

Instructional Program Review Four Column Report

Program Review - Human Services

Mission Statement: The Human Services Program is designed to assist students with the skills necessary to work or complete their education in the Human Service field. This will allow students to complete either a certificate or degree for transfer or to upgrade their occupational skill level.

Has mission statement changed since last review?: No

Align your discipline mission to college mission: 1. challenges, and empowers our diverse, multicultural community of learners to realize their goals;

Semester submitted: Fall 2015

Major developments and changes: Promoted student leadership skills.
Disseminated student workshops on Domestic Violence and Sexual Assault.
Engaged students in Service Based Learning.

Year One Objectives: 1. Develop food bank resources.
2. Begin the process for new courses
3. Add a second new faculty member to implement new certificate academic programs

Status of Year One Objectives: Ongoing

Year Two Objectives: 1. Continue the process regarding new academic courses.
2. Implement new certificate programs.
3. Continue building food bank service infrastructure.
4. Add a second new faculty member to implement new certificate academic program

Status of Year Two Objectives: Ongoing

Year Three Objectives: 1. Work with new faculty member to assess course and program outcomes to improve teaching and learning.
2. Increase Service Based Learning opportunities for Human Services students using the food bank as a future employment based instructional model.

Status of Year Three Objectives: Ongoing

Year Four Objectives: 1. Continue to increase Service Based Learning opportunities for Human Services students using the food Bank as a future employment based instructional model.

2. Update curriculum as needed to match changes in the labor market.
3. Based on the results of assessment of the five new certificate programs changes will be implemented for students.

Status of Year Four Objectives: Ongoing

| <i>List Program Objectives or Data</i> | <i>Describe Objectives or Data</i> | <i>Evaluation of Objectives and/or Data Analysis</i> | <i>Action Plans</i> |
|---|--|---|--|
| Success Rates by Course for Ethnicity, Age and Gender - Analyze course success rates by Ethnicity, Age | Direct: Institutional Research or Other Data - Analyze course success rates by Ethnicity, Age and Gender. | Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Over a five year period the HMS program has maintained an | Action Plan: The Human Services will continue its current practices of working with current students. |

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|---|---|---|---|
| <p>and Gender Objective Status: Ongoing Type: Other types of Objectives</p> | <p>Performance Target : 70% success rate for all students</p> | <p>overall discipline success rate of over 80%. The ranges for the three areas are as follows for a four year period:</p> <p>ETHNICITY Asians: 92.3% - 91.7% African American - 78.8% - 73.6% Hispanic: 79.7% - 83.4% White: 81.1% - 80.2% Other: 75% - 80.2%</p> <p>GENDER Female: 82.0% - 79.8% Male: 76.4% -80.2%</p> <p>AGE 19 or younger: 82-6% - 87.7% 20-24: 78.7% - 73.6% 25-29: 79.5% - 83.3% 30-34: 67.1% - 78.0% 35-39: 81.5% - 83.8% 40-49: 88.1% -78.9% 50 or older: 88.05 -85.3% Unknown: 0.0% - 0.0% Discipline, All Course type:81.1% - 80.2% (05/01/2015)</p> | <p>(09/29/2015)</p> |
| <p>Develop food bank resources - HMS developed a food bank for disadvantaged HMS students. Students received a monthly food supplement. Objective Status: Ongoing Type: Other types of Objectives Start Date: 01/01/2014</p> | <p>HMS expects to continue this service to HMS and expand this to other MVC students. Performance Target : HMS would anticipate providing this service to HMS students and also providing this service to select MVC students in the Fall of 2015. Report(s) - The Human Services operated a food bank resource for HMS and Veteran students. Students were selected based upon their economic need. The Human Services Program would like to expand this</p> | <p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress Developed a food bank for HMS students. (05/13/2015)</p> <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: In progress The need for services for Veterans involved both the US Vets Program and the Veterans Service Center here at the college. Both entities have requested additional nutritional services as well as hygiene products. The Foster Youth</p> | <p>Action Plan: HMS will continue to provide this service to HMS and other student entities. (09/30/2015) Action Plan: HMS will research alternatives for food bank resources. (09/30/2015) Action Plan: HMS will continue to provide this service to HMS and other student entities. (09/30/2015)</p> |

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| | <p>service to other Veterans and Foster Youth at the college. These two populations were selected due to their financial need and lack of resources. A decision on the expansion of services to these populations will be determined with an upcoming meeting with the Vice-President of Academic Affairs and the Dean of Career and Technical Education in HHPS .</p> | <p>Program serves students over the age of and those students who are in emancipation status or are in transition. Weekly food boxes and snacks will be provided to these populations. (09/30/2015)</p> | |
| <p>Develop food bank resources for other MVC students. - HMS expects to continue this service to HMS and expand this to other MVC students. Objective Status: New Type: Other types of Objectives</p> | <p>Report(s) - HMS expects to continue this service to HMS and expand this to other MVC students. Performance Target : HMS would anticipate providing this service to HMS students and also providing this service to select MVC students in the Fall of 2015.</p> | <p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress HMS will expand food bank resources to the general population of MVC. (05/12/2015)</p> | <p>Action Plan: Human Services will designate Veterans and Foster Youth as the populations they anticipate serving for the 2015=2016 academic year (09/29/2015) Follow-Up: Currently the Human Services Program has secured a reliable source of food for the students that are in need. Based upon the providing agency the Human Services Program should be able to provide a significant increase in the amount of students that can be served. (09/30/2015) Action Plan: HMS has designated two special populations to receive nutritional services for the upcoming academic year pending administration approval of the project. (09/29/2015)</p> |
| <p>SERVICE BASED LEARNING - Continue Service Based Learning activities for HMS students in all classes. Objective Status: Ongoing</p> | <p>Report(s) - Continue Service Based Learning activities for HMS students in all classes. Performance Target : 100% will</p> | <p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress Service Based Learning helps HMS students experience actual social service interactions with clients. (05/12/2015)</p> | <p>Action Plan: Because of the volume of work produced for Service Based Learning a multiple-use copier is needed to complete</p> |

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| <p>Type: Other types of Objectives</p> | <p>complete this objective as part of their course requirement.</p> | | <p>the work with Riverside County social service and educational agencies. (05/12/2015) Action Plan Number: 1</p> |
| <p>Summary of SLO Assessment for 2015 Four-Year Reports - Status of SLO Assessment Objective Status: Ongoing Type: Assessment</p> | <p>SLO Assessments - Referring to the "IPR-Report on Assessment" in Ad Hoc Reports, review the SLO Assessment Result Dates to ensure that all SLOs have been assessed in 2012 or later. In narrative form, please describe your progress in assessing your courses and programs over the last four years. Include information about the ways in which you are using assessment results to improve teaching and learning in your courses and/or programs. Performance Target : (1) All SLOs have an Assessment Result Date of 2012 or later. (2) Assessment results are used to improve teaching and learning in your courses and/or programs.</p> | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes All SLO'S have been assessed. Assessment results have been instrumental in the establishment and evaluation of Service Based Learning and outcomes in teaching social service initiatives. (10/01/2015)</p> | <p>Action Plan: All SLOs will be continued to be evaluated to improve teaching and learning. (10/01/2015)</p> |
| <p>Summary of Curriculum Status for 2015 Four-Year Report - Status of Course Outlines of Record (CORs) Objective Status: Ongoing Type: Curriculum</p> | <p>CurricUNET - A major part of the program review process is to complete a thorough review of the Course Outlines of Record (CORs). Referring to the "IPR - Report on CORs and Course Offering/Rotation" in Ad Hoc Reports, review the COR dates to ensure that all CORs are dated 2010 or later. (To make changes to the IPR-Report on CORs, you must return to Course SLO Assessment.) Performance Target : All Course Outlines of Record have a date of</p> | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes All CORs have been revised and approved by the BOT on 01/20/15. (10/01/2015)</p> | <p>Action Plan: All CORs will be continued to be updated on a two year cycle. (10/01/2015)</p> |

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| | 2010 or later. | | |
| <p>Successful Completion Analysis for 2015 Four-Year Report - Analysis of data on success (2003-2014) Objective Status: Ongoing Type: Data Analysis</p> | <p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in success that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document. Performance Target : 70%.</p> | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes The range of student success was from 78.8% - 76.8% between 2011 -2014. (10/01/2015)</p> | <p>Action Plan: Success rates will be maintained and are significantly higher than the college and district rates. (10/01/2015)</p> |
| <p>Retention Analysis for 2015 Four-Year Report - Analysis of data on retention (2003-2014) Objective Status: Ongoing Type: Data Analysis</p> | <p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in retention that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document. Performance Target : Maintain retention rate of 70% or higher.</p> | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Over an eleven year period beginning in 2003 - 2014 the Human Services Program has maintained a very high retention rate from 96.55% in 2003 to 88.60% in 2014. Overall the program has been able to assist students with their degree or certificate pattern at Moreno Valley College. One aspect that assists with retention is the Human Services Club which exposes students to Service Based Learning and wealth of volunteer activities in southern California. Additionally, the club uses the peer mentor concept to assist incoming students with course selection, financial aid, books and other educational resources. As students take an interest in other students and the overall wellbeing of the program success can be enjoyed by all. (09/30/2015)</p> | <p>Action Plan: No action plan is needed. Performance target has been met. (09/30/2015)</p> |
| <p>Enrollment Analysis for 2015 Four-Year Report - Analysis of data on enrollment (2003-2014) Objective Status: Ongoing Type: Data Analysis</p> | <p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in enrollment that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the</p> | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Enrollments were higher from 2009 - 2013 when the economy was in recession. The enrollment numbers from 2014 are lower due to a resurgence in the economy. (10/01/2015)</p> | <p>Action Plan: Efforts will be made to recruit new students with the Human Services Club, students from the local high schools and veterans. (10/01/2015)</p> |

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| | document. Performance Target : Please state your performance target. | | |
| <p>Efficiency Analysis for 2015 Four-Year Report - Analysis of data on efficiency (2010-2014) Objective Status: Ongoing Type: Data Analysis</p> | <p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in efficiency that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document. Performance Target : The State target for efficiency is 525. Compare your discipline/program's efficiency levels to this State benchmark, including (if applicable) a discussion of course enrollment limitations that may not allow you to achieve the benchmark.</p> | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes The Human Services Program has been above the required efficiency number of 525 from 2010 -2014. (10/01/2015)</p> | <p>Action Plan: The Human Services Program will maintain its current efficiency levels. (10/01/2015)</p> |
| <p>CTE Labor Market Analysis for 2015 Report - Review of Labor Market Data Objective Status: Ongoing Type: Data Analysis</p> | <p>Direct: Institutional Research or Other Data - Per California Education Code Section 78016, labor market information shall be reviewed every two years to ensure that each program does all of the following:</p> <ul style="list-style-type: none"> (1) Meets a documented labor market demand. (2) Does not represent unnecessary duplication of other manpower training programs in the area. (3) Is of demonstrated effectiveness as measured by the employment and completion success of its students. | <p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes The State of California Employment Development Department released the following statistics for growth for the period 2012 - 2022 for the Social Work profession in three occupational categories.</p> <ol style="list-style-type: none"> 1. Social and Human Service Assistants - 21.8% 2. Healthcare Social Workers - 30% 3. Social Workers, Community Specialists, and Counselors - 14.4% <p>These projections indicate continued growth in Human Services. (10/01/2015)</p> | <p>Action Plan: Continued development of Service Based Learning and academic classes to prepare students for entry level positions . (10/01/2015)</p> |

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Performance Target : (1) Program meets a documented labor market demand.
(2) Program has demonstrated effectiveness as measured by the employment and completion success of its students.

IPR - Report on CORs and Course Offering/Rotation with Notes and SLO Status

| Course ID | Course Name | SLO Status | Official date of COR in CurricUNET | COR Notes | Course Offering and Rotation Plan |
|----------------------------|---------------------------------|---------------------|------------------------------------|-----------|-----------------------------------|
| HMS-13 (Same as SOC-13) | Employment Support Strat | Active | 01/20/2015 | | |
| HMS-13 (Same as SOC-13) | Employment Support Strat | Inactive/Historical | 07/01/2007 | | |
| HMS-14 | Job Development | Active | 01/20/2015 | | |
| HMS-16 | Public Assistance/Benefits | Active | 01/20/2015 | | |
| HMS-17 (Same as SOC-17) | Intro to Public Mental Health | | 01/20/2015 | | |
| HMS-17 (Same as SOC-17) | Intro to Public Mental Health | Active | 01/20/2015 | | |
| HMS-18 | Introduction to Social Work | Active | 01/20/2015 | | |
| HMS-19 | Generalist Practices Soc Work | Active | 01/20/2015 | | |
| HMS-4 | Intro Human Services | Active | 01/20/2015 | | |
| HMS-5 | Intro Eval & Counsel | Active | 01/20/2015 | | |
| HMS-6 | Case Management | Active | 01/20/2015 | | |
| HMS-7 | Intro Psychosocial Rehab | Active | 01/20/2015 | | |
| HMS-8 | Intro Group Process | Active | 01/20/2015 | | |
| PR-HMS | Program Review - Human Services | | | | |

IPR - Report on Assessment with SLO Status

| Course ID | Course Name | SLO Name | SLO Status | Assessment Result Date |
|-------------------------|-------------------------------|----------|---------------------|------------------------|
| HMS-13 (Same as SOC-13) | Employment Support Strat | SLO1 | Active | 05/08/2015 |
| | | SLO2 | Active | 09/04/2015 |
| | | SLO3 | Active | 09/04/2015 |
| | | SLO4 | Inactive/Historical | 09/14/2015 |
| | | SLO5 | Active | 09/14/2015 |
| | | SLO6 | Active | 09/15/2015 |
| | | SLO7 | Inactive/Historical | 09/15/2015 |
| | | SLO8 | Inactive/Historical | 09/15/2015 |
| | | SLO9 | Inactive/Historical | 09/15/2015 |
| HMS-14 | Job Development | SLO1 | Active | 04/01/2015 |
| | | SLO10 | Active | 09/21/2015 |
| | | SLO11 | Active | 09/21/2015 |
| | | SLO2 | Active | 09/21/2015 |
| | | SLO3 | Active | 09/21/2015 |
| | | SLO4 | Active | 09/21/2015 |
| | | SLO5 | Active | 09/21/2015 |
| | | SLO6 | Active | 09/21/2015 |
| | | SLO7 | Active | 09/21/2015 |
| HMS-16 | Public Assistance/Benefits | SLO1 | Active | 04/01/2015 |
| | | SLO2 | Active | 09/21/2015 |
| | | SLO3 | Active | 09/23/2015 |
| | | SLO4 | Active | 09/23/2015 |
| | | SLO5 | Active | 09/23/2015 |
| | | SLO6 | Active | 09/23/2015 |
| | | SLO7 | Active | 09/23/2015 |
| HMS-17 (Same as SOC-17) | Intro to Public Mental Health | SLO1 | Active | 04/01/2015 |
| | | SLO2 | Active | 09/28/2015 |
| | | SLO3 | | 09/28/2015 |
| | | SLO4 | Active | 09/28/2015 |
| | | SLO5 | Active | 09/28/2015 |

| Course ID | Course Name | SLO Name | SLO Status | Assessment Result Date |
|-----------|-------------------------------|----------|------------|------------------------|
| HMS-18 | Introduction to Social Work | SLO6 | Active | 09/28/2015 |
| | | SLO7 | Active | 09/28/2015 |
| | | SLO1 | Active | 05/08/2015 |
| | | SLO2 | Active | 09/23/2015 |
| | | SLO3 | Active | 09/23/2015 |
| | | SLO4 | Active | 09/23/2015 |
| | | SLO5 | Active | 09/23/2015 |
| HMS-19 | Generalist Practices Soc Work | SLO6 | Active | 09/23/2015 |
| | | SLO1 | Active | 04/01/2015 |
| | | SLO2 | Active | 09/26/2015 |
| | | SLO3 | Active | 09/26/2015 |
| | | SLO4 | Active | 09/26/2015 |
| | | SLO5 | Active | 09/26/2015 |
| | | SLO6 | Active | 09/26/2015 |
| HMS-4 | Intro Human Services | SLO7 | Active | 09/26/2015 |
| | | SLO1 | Active | 04/01/2015 |
| | | SLO2 | Active | 09/26/2015 |
| | | SLO3 | Active | 09/26/2015 |
| | | SLO4 | Active | 09/26/2015 |
| | | SLO5 | Active | 09/26/2015 |
| | | SLO6 | Active | 09/26/2015 |
| | | SLO7 | Active | 09/26/2015 |
| HMS-5 | Intro Eval & Counsel | SLO8 | Active | 09/26/2015 |
| | | SLO1 | Active | 05/08/2015 |
| | | SLO2 | Active | 09/26/2015 |
| | | SLO3 | Active | 09/26/2015 |
| | | SLO4 | Active | 09/26/2015 |
| | | SLO5 | Active | 09/26/2015 |
| | | SLO6 | Active | 09/26/2015 |
| | | SLO7 | Active | 09/26/2015 |
| HMS-6 | Case Management | SLO8 | Active | 09/26/2015 |
| | | SLO1 | Active | 04/01/2015 |
| | | SLO2 | Active | 09/26/2015 |
| | | SLO3 | Active | 09/26/2015 |
| | | SLO4 | Active | 09/26/2015 |

| Course ID | Course Name | SLO Name | SLO Status | Assessment Result Date |
|-----------|---------------------------------|----------|------------|------------------------|
| | | SLO5 | Active | 09/26/2015 |
| | | SLO6 | Active | 09/26/2015 |
| | | SLO7 | Active | 09/26/2015 |
| HMS-7 | Intro Psychosocial Rehab | SLO1 | Active | 04/01/2015 |
| | | SLO2 | Active | 09/26/2015 |
| | | SLO3 | Active | 09/26/2015 |
| | | SLO4 | Active | 09/26/2015 |
| | | SLO5 | Active | 09/26/2015 |
| | | SLO6 | Active | 09/26/2015 |
| | | SLO7 | Active | 09/26/2015 |
| | | SLO8 | Active | 09/26/2015 |
| HMS-8 | Intro Group Process | SLO1 | Active | 04/01/2015 |
| | | SLO10 | Active | 09/26/2015 |
| | | SLO2 | Active | 09/26/2015 |
| | | SLO3 | Active | 09/26/2015 |
| | | SLO4 | Active | 09/26/2015 |
| | | SLO5 | Active | 09/26/2015 |
| | | SLO6 | Active | 09/26/2015 |
| | | SLO7 | Active | 09/26/2015 |
| | | SLO8 | Active | 09/26/2015 |
| | | SLO9 | Active | 09/26/2015 |
| PR-HMS | Program Review - Human Services | SLO 1 | | |