

ANNUAL
REPORT OF PROGRAM DATA

2022

UNIVERSITY of HAWAI'I

HAWAI'I
COMMUNITY COLLEGE



July 1, 2021 through June 30, 2022

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1. Human Services Program Description

The Human Services certificate prepares students for entry- and mid-level entry employment in such diverse settings as group homes and halfway houses; correctional facilities, developmentally delayed programs, and community mental health centers; family, child and youth agencies; and programs concerned with special needs such as alcoholism, drug abuse, family violence, homelessness, and aging. The career area of Human Services is very varied with child, family and school social workers, community and social service specialists, community health workers, and counselors.

The Human Services program is designed to attract students who want to discover their strengths to apply them to service; service to themselves, their families, and to the community. Many of our learners in the Human Services program have experienced extreme challenges such as addiction, domestic violence, homelessness, and intergenerational poverty, etc. However, they want to explore higher education. They understand that there are employment and career opportunities in human services that they are interested in, and they can use their experiences to help others. For many students, the HSER certificate is just a stepping stone to continue on to Associates and Bachelors degrees. Teaching faculty and advisors/counselors work together to support students to explore long-range plans for MA/MSW degrees.

The HSER program also attracts students that work towards and receive their Human Services certificate and work in the community. The increase in part-time students reflects this. Many service agencies in the community have entry-level positions that attract human services graduates. Some students choose a pathway of Liberal Arts/Associates in Arts with a Concentration in Psychology and get a HSER-certificate in the process. This is a specific pathway for those who are interested in transferring to UH Hilo to pursue a degree in psychology.

2. Analysis of the Program/Unit

[UHCC Annual Report of Program Data \(VARPD\)](#)

The Human Services program's overall program health is Cautionary! This is a lower status compared to the 2021 diagnosis of Healthy, despite the increase in program course offerings and student enrollment in 2022.

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The strengths and areas to improve in terms of Demand (Healthy), Efficiency (Progressing), and Effectiveness (Progressing) based on an analysis of the program's ARPD Quantitative Indicators or comparable unit-developed measures or program-developed metrics are as follows:

Demand Indicators and Demand Health for Human Services is Healthy. In both the State and County of Hawai'i, the industry demand indicators are strong, and the new and replacement positions are constant. There is a steady decline in the number of Human Service majors. It has decreased from 10 (2020) to nine (2021) to four (2022) in the last three years and faculty believe that the Covid pandemic and financial aid restrictions are major reasons affecting the students and the decisions regarding what major to choose. The program has three student majors that identify as Native Hawaiian. The fall full-time numbers have increased from 10% to 33%, fall part-time decreased from 90% to 67%. Full-time enrollment in program classes has decreased from 744 to 600 but increased to 954 in 2022. That can be attributed to the increase in HSER 110 course offerings. Despite the major challenges with school enrollment and teaching in the aftermath of COVID, HSER instructors are committed to designing and facilitating program courses that are high touch and interactive no matter what the modality.

The program increased course offerings from 11 classes taught during the 2020-21 review period to 18 classes in 2022 with one full-time faculty member and five lecturers. The other Social Services faculty members are assisting with covering Women's Studies, Psychology, and Human Development.

Due to the announcement of the upcoming retirement of the FTE BOR Appointed faculty in December 2022, the program brought on five lecturers; two are currently non-teaching faculty (from counseling and the Learning Center) and of the five, three are HawCC-HSER, UHH and MSW-Mānoa alumni. All of our faculty are UH Hawai'i graduates and are very familiar with our curriculum and the resources in our community and State of Hawai'i. Of the three lecturers that work outside of the kauhale, one is a youth therapist in private practice, one founded a non-profit, and the other currently works with youth developing social media awareness and management. All HSER instructors participated in supportive meetings with the Senior faculty who facilitated the group to align syllabi, assignments, and high-touch activities, exercises, and a shared assessment assignment.

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To increase enrollment, for Fall 2022, the HSER program scheduled HSER 110 courses in the morning, afternoon, evening and even on the weekend, on Saturday morning to accommodate as many students as possible using all modalities. Only the Saturday morning class was canceled due to low enrollment. The program successfully transitioned from in-person to synchronous using the ZOOM platform with 39 SSH Program majors in 2021 and an impressive 600 SSH non-majors in program classes in 2022, though Program majors dropped to nine. However, the SSH non-majors increased from 600 in 2021 to 954 in 2022. That is an increase of 354 SSH in one year.

To address the concern of decreasing HSER declared majors, the HSER program is committed to encouraging and guiding students to meaningful learning experiences in the HSER 110 final assessment assignment that integrates self-awareness and community connections. The advisory component is also being discussed and may need to be added into the curriculum.

The program is also piloting several hybrid HSER courses in Spring 2023 that will combine both in-person and synchronous zoom together. This will hopefully continue to meet the complex needs of our students.

The Human Services program strengths are evident in the average class size of 18 with a fill rate of 73.8%. There were only three low enrolled program classes during this review period out of 18 classes taught. There is an increase from 17 certificates awarded in 2021 to 23 in 2022; one of the largest units participating in graduation.

<https://uhcc.Hawai'i.edu/varpd/index.php?y=2021&c=HAW&t=CTE&p=2308>

To assist with increasing the low enrollment of the school and in review of the Distance Indicators, HSER increased the offerings of distance education classes from seven in 2020-21 to offering 16 distance education classes in 2021-22. HSER more than doubled the offering of distance education courses and increased distance enrollment from 134 in 2021 to 278 with a 78% successful completion rate of a C or higher. In accordance, the persistence rate increased one point.

HSER program continues the conversation regarding the following ongoing program considerations:

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- Practicum courses (HSER 192/292) – Due to low enrollment, only one course was scheduled in 2021 and 2022 versus the two cohorts traditionally scheduled. In the Spring of 2022, the course was co-taught with a faculty and lecturer to assist in mentoring and ease the upcoming transition. The listed organizations assisted the college with field work of 70-hour placements during the review period:
 - Department of Health
 - Waiakea Settlement YMCA
 - Hawai'i Dynamics
 - The Food Basket
 - Toys for Tots
 - West Hawai'i Exploration Academy
 - HOPE Services
 - No Kia'i O Ke Ola Suicide Prevention Program
 - 'Ohana Church of Hilo
 - Voice Heard Project
 - HawCC Student Publication/AJ Club
 - Yukio Otsuka Veterans Hospital
 - Movement for Aloha
 - Care Hawai'i Kupuna Program
 - Hero's Project/Waiakea Lions
 - Panaewa Recreation Center – PnR
 - Resource Binder/AJ Club
 - Hale Kea
 - Mālama 'Aina Foundation/Mahope Project
 - St. Teresa's Church

The current list of Fall 2022 HSER 192/292 Field Placements with Supervisors are attached.

- There has been no movement with PCC communications regarding the “hub and spoke” model in HSER programs or to collaborate with other UHCCs to align courses during this review period.
- An upcoming development is that two faculty have announced leaving (retirement and career change) Hawai'i Community College. Therefore, the HSER program will not have a full-time faculty come Spring 2023 nor

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another qualified social science faculty who teaches HSER. The HSER program will be completely dependent on lecturers for course delivery.

- Senior faculty did facilitate onboarding of first-time lecturers and to foster a positive relationship between them and HSER instructional staff. The Department Chair has kept monthly contact with lecturers to support and assist with curriculum/student concerns.
- Unfortunately, in Spring 2021 the CO-Community Health Worker program approval by UHCC was rescinded. No further direction given. The program may offer the HSER/CHW 101 – Community Health Worker Fundamentals in Fall 2023 to explore student interest. It would be an elective. In 2017-18, textbooks were purchased from a Maui College grant which afford a cohort from HawCC to get the CO-CHW. The students can utilize the textbooks as loaners.

3. Program Student Learning Outcomes

The Program Student Learning Outcomes remain current and are as follows:

- Portray a respectful attitude harmonizing with place, culture, and diverse perspectives, through a reflection of values and self-awareness.
- Evaluate employment and educational opportunities through a comprehensive awareness of the function of Human Services in the community.
- Utilize communication skills and implement strategies to assess the multiple causes of social issues and concerns.

The Human Services program continues to be a hua (catalyst), a stepping stone for students to gain self-awareness and build their academic skills to be lifelong learners who will be engaged and productive citizens to serve others. Hawai'i Island continues to have complex challenges, and, fortunately, we have citizens, our students, who want to be employed in Human Services and other helping professions.

The program is currently reviewing the HSER Program Advisory Council and with recent faculty changes and challenges, this creates a constant need for discussion, planning, and support regarding future HSER offerings.

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HSER 110 was reviewed in Spring 2022, and all current HSER instructional faculty participated. The course was approved, and current instructional faculty all support and implement the final assessment assignment.

Changes that have been made as a result of the HSER 110 final assessment assignment resulted in the creation of an assignment rubric and a collective understanding that the instructional staff need to maintain commitment to inspire students to develop their self-awareness and boost skills to want to enter human services professions with a high interactive curriculum that connects the students to the community. The final assessment assignment is instrumental in our continual review to provide impactful and relevant curriculum. In the review of final papers, it was noted that many of the students address not giving up on themselves.

The changes in offerings increased online distance learning courses and increased enrollment in the HSER 110 introductory courses but did not translate to an increase in the number of students declaring HSER as a major or in enrollment in the HSER 192/292 field work practicum courses.

The HSER 110 class offers three to five sections per semester and per our lead faculty, Sandra Claveria, “is the root that nurtures so many students to continue in other majors such as Liberal Arts. We give them the belief in self to overcome challenges of fear, shame, denial and guilt. We give them the awareness of knowing who they are and finding their own potential. We give them the hope in self to deal with the oppression of the past of negative stigma.”

The senior faculty continues to provide mentoring and support during this transitional period.

4. Action Plan

Based on findings in Parts 1-3, the development of the current action plan for the HSER program is flexible and is able to meet the changing dynamics in the human service industry. The trend of employers providing in-house paid training for specific positions is strategic and a successful way to increase qualified people immediately into industry. This strategy will compete with our efforts at HawCC to a certain extent, as many students will seek out these work opportunities versus entering a longer-term educational pathway. Also, the merger of two large non-profit social

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service/medical agencies needs to be monitored on how services and employment for our students will be impacted.

The four major action prompts identified in Action Plan 2020-2021 are still current and ongoing. An update of the action plan provided in the HSER 2020-2021 Program Review is as follows:

1. The HSER program will continue to provide high touch and rigorous courses with aloha and a sense of Kauhale – the learning village where everyone is accepted, valued and has purpose. It is evident that the increase in HSER 110 offerings with all modalities represented will increase the SSH numbers but not necessarily the number of program majors. The program realizes that the higher goal is to develop students' self-awareness and positive connections to the community. The instructional team, with or without BOR-appointed faculty, will need to continue to work together to provide educational curriculum and experiences that will assist students in their academic journey.

Fortunately, the awarding of the HSER Certificate of Competence remains high, and the inclusion of the HSER courses in the Liberal Arts – Psychology pathway is recognized as being instrumental.

There is successful integration of the Ka'ao four stage process and AVID strategies in all HSER classes. All current HSER instructors have attended Ka'ao and AVID training and workshops. The effort to have HSER 110 designated as an FYE course was not accepted by the school committee, but instructors are encouraged to apply for their individual HSER courses. It appears to be reserved for HLS and ENG courses.

Continued action is necessary with onboarding and supporting the team of lecturers that will provide instruction for the HSER courses. Professional Development opportunities will be encouraged and supported.

2. With the lessening of COVID restrictions and the directive to return to in-person learning, the HSER Program will maintain the current increase of distance learning courses in HSER and also increase the in-person courses. In this transitional period, the in-person courses were lower enrolled than the online courses. However, it is recognized that we need to offer both modalities. The HSER 110 asynchronous

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course was offered twice successfully with strong enrollment and will continue to be offered.

The hybrid modality pilot will be implemented in Spring 2023. It will be monitored and reported on in the next annual review. Offering the dual-modality combination course will ask more of our instructors and will hopefully increase enrollment.

3. The HSER/CHW 100 approval was withdrawn by the UHCC Administration and to “save face,” the HSER program must regroup to address the community challenges with limited support. Currently, Hawai‘i County is dealing with increased Fentanyl usage which is causing increased addiction, related crime and deaths. This is an addition to the ongoing meth/alcohol drug concerns and poverty related issues that currently tax the Hawai‘i County medical and social services support systems. The HSER Program will meet with colleagues and members of the advisory council to decide whether to schedule the HSER/CHW100 course as a “stand alone” course in Fall 2023 and to support Edvance non-credit offerings on the non-credit side. HSER Instructors are encouraged to continue to include current community health trends and community resources in the HSER classes to promote student awareness and participation in our field work placements.

Curriculum review and assessment will be necessary to identify whether student learning objectives and outcomes need to be changed.

4. The ongoing process of continual review of data and addressing community needs identified in the Human Services course offerings will reflect the resources and expertise available. The program advisory council will continue to serve as an important component of the future of the Human Services program. What the future of the CO-CHW or to just offer introductory courses will be discussed.

This action plan aligns and supports the College’s Mission and Strategic Plan.

Include a discussion of how implementing this action plan will contribute to the College achieving the goals of the Strategic Plan.

<https://Hawai'i.Hawai'i.edu/sites/default/files/assets/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf>

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Overall, the 2021-22 ARPD data revealed that the HSER program continues to grow in student enrollment but not in declared majors. With the increase of online course offerings and maintaining the high touch, rigorous introductory courses the program will continue to be popular and well received. However, there should be a discussion on whether to design a two-year associate's degree or to just continue to offer the certificate of competence. A major consideration would be if the school would be given faculty support in a BOR teaching position to work on the design and implementation.

The large growth in courses offered and increase in student enrollment must be assisted with increased advisory and field work/employment opportunities to be sustained.

The HSER faculty continually stresses that the Hawai'i Community College not forget that we learn to serve our students and the community. The HSER program focus is to be student centered when creating, developing, and implementing curriculum and to use best practices that include their (student) voices.

5. Resource Implications

*** Special Resource Requests not included in operating "B" budget ***

Detail any special, one-time or personnel resource requests in the categories listed in the table below that are not included in your regular program or unit operating "B" budget.

*Note: CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.

XX I am NOT requesting additional resources for my program/unit.

I AM requesting additional resource(s) for my program/unit.

Total number of items being requested: _____ (4 items max.)

*For each item requested, make sure you have gathered the following required information and all relevant documentation before you upload this Review; you will submit all information and attachments for your **Resource Request** as part of your Review document submission via the

[Hawai'i CC - Program & Unit Review Submission portal](https://Hawai'i.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)
<https://Hawai'i.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run>

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- ✓ **Item Description**
- ✓ **Justification**
- ✓ **Priority Criteria** (must meet at least one of the following):
 1. Ensure compliance with mandates and requirements such as laws and regulations, executive orders, board mandates, agreements and contracts and accreditation requirements.
 2. Address and/or mitigate issues of liability, including ensuring the health, safety and security of our Kauhale.
 3. Expand our commitment to serving all segments of our Hawai'i Island community through Pāalamanui and satellite centers
 4. Address aging infrastructure.
 5. Continue efforts to promote integrated student support in closing educational gaps.
 6. Leverage resources, investments with returns, or scaling opportunities
 7. Promote professional development.

CATEGORY	Category-Specific Information Needed			
Equipment	Estimated Date Needed	Quantity / Number of Units; Cost per Unit	Total Cost (with S&H, tax)	On Inventory List (Y/N); Decal #, Reason replacing
Facilities Modification	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Utilities Required
Personnel Resource	Estimated Date Needed	FTE; Position Type; Position Title	Estimated Salary	Was an Existing Position Abolished? (Y/N); Position #
Professional Development	Estimated Date Needed	Have you applied before (Y/N); was it approved?	Professional Development Type	PD Details; Impact; Total Cost
Reallocation of Funds	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Reallocation Proposal

6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

XX I am NOT requesting changes to the SOC codes/occupations listed for my program.

I am requesting changes to the SOC codes/occupations listed for my program.

[O*Net CIP-SOC Code Look-up](#)

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in the **Crosswalks box, choose "Education," then enter CIP number to see related SOC codes*

List below each SOC code for which change is being requested and include details of requested code deletions and/or additions. Include justification for all requested changes.

*All requested changes to the SOC codes/occupations listed for programs must be discussed with and approved by the Department/Division Chair.

Fieldwork Site	Fieldwork Supervisor	Brief list of duties	Fieldwork Supervisor Contact Info
Access Capabilities	Eveyln Mata	Answer phone , clerical, teach class Nurse scribe for street meds program (wound care) Passing out hygiene kits, first aid and food supplies to houseless and in need community in Hilo. Also, helping in Community outreach for available programs. And start the process for people looking for shelters, housing, obtaining ID, SSN...etc	808-965-1198
HOPE Services Hawaii, Inc.	Carrie Hoopii		(808) 217-6183
College of Micronesia	Sarah Mooteb (Supervisor) / Serphin (UB Director)	Tutoring College/HS Upward Bound students Child care, assist with services, engage with children	Carrie (808) 217-6183 Phone #: (808) 934-2630 channele@hawaii.edu
HCC Children's Center HCC Counseling Office	Channel Babagay Larissa Leslie	Answer phone, clerical, assist counselors assisting guidance counselor, and assisting middle school teachers in classes.	Larissa #(808) 934-2720
Ka'u High and Pahala Elem.	Deisha Davis	Tutoring, community service with students, teacher assistance, mental health activism and board-play	
Hawai'i Academy of Arts and Sciences	Laura Rosgado // My Teachers (Madriga, Henriquez, Vargas)	hoku group, starfish mentor, educational trainings	
Ho'ola Na Pua	Lovey Silva	Teaching students, Helping with homework, Engage with children	808-238-2811
After school All Star Program	Joseph Pacheco	supporting with teen council recruitment, assistance with facilitation at TC Meetings, updating and delivery of core sex ed lessons (anatomy, sexual and reproductive anatomy, consent, healthy relationships, gender and sexual identity, sti's	
Planned Parenthood	Grace Caligtan		email: grace.caligtan@ppgnhaik.org (808) 445-8186