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| <b>PROGRAM INFORMATION</b>   | <b>Program</b>  | <b>Human Services Technician</b>  |
|  | Submitted by:   | Julie Hart-Schutte  |
|  | Year  | 2023-2024   |
|  | Date of Review  | 2024-01-12  |
|  | Form Key  | baec1673-6164-47c2-a74b-80712f404ccf  |
| <b>PROGRAM OUTCOMES</b>  | Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any: | Program outcomes are reviewed at program meetings and at advisory board meetings as needed. No changes. |
|  | Outcomes are up to date in WIDS and on the program's web page   | Yes   |
| <b>SYLLABI</b>   | ADA Statement   | Yes   |
|  | Competencies  | Yes   |
|  | Course Description  | Yes   |
|  | Course Title and Number   | Yes   |
|  | Credit Hours  | Yes   |
|  | Freedom of Expression Statement   | Yes   |
|  | Grading Criteria  | Yes   |
|  | Instructor  | Yes   |
|  | Academic Integrity Policy   | Yes   |
|  | Nondiscrimination Statement   | Yes   |
|  | Office Hours/Contact Information  | Yes   |
|  | Prerequisites   | Yes   |
|  | Required Text(s)  | Yes   |
|  | Syllabi Up to Date in WIDS  | Yes   |
| Explain which syllabi were reviewed this year; input received from advisory board, instructors, students, etc. regarding course objectives and textbooks used; and changes made, if any. | No changes.   |   |
| <b>PROGRAM COMPETENCIES</b>  | Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:     | We review competencies annually and no changes were made.   |
|  | WIDS Up to Date   | Yes   |
| <b>COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST</b>  | Capstone  | No  |
|  | Class Participation   | Yes   |
|  | Clinical/internship observations  | Yes   |
|  | Examinations  | Yes   |
|  | Comprehensive Final Exams   | No  |

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|  | <b>Journals</b>   | Yes  |
|  | <b>Lab Demonstrations</b>   | No   |
|  | <b>Oral Examinations/Presentations</b>  | Yes  |
|  | <b>Other Projects</b>   | Yes  |
|  | <b>Peer Evaluations</b>   | Yes  |
|  | <b>Portfolio Projects</b>   | Yes  |
|  | <b>Quizzes</b>  | Yes  |
|  | <b>Self-Evaluations</b>   | Yes  |
|  | <b>Simulations</b>  | Yes  |
|  | <b>Videos of Student Mastery</b>  | Yes  |
|  | <b>Written Essays</b>   | Yes  |
|  | <b>Written Reports</b>  | Yes  |
| <b>ALIGNED AND APPROPRIATE ASSESSMENTS</b> | Assessments used in the program are matched to the outcomes/competencies for the program.   | Yes  |
|  | Explain changes in the assessments used in your program since your last review (include input received and rationale).  | No changes.  |
|  | Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.   | Students in Intro to Human Service complete an assessment called Assessing Needs and Resources Activity. They must evaluate several case studies, determine the best course of action for the client, find resources including contact information, and justify their choices. |
| <b>INDUSTRY CERTIFICATIONS</b>             | Explain any changes made or planned in the program based on assessment of industry certifications used in the program.  | Mental Health First Aid certification will be completed in the Spring 2024 semester. This is an every other year certification. QPR, CPR, HIPAA, and Mandatory Reporter training are all completed annually.   |
| <b>INTERNSHIPS/ CLINICALS</b>              | How do you evaluate program competencies or learning objectives during internship/externship experiences?   | Program competencies and learning objectives are assessed through weekly journal questions in the Trajecsys management system, internship site supervisor site evaluations, and instructor site visits (when allowed).   |
|  | As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?   | No changes.  |
| <b>ENROLLMENT</b>                          | Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark. | At the 10 day count we had 33% of our annual cap of 24 students. We've met with the Admissions team and discussed recruitment during our advisory board meeting. We will continue to step up our efforts to recruit students. A plan of action has been developed.             |

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| <b>RETENTION</b>                  | Does the most recent year's data meet this benchmark?<br>If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark. | The retention rate was 69%, below the desired goal of 75%. Given the strong retention history in the program, during a retention meeting the group agreed that the 2023 retention rate was impacted by student characteristics, such as lack of commitment to school either due to social issues, mental health concerns, our outside responsibilities. Instructors will continue to submit student alerts and address student issues as they arise. They will also reach out to students who left in good standing and have a small amount of coursework left. |
| <b>GRADUATION</b>                 | Does the most recent year's data meet this benchmark?<br>If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark. | Our graduation rate was 60%. See retention plan for future goals.   |
| <b>PLACEMENT</b>                  | Does the most recent year's data meet this benchmark?<br>If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark. | Our placement rate was 92% of graduates from 2022 getting employed in their field. This exceeds the benchmark of 80%.   |
| <b>STUDENT SATISFACTION</b>       | If this benchmark is not met, what strategy or strategies will be implemented to address this measure?   | Not assessed during this cycle.   |
| <b>ALUMNI SATISFACTION</b>        | If this benchmark is not met, what strategy or strategies will be implemented to address this measure?   | Not assessed during this cycle.   |
| <b>EMPLOYER SATISFACTION</b>      | If this benchmark is not met, what strategy or strategies will be implemented to address this measure?   | Not assessed during this cycle.   |
| <b>PROFESSIONAL DEVELOPMENT</b>   | What professional development activities have instructors in this program completed in the last year?  | Instructors attended various presentations at the DWU McGovern Center. Instructors participate in in-service activities at MTC each year. One instructor took part in an online training on working with Indigenous populations.  |
|                                   | How were these activities used to improve this program?  | Lessons from the Indigenous Population training were incorporated into the Human Services Populations class.  |
| <b>PROFESSIONAL ORGANIZATIONS</b> | Do faculty members belong to professional organizations associated with this program?  | Yes   |

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|   | If no, explain why.  |   |
|   | Are students made aware of the professional organizations for their career field?  | Yes   |
| <b>ADVISORY BOARD RECOMMENDATIONS</b>       | What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)? | The advisory board recommended several strategies for recruitment including social media campaigns and a change to the location of Human Services on the webpage. |
|   | Implementation Date  | 2024-03-25  |
|   | Indicate the personnel responsible for implementing the change(s):   | Dixie Herll and Julie Hart Schutte  |
| <b>PROGRAM IMPROVEMENT PLANS AND BUDGET</b> | As you review this past year, what changes do you propose for the next school year that will affect the program's budget?  | We will continue to ask for budget dollars for a class trip to Pierre for the legislative session and tours of HST agencies.                                      |
|   | Cost   | \$750   |