

**Fitchburg State University  
Human Services Program  
Student Achievement Indicators  
Updated: May 2017**



**Enrollment by Gender, Race/Ethnicity  
Academic Years 2015-2016, 2016-2017**

Race/Ethnicity	2015 – 2016			2016 - 2017		
	Male	Female	Total	Male	Female	Total
Asian	1	1	2	1	3	4
Black	3	13	16	3	13	16
Hispanic	3	30	33	3	24	27
More than one	1	11	12	2	6	8
White	6	81	87	6	77	83
Unknown	0	0	0	0	1	1
<b>Total</b>	<b>14</b>	<b>136</b>	<b>150</b>	<b>15</b>	<b>124</b>	<b>139</b>

**Graduates**

**Academic Years 2015-2016, 2016-2017**

**Academic year 2015-2016: 41**

**\*Academic Year 2016-2017: 36**

\*Academic year 2016-2017 has not yet concluded for awarding of degrees. Includes fall 2016, students verified for spring 2017, students verified for summer 2017.

## Internship Student Evaluations

Seniors complete 450 hours at community-based agency (n=30)

Evaluation Question	Average Ratings for Spring 2016, Fall 2016, and Spring 2017 (1-5 scale)
Showed understanding of organization's mission and goals	4.48
Worked within the structure and the system of the internship site	4.60
Was punctual and reliable	4.44
Dressed appropriately	4.43
Followed through consistently and thoroughly on tasks	4.51
Engaged in clear and open communication with supervisor	4.55
Used supervision / feedback effectively to improve skills	4.50
Sought direction / supervision as appropriate	4.53
Practiced agency standards of confidentiality	4.79
Showed initiative	4.45
Invested in creating an internship that maximized learning potential	4.49
Communicated effectively with agency personnel, including support staff	4.39
Communicated effectively with outside professionals	4.36
Demonstrated awareness of contemporary issues and trends in the field	4.09
Effectively negotiated ethical dilemmas	4.32
Maintained appropriate boundaries in interpersonal relationships	4.55
Worked within the level of personal competencies	4.52
Worked as a team player, when appropriate	4.58
Established rapport with clients of varying needs and perspectives	4.47
Focused on individual's needs effectively	4.46
Established goals with individuals/families	4.23
Completed all required paperwork up to agency standards	4.53
Demonstrated level of confidence appropriate for student at this point	4.47

## Supervisors' Assessment of How Well FSU Students Perform on Criteria

Data collected Spring 2016-Spring 2017 (n=13)

	1 - Not Well	2	3	4	5 - Very Well	Not Applicable
Provide basic helping skills	0.00%	0.00%	0.00%	46.15	58.85%	0.00%
Understand legislation, entitlements and regulations as applied to program services	0.00%	23.08%	23.08%	30.77%	7.69%	15.38%
Provide adequate support to persons of diversity	0.00%	0.00%	7.69%	23.08%	61.54%	7.69%
Provide adequate support to persons with disabilities	0.00%	0.00%	0.00%	23.08%	61.54%	15.38%
Understand the individual within larger contexts of family and environment	0.00%	0.00%	16.67%	50.00%	33.33%	0.00%
Technological and information management skills	0.00%	0.00%	41.67%	16.67%	41.67%	0.00%
Understand components of program evaluation	0.00%	7.69%	38.46%	23.08%	0.00%	30.77%
Maintain professional boundaries	0.00%	0.00%	7.69%	46.15%	46.15%	0.00%
Design and implement interventions that respect the rights of service recipients	0.00%	0.00%	0.00%	61.54%	15.38%	23.08%
Understand supervisory roles and skills	0.00%	0.00%	15.38%	38.46%	23.08%	23.08%
Use self-reflection for professional growth	0.00%	0.00%	15.38%	38.46%	46.15%	0.00%

## Student Responses:

### Perceived Usefulness in Preparing for a Career in Human Services

Data collected Spring 2016-Spring 2017 (n=24)

Course	Perceived Usefulness (1-5 scale)
Introduction to Human Services	4.4
Research Methods	4.4
Interviewing Techniques	4.8
Managing the Nonprofit Agency	4.5
Building Community Supports	4.8
Assessment and Intervention	4.8
Professional Issues	4.4
Case Management	4.8
Group Work	3.7
Addictive Behaviors	5
Crisis Intervention	4.4
Abuse and Neglect in the Family	4.8
Internship Seminar	4.5

### In an Online Survey of Students Upon Graduation, they reported:

Data collected: Spring 2016-Spring 2017 (n=24)

- 33.33% secured full-time employment prior to graduation
- 16.67% secured part-time employment prior to graduation
- 29.17% were offered paid positions by internship placement
- 8% were attending graduate school next year
- 100% were considering graduate school in the next 5 years

## Alumni Follow-up Survey

Semester Graduated	Number of Respondents		Employed in HMSV			Immediately Attended Graduate School		Attended Grad School within 2 years
	Male	Female	Full-Time	Part-time	Not employed	MSW	MS Counseling	MSW
SP 12	1	15	13	1		3	3	3
FA 12	1	3	2	1			-	2
SP 13	2	13	13	-		4	-	3
FA13	-	1	1	-			-	
SP14	-	5	4	1		1	-	1
FA14	-	-	-	-		-	-	-
SP15	-	5	3	-	2	1	-	-
FA15	-	1	0	-	1	-	-	-
SP16	-	3	3	-	-	-	-	-
FA16	-	2	1	1	-	-	-	-
Totals	4 7.69%	48 92.31%	40 86.96%	3 6.52%	3 6.52%	9 17.3%	3 5.77%%	8 17.31%