

Bakersfield College

Program Review – Annual Update

Program Name: Human Services AA/Certificate

Program Type: Instructional Student Affairs Administrative Service Other

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.

Program Mission Statement: **The mission of the Bakersfield College Human Services Program is to provide our diverse student population with an interdisciplinary background for success as a “helper” in the broad field of human services using application of knowledge, decision making and problem solving.**

Instructional Programs only:

- A. List the degrees and Certificates of Achievement the program offers: Human Services A.A., Human Services Job Skills Certificate
- 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.

Progress on 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.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan
1. .Increase hours of Human Services Program Coordinator	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: <u>9/16/2017</u> (Date)	Efforts to obtain these additional hours from the administration have been unsuccessful- efforts in this area will continue during 2017-2018
2. Increase male enrollment	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: <u>9/16/2017</u> (Date)	4% increase in male enrollment from 2015-2016 to 2016-2017

B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
Increase student opportunities for internships	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	Obtain more hours for the Program Coordinator which will enable more student recruitment and increased community involvement in the program- efforts to do accomplish are ongoing.

Best Practices:

Programs often do something particularly well; usually they have learned through assessment – sometimes trial and error – what solves a problem or makes their programs work so well. These are often called Best Practices and can help others. Please share the practices your program has found to be effective.

This aspect of the Human Services program remains the same as last year; it is a dynamic combination of on-site internship coupled with classroom instruction/discussion. The introduction to Human Services course begins the process by providing a theoretical and academic foundation combined with in class practical application. Subsequent to the introduction course, the Human Services Internship course works with approximately 20 community agencies that provide an onsite intern experience for our Human Services majors. Students shadow after a human services professional for the length of a full semester. The supervisors at the agencies submit a detailed evaluation of the intern they have mentored. The final grade is a

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).

1. Please report on any unexpected changes or challenges that your program encountered this cycle: No significant trend data changes were noted from the previous year or previous recent years.

2. How does your trend data impact your decision making process for your program? While slight, there is a steady increase over the last few years of students attending the program and completing internships.

3. Were there any changes to student success and retention for face-to-face, as well as online/distance courses? No significant changes were noticed.

4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle? No significant changes were noted.

Resource Request and Analysis:

Resource Request		If Fulfilled, Discuss How Previous Year’s Requests Impact Program Effectiveness?
Positions: <i>Discuss the impact new and/or replacement faculty and/or staff had on your program’s effectiveness.</i>	<input type="checkbox"/> 1: Classified Staff <input type="checkbox"/> 2: Faculty	
Professional Development:	<input type="checkbox"/> 1: Provided Professional Development <input checked="" type="checkbox"/> 2: Attended Professional Development	Enabled program director to better coordinate placement of students with local social service employers for the internship program.

<p><i>Describe briefly, the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last cycle</i></p>		
<p>Facilities: <i>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.</i></p>	<p><input type="checkbox"/> 1: Space Allocation <input type="checkbox"/> 2: Renovation <input type="checkbox"/> 3: Furniture <input type="checkbox"/> 4: Other <input type="checkbox"/> 5: Beyond Routine Maintenance</p>	
<p>Technology: <i>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?</i></p>	<p><input type="checkbox"/> 1: Replacement Technology <input type="checkbox"/> 2: New Technology <input type="checkbox"/> 3: Software <input type="checkbox"/> 4: Other _____</p>	
<p>Resource Request</p>		<p>Discuss How Effective Request is for Student Success?</p>
<p>Other Equipment: <i>If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and</i></p>	<p><input type="checkbox"/> 1: Replacement <input type="checkbox"/> 2: New <input type="checkbox"/> 3: Other _____</p>	

<p><i>help contribute to student success.</i></p>		
<p>Budget: <i>Explain how your budget justifications will contribute to increased student success for your program. (Fiscal requests will be submitted by the faculty chair and/or area administrator.)</i></p>	<p>As with previous years, the HMSV program is requesting that the program director's current 19 hours per week be increased to 40. Competing programs at local colleges employ full time program coordinators 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</p>	

Conclusions & Snapshot:

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**