Spurk classrooms	Instructional technology needs to be accessible to all faculty and students on all classrooms and on all campuses.			
2. PERSONNEL				
Position (identify as faculty, staff, etc.)	Justification	Credentials/area of content expertise related to curriculum	Salary	Date Needed
Part time Staff	Someone to monitor use of video camcorder	Some basic familiarity with operation of the video taping equipment and ability to organize and monitor use of lab space. No particular expertise required in the human services field.		Fall 2008
Part time Staff Associate contracted for a calendar year	The college and program relies upon the Program Coordinator to do much of the academic advising and practicum placement of current students, and the recruitment and interviewing of prospective applicants. (Interviews are a requirement of the transfer agreement with Salem State College and it is believed that the interviews enhance program retention.) Much of this activity takes place at the end of the fall and spring semesters when the faculty workload is most intense and during the winter break and summer when the coordinator is not contractually available. The staff associate position for fiscal year 2007-2008 allowed for the training of a staff associate in fall 2007 and some availability in the spring 2008 through June 30, 2008.	Master's level clinician with relevant clinical experience and background in the human services. Individual must have excellent relational skills and organizational skills as well as some familiarity with the human services program curriculum.	\$6,000 for fiscal year 2008-2009, part time.	July 2008
3. SPACE				
Type of space requested	Justification	Description (include square feet, construction requirements, e.g., plumbing, electricity, data ports)	Cost	Date Needed
Lab	Students within the program could dramatically improve their interview skills if given the opportunity to create and critique multiple role-plays on videotape over the course of their program.	One or two computers and electrical outlets.		