

ANNUAL
REPORT OF PROGRAM DATA
2023

A photograph of a campus landscape featuring a paved path, green grass, and modern buildings in the background. The image is overlaid with a purple gradient and white geometric lines forming a diamond shape.

UNIVERSITY of HAWAI'I
HAWAI'I
COMMUNITY COLLEGE

July 1, 2022 through June 30, 2023

Human Services Program

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1. 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.

2. Program Learning Outcomes

PLO1: Portray a respectful attitude harmonizing with place, culture, and diverse perspectives, through a reflection of values and self awareness.

Links to Institutional Outcome 3: Apply knowledge and skills to make contributions to communities that are respectful of the indigenous people and culture of Hawai'i island, as well as other cultures of the world.

PLO2: Evaluate employment and educational opportunities through a comprehensive awareness of the function of Human Services in the community.

Links to Institutional Outcome 2: Utilize critical thinking to solve problems and make informed decisions.

Links to Institutional Outcome 4: Utilize quality comprehensive services and resources in the on-going pursuit of educational and career excellence.

PLO3: Utilize communication skills and implement strategies to assess the multiple causes of social issues and concerns.

Links to Institutional Outcome 1: Communicate effectively in a variety of situations.

3. Analysis of the Program/Unit

The Human Services one-year certificate 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. Moreover, the program also attracts students from the workforce seeking a college education in pursuit of a change in career or job advancement.

The inclusion of the HSER courses in the Liberal Arts – Psychology and Sociology pathways is recognized as being instrumental and it is observed in the number of Human Services certificates awarded to non-majors.

[Human Services Annual Review Program Data](#)

Demand Indicators

Job positions and the state and county levels remain high, while the program enrollment continues to decline. Since 2019, there has been a steady decline in enrollment from 10 to 3 over the past 4 years from 9 to 3 program majors. In addition, although 100% of program majors enrolled part-time in the Fall, only 33% continued on to the Spring semester (a decrease of 67%). The following contributing factors for enrollment decline:

- 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 resulting in students changing to a Liberal Arts major. This is supported by the [Liberal Arts annual review program data](#) that shows a 4% increase in part-time LBRT majors from the Fall to Spring semester last academic year.
- The Human Services (HSER) program faculty retired in 2022 and the department chair processed “critical to fill” request forms for this vacancy. The Human Services faculty position remains vacant to date.

Student semester hours (SSH) data of program majors in Human Services classes align with enrollment. However, the SSH of non-majors in Human Services program class and full-time enrollment in program classes are high even if there was a slight decline from the previous year. This is because the Human Services seminar and fieldwork courses (HSER 192 and HSER 292) are required and the Introduction to Human Services course (HSER 110) is an elective course for students majoring in Liberal Arts (LBRT) with concentrations in Psychology (PSY) or Sociology (SOC). Liberal Arts majors in either concentration benefit because they can earn a Human Services certificate in addition to an Associates in Arts LBRT degree that enables them to transfer to UH Hilo.

Efficiency Indicators

The average Human Services class size decreased to 15 as compared to 18 from the previous year. The fill rates have steadily decreased by 11% annually since 2021 at 62.4%. There are (8) low-enrolled Human Services courses as compared to (3) last year. The Human Services faculty vacancy directly correlates to the decline in efficiency.

Effectiveness Indicators

The Human Services program has a 77% successful completion rate of C or higher which is up a percentage point from the previous year. There were (19) withdrawals from Human Services courses in 2023 as compared to (16) from the previous year increasing by (3). Persistence rates increased from Fall to Spring and from Fall to Fall remain consistent at 33% respectively. There were 11 Human Services certificates awarded in 2023.

Distance Indicators

The number of distance education classes taught remains steady at 16 from the previous year. Distance education rates class enrollment (266), fill rate (69%), successful completion with a C or better (75%), and Fall to Spring persistence (67%) saw decreases from the year prior by (12), (4), (3%), and (3%) respectively. Student withdrawals from distance education Human Services courses saw a slight increase of (2) from 16 to 18.

4. Action Plan

Based on findings in Parts 1-3, the development of an action plan for the HSER program must be flexible and able to meet the changing dynamics in the human services 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.

The four major action prompts identified in Action Plan since 2021 remain relevant and are current and ongoing.

High Touch and Rigorous Courses: 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. Without a BOR appointed faculty for the Human Services program, it is heavily reliant on lecturers and additional support from Psychology (PSY) faculty. The instructional team will need to continue to work together to provide educational curriculum and experiences that will assist students in their academic journey. 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. The primary core courses HSER 101, HSER 192 and 292 all have community service volunteering as a course requirement. HSER 192 and 292 each require 70 hours of community field work."

Dual Modality Courses: In maintaining 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. With ongoing construction on campus in East Hawai'i, classroom space for in-person courses is limited. We are experiencing low enrollment for in-person courses, and more favorable enrollments with distance education as supported by the data. Dual-modality offered courses with in-person and Zoom sections improves enrollment rates as supported by the SSH data on program classes. However, it is recognized that we need to offer both modalities. A Human Services club does further promote in-person engagement on campus and in the community.

HSER Community Health Worker program is a "hold" status with plans of starting in AY 24-25 with the offering of Human Services 101, Community Health Worker Fundamentals. Currently, Hawai'i County is dealing with increased Fentanyl usage which is causing increased addiction, related crime and deaths. This is in 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. Further discussion with the advisory council is warranted. Good Jobs Hawaii (GJH) workforce initiative funds secured for the Human Services certificate program August 2024 - December 2024 may have increased the CO program. CHW was not able to be activated prior to the Good Jobs Hawaii funding ending. In Spring of 2024 potential HSER students trying to complete the certificate of completion using the GJHI funding were notified that the program was at capacity. . On campus representatives from Good Jobs Hawaii, the Counseling Unit, and from the Admissions office along with faculty and/or staff will need to be identified to meet the admission, registration, and other onboarding requirements for eligible applicants.

Program Data Review and Community Workforce Needs: 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](#).

Overall, the 2022-23 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 HawCC will be a school given a faculty position to serve as the program faculty and lead instructor and could also support the course offerings in Community Health Worker. Currently there is no faculty assigned to HSER. The course offerings are instructed by full time lecturers, faculty from other disciplines and units assisting. A Board of Regents approved teaching position is necessary to work on the design, coordination 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 "legacy" of the Human Services program is to continually emphasize 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 resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) to support action or Perkins plans.

**Note that 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 [Hawaii CC - Program & Unit Review Submission portal](https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)*
<https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run>

✓ **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 Hawaii Island community through Pālanui 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 #