

**UHCC December 2009 Coversheet –
Annual Report Program Data**

College: Hawaii Community College

Program: Human Services Program

Assessment Period: Summer 2008 – Spring 2009

Initiator: Mai Wong
Writer: Sandra K. Claveria

**UHCC December 2009 Coversheet –
Annual Report Program Data**

College: Hawaii Community College

Program: Human Services Program

Check All Credentials Offered	AA	AS	ATS	AAS	CA	CC	COM	ASC	APC
						x			

Introduction: Brief description of the program and program mission.

At the present, the Human Services Certificate of Completion program consists of 21 credits of coursework including 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. Application for program modification is in the beginning process that would require students to take another Human Services class, which would mean the program would consist of 24 credits and allowing students to receive a Certificate of Achievement.

The Human Service program aligns with the College’s mission and imperatives by providing this specific vocational preparation curriculum which community agencies are willing to recognize as “value-added” to a liberal arts back ground in evaluating employability of program graduates.

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 an opportunity to pursue a four-year Liberal Arts or professional program.

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.

Human Services Program

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.

1. E ho'ala hou a pa'a pono

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

2. Ike

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

3. Malama a pa'a pono

Utilize communication skills and implementation strategies to assess the multiple causes of social issues and concerns.

Part I.

Quantitative Indicators (Reported on 2009 Summary Report Program Data excel sheet --includes health calls based on system scoring rubric).

Annual Report of Program Data for Human Services
Hawaii Community College Program Major(s): HSER

Overall Program Health				Cautionary		
Demand Indicators		Academic Year			Demand Health Cautionary	
		Fall 06	Fall 07	08-09		
1	New & Replacement Positions (State)	224	12	81		
2	New & Replacement Positions (County Prorated)	40	1	5		
3	Number of Majors	17	21	21		
4	SSH Program Majors in Program Classes	27	60	78		
5	SSH Non-Majors in Program Classes	324	435	939		
6	SSH in All Program Classes	351	495	1,017		
7	FTE Enrollment in Program Classes	23	33	34		
8	Total Number of Classes Taught	6	8	15		
Efficiency Indicators		Academic Year			Efficiency Health Healthy	
		Fall 06	Fall 07	08-09		
9	Average Class Size	19.5	20.6	22.6		
10	Fill Rate	85%	83%	98%		
11	FTE BOR Appointed Faculty	1.0	1.0	1.0		
12	Majors to FTE BOR Appointed Faculty	17.0	21.0	20.5		
13	Majors to Analytic FTE Faculty	17.0	16.5	13.2		
13a	Analytic FTE Faculty	1.0	1.3	1.6		
14	Overall Program Budget Allocation	\$48,767	\$64,690	\$81,251		
14a	General Funded Budget Allocation	n/a	n/a	\$81,251		
14b	Special/Federal Budget Allocation	n/a	n/a	\$0		
15	Cost per SSH	\$143.86	\$130.69	\$79.89		
16	Number of Low-Enrolled (<10) Classes	1	3	1		
Effectiveness Indicators		Academic Year				Effectiveness Health Cautionary
		2006	2007	08-09		
17	Successful Completion (Equivalent C or Higher)	n/a	n/a	76%		
18	Withdrawals (Grade = W)	n/a	n/a	18		
19	Persistence (Fall to Spring)	59%	52%	45%		
20	Unduplicated Degrees/Certificates Awarded	n/a	n/a	15		
20a	Number of Degrees Awarded	0	0	0		
20b	Certificates of Achievement Awarded	0	0	0		
20c	Academic Subject Certificates Awarded	n/a	n/a	0		
20d	Other Certificates Awarded	16	22	15		
21	Transfers to UH 4-yr	0	1	0		
21a	Transfers with degree from program	n/a	n/a	0		
21b	Transfers without degree from program	n/a	n/a	0		

C/P denotes that the measure is provided by the college, if necessary.

Date current as of: 8/10/2009 3:30 PM

Distance Education Completely On-line Classes		Academic Year		
		Fall 06	Fall 07	08-09
22	Number of Distance Education Classes Taught	n/a	n/a	3
23	Enrollment Distance Education Classes	n/a	n/a	78
24	Fill Rate	n/a	n/a	104%
25	Successful Completion (Equivalent C or Higher)	n/a	n/a	83%
26	Withdrawals (Grade = W)	n/a	n/a	4
27	Persistence (Fall to Spring Not Limited to Distance Education)	n/a	n/a	61%
Perkins IV Core Indicators				
Perkins IV Measures 2007-2008		Goal	Actual	Met
28	1P1 Technical Skills Attainment	90.00	75.00	Did Not
29	2P1 Completion	44.00	50.00	Met
30	3P1 Student Retention or Transfer	55.00	70.00	Met
31	4P1 Student Placement	50.00	0.00	Did Not
32	5P1 Nontraditional Participation	25.00	25.00	Met
33	5P2 Nontraditional Completion	25.00	20.00	Did Not

Part II.

Analysis of the Program (strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the data).

Program Demand:

The overall health of this program was rated Cautionary. It is good to note that the Demand Health and Effectiveness Health went from Unhealthy in 2007 to Cautionary.

Demand Indicators:

The separation of the Substance Abuse Program from the Human Services umbrella may be a reason for the great drop in the number for new and replacement positions in the State and County from fall 06 to fall 07. The number of new and replacement positions for State and County has risen in the State and somewhat in the County. Much of the positions for Human Services are through Non-Profit agencies. The positive aspect in Demand Indicators is that there are increases in all parts of Student Semester Hours. The number of majors in comparison to the number of new and replacement County positions places the program Demand Health as "Cautionary" with 4.2 graduates per County position.

Efficiency Indicators:

The average class size has increased and the fill rate is at 98%. The cost per student semester hour dropped. The Majors to FTE BOR Appointed Faculty should be 21 and not 20.5. The cost per SSH has dropped as well as the

number of low-enrolled classes. These factors contributed to the program Efficiency Health as being “Healthy”.

Effectiveness Indicators:

Persistence Fall to Spring is Unhealthy. However, this low number is relative to the number of SSH non-majors -- Students are taking selected HSER courses as electives.

Due to the change in method of data collection from 2007 to 2008/09 resulted in an appearance of a drop in number of Certificate of Completions awarded. In 2007 all Certificate of Completions were counted, in 2008/09 only those students majoring in Human Services who were awarded Certificate of Completions were counted. If in 2008/09 all Certificates of Completions were counted the number of Certificates of Completions awarded would be 27 a 10% increase from Fall 07.

The program Effectiveness was rated as “Healthy” on the first measure at 71% (unduplicated degrees/certificates awarded/number of majors), “Cautionary” on the second measure at 3 (unduplicated degrees/certificates awarded/number of County positions) and “Unhealthy” on the third measure at 45% (persistence rate) resulting in a “Cautionary” overall score.

Distance Education completely on-line:

This is all new data yet the fill rate looks good at 104% and the number of enrollment are 28 students for 3 classes.

Perkins IV core indicators:

1P1 Technical Skills Attainment-3 out of 4 students or 75%. This is just one student who may have stopped program participation in the year reported.

2P1 Completion this was met with 50 %

3P1 Student Retention or Transfer, this was also met with 70%

4P1 Student Placement. This was not met. One student unable to find employment in the private and public sector.

5P1 Nontraditional Participation was met with 25%

5P2 Nontraditional Completion was not met as there was only one male out of five who completed the program that could lead to a nontraditional field.

Program Strengths and Weaknesses

Strengths:
1. 98% fill rate, 2008-2009; 3 year average over 90%
2. Demand remains steady, showing increases in SSH. Increase in SSH Non-majors in program classes more than doubled (435-939)
3. SSH Program Majors in Program classes went from 27 in 2006 to 78 in 2008-09.
4. Increase in number of sections taught, almost doubled
5. The average size class continues to grow while the number of low enrolled classes decreased from Fall 2007.
6. The cost per student semester hour dropped.
7. Continued to work with a positive and nurturing Advisory Board
8. Addition of online courses to the Human Service Program.
9. The SSH non-majors in Human Services courses demonstrate the support the program lent to other College programs including CTE and Public Service programs and the AA Liberal Arts Program (Item #5).

Weaknesses:
1. Financial Aid does not pay out full award for Certificate of Completion program, which cause students to declare other programs as their major.
2. In Effectiveness Indicator 20d, the count decreased because of discrepancy of how other certificates awarded is counted. According to system count, it is counted by students who major in Human Services and not by the number of students who graduated with a Certificate of Completion. This does not give Human Services full credit for all those completing and graduating with their Human Services certificate.

Significant Program Actions (new certificates, stop-out; gain/loss of positions, results of prior year's action plan).

A new instructor was hired for Human Services/Social Science in West Hawaii. Our West Hawaii instructor taught 3 Distance Education classes which netted a fill rate of 104%

There was an increase in number of sections taught including a Human Service night class. A lecturer hired to teach one practicum class. The number of student semester hours in all program classes went from 495 to 1,017.

A grant was received, funding collaboration project with an English professor. Together we created a booklet for students to use as a helpful tool for improving writing skills. This booklet will assist students with their writing skills. Many students struggle with the fear of writing. In the next semester I will get student's feedback on possibly improving or enhancing the booklet.

Part III. Action Plan

1. I will be going through a program modifications process.
2. An additional required class would allow students to receive a Certificate of Achievement
3. The addition of one class to the Human Services requirements will bring the total credits from 21 to 24. This may help to increase the count of students declaring Human Services as their majors and would qualify students for full financial aid awards.
4. Deleting HSER 111 Therapeutic Aide class and incorporate some of the objective into HSER 110
5. Individual counseling class for Human Services (HSer 140) will be taught in Fall 2010.
6. HSer 110 will be part of a pilot project called Hui Makamae that will provide retention/persistence strategies for three groups of 20 students whose COMPASS scores place them into ENG 21 and MATH 22. This project will be launched during Spring 2010 and end in Fall 2011.

The program modification process may take a year to complete. When approval is completed students will be able to receive full financial aid award and a Certificate of Achievement.

The addition of an individual counseling class will provide students additional skills needed in the Human Services field.

Part IV. Resource Implications (physical, human, financial).

- Additional classes may require hiring lecturers.

Annual Report Program Data and analysis located on college website at:

[AY 2009 Completed Annual Program-Unit Reviews](#)