

Program Outcome and Assessment(s)
2017-2018 Program Outcome (PO) Year End Reporting Form
Program Review Cycle – 2016-17

Institutional Goal 2: Increase Student Access
Institutional Goal 3: Improve Student Success

Name of Program: Human Services

Mission/Purpose Statement: The Human Services Curriculum of Wayne Community College aligns itself with the mission of the College by participating in the development of a workforce that is highly skilled and professional in the field of human services. As part of this process, the program seeks to:

- Assist students in developing both personal and marketable skills through lifelong learning
- Increase the global and cultural awareness of our students
- Develop partnerships with local human services agencies
- Enhance the quality of life for families and individuals in Wayne County and other areas in which graduates find employment

Outcome # 1: Program Retention, Fall to Fall

Baseline: 52.4% Fall to Fall (Average program retention – 2012-13; 2013-14; 2014-15)
Standard: 54.4% Fall to Fall
Target: 56.4% Fall to Fall

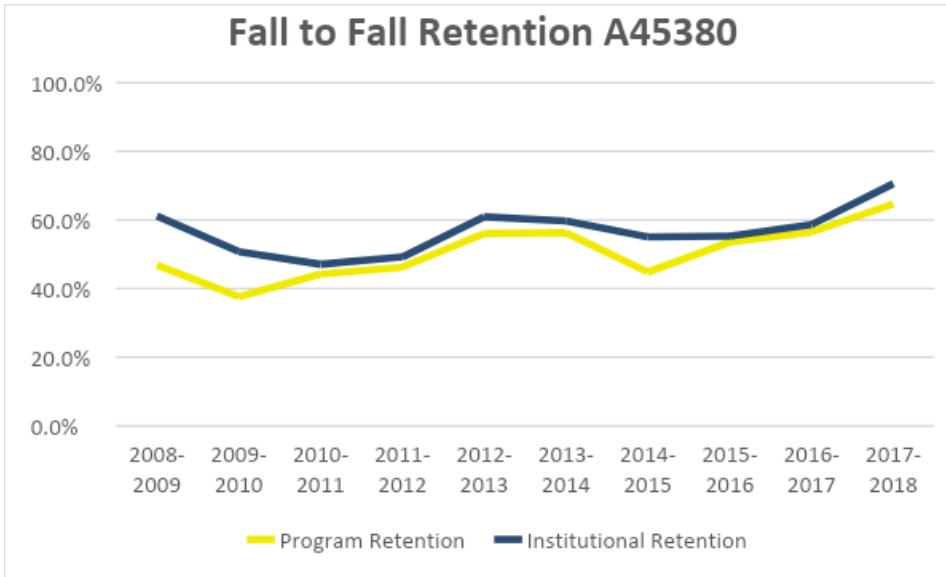
Data / Results:

Fall-to-Fall

Year	Fall Enrollment	Grads	Return	Non-Completers	Program Retention	Program Transfer	Institutional Retention
2008-2009	49	4	19	19	46.9%	7	61.2%
2009-2010	61	6	17	17	37.7%	8	50.8%
2010-2011	70	4	27	37	44.3%	2	47.1%
2011-2012	67	1	30	34	46.3%	2	49.3%
2012-2013	82	9	37	32	56.1%	4	61.0%
2013-2014	87	14	35	35	56.3%	3	59.8%
2014-2015	78	8	27	35	44.9%	8	55.1%
2015-2016	56	8	22	25	53.6%	1	55.4%
2016-2017	46	7	19	19	56.5%	1	58.7%
2017-2018	51	14	19	15	64.7%	3	70.6%

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA) and Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code

Fall to Fall Retention A45380



2018-2019 Strategies / Action Items:

Item #	Strategies / Action Items (Action items identified in the 2017-18 year-end report)	Results (State the progress/results of the action items identified based on your method of assessment. Provide number/percent accomplished.)
1	Plan a Human Services Open House for the Spring, 2019 Semester. Current and former students will be utilized to share “testimonials” about the program to assist in recruiting.	Not accomplished due to scheduling issues. To be continued during the next program cycle with modifications.
2	Aviso will be implemented to communicate with students their current grades and other pertinent information regarding their program of study.	Completed - Ongoing

Provide narrative for analysis of program retention. *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect / increase your retention.)*

Retention increased 2017-2018 . The goal is to continue to maintain an increase in retention.

Provide narrative for analysis of standard/target. *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target? Please provide an overall analysis of the results of your standard/target. Provide percentage of increase/decrease.)*

Exceeded standard and target in the past few years, so I am increasing Standard and Target to 66% to get closer to institutional retention.

2019-2020 Strategies / Action Items: *(Identify new action items as a results of your review and assessment of previous year data and action item results.)*

Item #	Action Items (Identify action items as a result of your program outcome assessment.)	Assessment of Action Items (State the method of assessment; how you plan to evaluate/assess the results of the action items.)

1	In conjunction with Bison Fest, Human Services will host an Open House. Current and former students will be utilized to share “testimonials” about the program to assist in recruiting.	This will be measured by documentation of new students following of the outcome of Bison Fest recruitment efforts.
2	Increase in online offerings in HST courses to better meet the needs of non-traditional students.	This will be measured by the number of classes offered and comparison to enrollment rates following.
3	Re-instate the Human Services Club to connect students to each other in the program, as well as community agencies that may be employed with upon graduation. This increases their awareness of the job market.	By documentation of interaction between club functions and the community.