

# PROGRAM REVIEW 2017



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## PROGRAM REVIEW ASSOCIATE DEGREE HUMAN SERVICES

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# Program Strengths

- ▶ Accredited by the Council for Standards in Human Services Education
  - ▶ Strong, progressive approach with students
  - ▶ Program Manual online
- ▶ Detailed and updated policies
- ▶ Rich faculty knowledge, experience, and expertise
- ▶ External agreements with Practicum sites
- ▶ Entry into the field of Human Services is facilitated by our use of and excellent relationships with our Practicum sites and supervisors
  - ▶ Very high percentage of job placements as a result of completed practicums

# FIVE ISSUES OF CONCERN

- ▶ Advisory Committee Lacked Balance
- ▶ Working Agreements Were Outdated
- ▶ No online courses offered in core curriculum
- ▶ Student Learning Outcomes Overly Complicated
- ▶ Enrollment, Engagement, Retention

# ISSUE #1: ADVISORY COMMITTEE

- ▶ THE PROBLEM: NOT ENOUGH DIVERSITY IN REGARDS TO EXPERTISE (TO SUBSTANCE USE DISORDER CENTRIC)
- ▶ THE FIX: WE RECRUITED SEVERAL NEW MEMBERS THAT INCLUDED: VETERANS SERVICES, ADJUNCT FACULTY, DISABILITIES EXPERTISE, AND GENERALIST DISCIPLINES.
- ▶ PRESENT STATUS OF ISSUE: IMPROVED AND STABLE

## ISSUE #2: WORKING AGREEMENTS

- ▶ THE PROBLEM: OUTDATED DOCUMENTS THAT POTENTIALLY COULD LEAD TO LOSING PRACTICUMS
- ▶ THE FIX: THANKS TO THE PATIENTCE AND HARD WORK OF DONNA JOHNSON, LICSW AND STAFF ASSOCIATE THIS ISSUE WAS ADDRESSED.
- ▶ PRESENT STATUS: UPDATED AND IN PLACE

## ISSUE #3: ONLINE COURSES

- ▶ THE PROBLEM: THERE ARE NO ONLINE OFFERINGS IN OUR CORE HUS COURSES
- ▶ THE FIX: WE WERE ABLE TO USE SOME AVAILABLE FUNDS FOR THIS PURPOSE. WILL HAVE HUS101, HUS 170, AND SOME “OTHER” OPPORTUNITIES TO FACILITATE THE TRIP TO GRADUATION
- ▶ PRESENT STATUS: IN PROGRESS AND IMPROVING

## ISSUE #4: STUDENT LEARNING OUTCOMES

- ▶ THE PROBLEM: STUDENT LEARNING OUTCOMES WERE TOO NUMEROUS AND NEEDED SIMPLIFYING
- ▶ THE FIX: DEVELOP A SIMPLER SET OF HUMAN SERVICES SLOS THAT MIGHT BE USED IN SEVERAL OF THE CORE COURSES BUT WITH ACADEMIC FREEDOM FOR INSTRUCTORS TO CHOOSE WHICH ONES TO EMPLOY AND THE ABILITY TO ADD THEIR OWN TO THE SYLLABI
- ▶ PRESENT STATUS: A WORK IN PROGRESS AND THE FOCUS OF ASSESSMENT DAY ACTIVITIES AND BEYOND

# ISSUE #5: ENROLLMENT, ENGAGEMENT, RETENTION!

## THE PROBLEMS

- ▶ APPLICATIONS DWINDLED
- ▶ LOST MANY GEN-ED STUDENTS
- ▶ STOP-OUTS APLENTY
- ▶ EVENING COURSES NOT POPULATED ENOUGH

## THE FIXES

- ▶ DASHBOARD TEAM DEVELOPED GREAT IDEAS TO MODEL
- ▶ IMPROVE COMMUNICATION DURING SEMESTER WITH PERSONAL PHONE CALLS
- ▶ IMPROVED ACCEPTANCE PROCESS
- ▶ DEVELOP WEEKEND COURSES
- ▶ HUS STUDENT ORIENTATION AND GROUP ADVISING SESSIONS