

Bakersfield College 2018-2019 Program Review – Annual Update

Program Name: Human Services

Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world

Describe how the program supports the Bakersfield College Mission: The major in Human Services provides the student with an academic background for entry-level positions in various human services agencies. It also prepares the student for upper-division work in human services and other behavioral sciences. The field is interdisciplinary with the overall career goal of helping people. This program description clearly addresses the Bakersfield College Mission objective to provide students with excellent learning opportunities in basic skills, career/technical education, and transfer courses for our diverse community. A Human Services student can choose a course of study that leads to a Job Skills Certificate for immediate entry-level opportunities or an Associate in Arts Degree as a foundation for transfer and upper division work. Either educational path provides students with the means to effectively engage their larger community.

Instructional Programs only:

- A. List the degrees and Certificates of Achievement the program offers: Human Services AA, Human Services Certificate of Achievement
- B. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both and the difference between the two.
- C. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.

Program Goals:

- A. List the program's current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

1. Program Goal: Expand internship offerings for Human Services students.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal? Student learning, student progression and completion

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement)

Progress on goal achievement: Efforts are ongoing- two new internships were obtained for the 2017-2018 academic year.

Status Update – Action Plan and any link to Resource Requests: Continue to work with local Social Work agencies to maintain and expand opportunities for students.

2. Program Goal: Obtain either a full-time position of Program Director, or increase the hours for the position.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(1. Student Learning, 2. Student Progression and Completion, 3. Facilities, 4. Leadership and Engagement)

Progress on goal achievement: Efforts are ongoing.

Status Update – Action Plan and link to Resource Requests: Requests and arguments will be presented at the FCDC meeting in October 2018.

B. List new or revised goals (if applicable)

Program Goal:

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement)

Progress on goal achievement:

Status Update – Action Plan and link to Resource Requests:

Program Analysis:

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time). *All programs will answer the following questions unless otherwise indicated.*

1. Please report on any unexpected changes or challenges that your program encountered this cycle: None were noted.
2. How does your trend data (or other data your area collects) impact your decision making process for your program? Due to limited internship opportunities, enrollments are generally not allowed to increase dramatically from one year to the next. Growth continues, but must be kept gradual.
3. Evidence of Department Dialog of data
 - If you have had time to review and discuss your program's data with members of your department, attach documentation of your discussion. Documentation can come in the form of minutes from meetings or retreats, email dialog or any other ways that show substantive discussion.
4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle? No significant changes were noted.
5. Were there any changes to student success and retention rates for face-to-face and online courses? (instructional only) No significant changes were noted.
6. Equity gaps
 - Please look for large differences, or gaps, between top performing groups and others. Consider how you could identify the reasons behind these gaps, and if there changes that could be made to reduce them. For in depth review of equity issues, and on changes that are being made campus-wide, please refer to the current [Bakersfield College Student Equity Plan](#). No equity gaps were noted.

7. Please describe any recent achievements of your department, including but not limited to faculty who have won awards or distinctions, new projects your department has implemented, professional development work, professional conference presentations or recently published work. Program Director Lynn Knaggs has continued to maintain existing community partnerships and obtain new ones despite increasing competition from other local programs.
8. The college has embarked on significant efforts such as **Guided Pathways, affinity groups** and **completion coaching communities** to improve the success and completion rates of our students. Please describe what your program/department/office is doing to contribute to these efforts. Both the program and the department have assisted with the development of SEP's. Greater number of students have now completed SEP's and are substantially more likely to graduate in a timely manner. The program and the department have worked with counseling to guide students into pathways which best suit their educational and career goals.
9. Explain your role if you are involved in Dual Enrollment, Inmate Education, or Rural Initiatives. As of this date, the Human Services program is not involved in these initiatives.

Analysis of Received Resources from Previous Cycle

Discuss the type of resources you received and their Impact on program effectiveness?

Facilities:

If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.

- 1: Space Allocation
- 2: Renovation
- 3: Furniture
- 4: Other
- 5: Beyond Routine Maintenance

Technology:

If your program received technology (audio/visual – projectors, TV's, document cameras) and computers, how does the technology impact your program and help contribute to student success?

- 1: Replacement Technology
- 2: New Technology
- 3: Software
- 4: Other_____

Other Equipment

If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.

Conclusion:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program's current circumstances and needs. Consider this a snapshot of your program if someone were to only read this portion of your annual program review. **The Human Services Program is a valuable asset to our students in that it provides a clear and effective pathway to immediate employment and/or transfer to a four year institution. The retention and success rates are significantly higher than the college wide average and the single section offered each semester is always full. The number of declared majors continues to increase. As previously mentioned in this review, the program is currently losing ground to other area wide competitor programs. These programs employ a full time program coordinator which has resulted in the Bakersfield College Human Services Program losing both potential students and internship opportunities for current students. If Bakersfield College wishes to remain competitive in the community and continue to help students obtain employment in the human services field, it must have a full-time program coordinator**