

**HAWAI`I COMMUNITY COLLEGE
ANNUAL INSTRUCTIONAL PROGRAM REVIEW
NOVEMBER 30, 2007**

HUMAN SERVICES PROGRAM

PROGRAM DESCRIPTION

The Human Services Certificate of Completion program provides a more specific vocational preparation which community agencies are willing to recognize as “value-added” to a liberal arts background in evaluating employability of program graduate. This program provides an optimum synthesis of practical experience and academic study which affords a two-year student the opportunity to more clearly define either personal and/or vocational goals, gain minimum competencies which can be applied to entry- or mid-level employment in the human service area, and/or act as a stepping stone to pursue a four-year Liberal Arts or professional program. The 21 credits of coursework for the certificate include an introductory course in human services and two practicum courses. Practicum students are placed in a variety of human services programs to observe and apply skills, values and knowledge learned in the classroom. Other required courses for this program are English, Psychology and two Social Science electives.

PROGRAM MISSION STATEMENT;

Educate and prepare our students through nurturing and guidance with skills and knowledge to become competent Human Services providers. Encourage and assist students to pursue a baccalaureate education to be able to be employable in the vast occupational opportunities in Human Services.

PROGRAM STUDENT LEARNING OBJECTIVES

The underlying foundation for these outcomes is knowledge, skills and a positive attitude of people who work with people in a variety of occupations under the umbrella of Human Services. It allows students with an awareness of sense of self, sense of place and sense of confidence in making cognitive choices for their future.

E ho'ala hou a pa'a pono-Going through the process of knowing who I am to make things right.

Through reflection of values and self awareness portrays a respectful attitude harmonizing with place, culture and diverse perspectives.

Ike-Individuals searching with insight

Evaluate employment and educational opportunities through a comprehensive awareness of the function of Human Services in the community.

Malama a pa'a pono-Doing things with righteousness.

Utilize communication skills and implementation strategies to assess the multiple causes of social issues and concerns in working toward prevention as well as intervention programs.

Part I. Quantitative Indicators for Program Review

HUMAN SERVICES	AY 04-05	AY 05-06	AY 06-07
1. Annual new and replacement positions in the State			
2. Annual new and replacement positions in the County			
3. Number of majors	40	28	17
4. Student Semester Hours for program majors in all program classes	93	36	27
5. Student Semester Hours for Non-program majors in all program classes	399	420	312
6. Student Semester Hours all program classes	492	456	339
7. FTE Program enrollment	32.8	30.4	22.6
8. Number of classes taught	10	9	6
9. Determination of program's health based on demand (Health, Cautionary, or Unhealthy)			
10. Average Class Size	16.4	16.89	19.5
11. Class fill rate	74.21%	67.56%	84.78%
12. FTE of BOR appointed program faculty	1	1	1
13. Student/Faculty ratio	40:1	28:1	17:1
14. Number of Majors per FTE faculty	25	17.5	17
15. Program Budget Allocation (Personnel, supplies and services, equipment)	\$76,360	\$75,717	\$48,767
16. Cost Per Student Semester Hour	\$155.20	\$166.05	\$143.86
17. Number of classes that enroll less than ten students	3	3	1
18. Determination of program's health based on Efficiency (Healthy, Cautionary, or Unhealthy)			
19. Persistence of majors fall to spring	47.5%	48.15%	58.82%
20. Number of degrees earned (annual)	0	0	0
21. Number of certificates earned (annual)	21	16	22
22. Number of students transferred (enrolled) to a four-year institution in UH	0	0	0
23. Perkins core indicator: Academic Attainment(1P1)	66.67%	100.00%	75.00%
24. Perkins core indicator: Technical Skill Attainment (1P2)	88.89%	100.00%	88.89%
25. Perkins core indicator: Completion Rate (2P1)	11.11%	25.00%	33.33%
26. Perkins core indicator: Placement in Employment Education, and Military (3P1)	.00%	100.00%	100.00%

27. Perkins core indicator: Retention in Employment (3P2)	.00%	100.00%	75.00%
28. Perkins core indicator: Non Traditional Participation (4P1)	24.39%	16.33%	24.00%
29. Perkins core indicator: Non Traditional Completion (4P2)	.00%	12.50%	25.00%
30. Determination of program's health based on effectiveness (Healthy, Cautionary, Or Unhealthy)			
31. Determination of program's overall health (Healthy, Cautionary, or Unhealthy)			
32. Number of FTE Faculty	1.6	1.6	1

Part II. Analysis of the Program

Program Demand:

Overall the Human Services Program demonstrated continued healthy program indicators in most areas in 2006-2007.. The program modification in the removal of the Substance Abuse Program from the Human Services umbrella may be the reason for the fluctuation in the numbers in the data. This impacted the data yet the program is continuously growing. The average class size has grown from 16.4 in 2004-05 to 19.5 in 2006-07. The class fill rate jumped more that 10%.

With the hiring of the new program coordinator the program now has a vision and focus. The data shows continuous growth with the persistence of majors and number of Certificates earned increasing.

Strengths:

- Developed Human Services Program courses that incorporated field trips to community programs (Hospice, Alu Like, BISAC, Salvation Army, Turning Point) and resident experts and inspirational guest speakers, (Dr. Kimo Alameda, Dr. Manu Meyer, Dylan Nonaka; Gov. Liaison).
- Established a positive reputation for the Human Services Program which resulted in a maximized enrollment capacity for all courses.
- Created Student and Program Learning Objectives, Course Outcome Guides and Program Health Indicators. Networked with other programs to capitalize on their experience and expertise in establishing these documents.
- Established an Advisory Board to provide direction, support and resources to the Human Services program.

Weaknesses:

- New program instructor/coordinator still learning the process of the Community College system from supportive colleagues.

Significant Program Actions:

- In the process of hiring a new instructor for Human Services in West Hawaii Campus
- Added a Human Services 110 night class in response to community need.
- Hired a lecturer to teach one practicum class

2006 Action Plan

- New program coordinator to evaluate program
- Research direction needed for expansion
- Complete and update SLO, PLO
- Recommend new Advisory Board

Update:

- Updated and completed SLO and PLO
- Recommendation of Advisory Board accepted
- Program coordinator will work with Advisory Board for direction, support and resources to the Human Services Program.

Part III. Action plan for 2007-2008

The program continues to demonstrate continuing demand and high efficiency as well as highly favorable program outcomes. The program will continue to deliver quality services to students as well as adapt to meet the changing needs of the community.

- New program coordinator will work with new Advisory Board to recommend program curriculum expansion and/or enhancement.
- Add HSER 110 class for students who work during the day
- Hire lecturer to teach one HSER practicum class
- Continue development of Program Outcome Assessment Strategies

Part IV. Resource Implications

- Submittal of grant to hire a person to do a needs assessment in the community to research what is needed to better prepare our student's in the Human Services pathway.
- Hire a permanent instructor for the Human Services position in West Hawaii.