

**Human Services Program
Student Achievement Indicators
Updated: Fall 2024**

Program Learning Outcomes:

We focus on building the core competencies for students to be able to:

- 1) Evaluate and apply theories of social justice and social change
- 2) Understand how policy is developed and how it impacts people, communities, and systems
- 3) Critique how differential treatment has impacted service delivery for systematically oppressed individuals, families, and communities
- 4) Assess the quality and accuracy of all forms of information
- 5) Develop helping and management skills and apply them in both simulated and actual settings
- 6) Design and implement appropriate interventions based on the knowledge of different populations and individual/family/community strengths
- 7) Apply knowledge and skills from class material to field-based experiences
- 8) Apply an ethical decision making model to promote empowerment and self-determination
- 9) Engage in reflective process of one's skills and future development

Enrollment and Graduation Rates:

	2020-21	2021-22	2022-23	2023-24
HMSV Population	92	82	65	46 <small>(as of 10/30/24)</small>
Female	72	69	49	36
Male	20	13	16	10
Asian	2	1	1	1
Black African American	14	15	11	9
Hispanic	19	16	15	10
More than one race	4	3	5	3
White	50	44	30	22
Unknown	1	1	2	1
HMSV Graduates	26	27	14	21

Six Year Graduation Rates for Incoming Full-time Freshmen by Cohort

Year of Entrance	2013	2014	2015	2016	2017	5-year Average
Institution	58%	58%	57%	56%	53%	56%
HMSV Major	54%	55%	40%	56%*	50%	51%

*Cohort size less than 10

Four Year Graduation Rates for Incoming Full-time Freshmen by Cohort

Year of Entrance	2013	2014	2015	2016	2017	5-year Average
Institution	38%	38%	37%	40%	38%	38%
HMSV Major	31%	46%	20%	56%*	33%	36%

*Cohort size less than 10

Four Year Graduation Rates for Incoming Full-time Transfer Students

Year of Entrance	2013	2014	2015	2016	2017	5-year Average
Institution	52%	56%	49%	52%	54%	52%
HMSV Major	53%	52%	63%	78%	62%	62%

Students' Grades and GPA

Cumulative GPA by Academic Year: Human Services Graduates

AY 2019-2020: 3.20

AY 2020-21: 3.34

AY 2021-22: 3.44

AY 2022-2023: 3.47

AY 2023-2024: 3.39

Grade Distribution in Human Services Classes (2019-2024)

Course		A	B	C	D	F	W/D/I	Avg Grade
Intro to HMSV N= 424	N	175	134	46	16	25	28	3.12
	%	41%	32%	11%	4%	6%	6%	
Diversity N = 46	N	21	12	5	2	5	1	2.98
	%	46%	26%	11%	4%	11%	2%	
Research Methods N = 23	N	7	5	2	2	4	3	2.51
	%	30%	22%	9%	9%	17%	13%	
Crisis Intervention N = 46	N	20	15	2	2	4	3	3.04
	%	43%	33%	4%	4%	9%	7%	
Addictive Behaviors N = 31	N	9	14	3	0	5	0	2.80
	%	29%	45%	10%	0	16%	0	
Building Comm Supports N = 9	N	5	3	0	0	0	1	3.61
	%	56%	33%	0	0	0	11%	
Abuse & Neglect N = 118	N	57	45	5	2	5	4	3.31
	%	48%	38%	4%	2%	4%	4%	
Professional Issues N = 32	N	17	9	2	1	2	1	3.22
	%	53%	28%	6%	3%	6%	3%*	
Case Management N = 21	N	11	9	0	0	0	1	3.62
	%	52%	43%	0	0	0	5%	
Internship Seminar N = 46	N	43	2	0	0	0	1	3.92
	%	94%	4%	0	0	0	2%	

*Percentage does not equal 100 because of low Ns and few decimal points lost due to distribution of sub-decimal across the sections.

Students' Performance in the Field

Internship Student Evaluations Fall 2021-Spring 2024: Average Ratings (N= 43)

Rating Scale: 1 = poor, 2 = fair, 3 = good, 4 = very good, 5 = excellent

Criteria	FA21 N= 8	SP22 N= 9	FA22 N= 6	SP23 N= 5	FA23 N= 10	SP4 N= 5	Total Average
Showed understanding of organization's mission and goals	4.12	4.22	4.33	4	4.4	3.8	4.15
Worked within the structure and the system of the internship site	4.25	4.33	4.5	3.6	4.2	4.2	4.18
Was punctual and reliable	4.12	4.11	4.5	4	4.3	4.2	4.21
Dressed appropriately	4.25	4.11	4.5	4.2	4	4.2	4.21
Followed through consistently and thoroughly on tasks	4	4.33	4.33	3.8	4.3	4	4.13
Showed Initiative	4.25	4.22	4.5	3.8	4.1	3.6	4.01
Worked as a team player, when appropriate	4.37	4.33	4.67	4	4.6	3.8	4.30
Completed all required paperwork up to agency standards	4	4.11	4.5	4.25	4.3	4.25	4.24
Demonstrated level of confidence appropriate for student at this point	4	3.78	4.16	3.8	4.7	3.8	4.04
Engaged in clear and open communication with supervisor	4.13	4	4.5	4	4.1	3.8	4.09
Sought supervision/feedback appropriately to improve skills	4.13	4.25	4.5	4	4.3	4.2	4.23
Communicated effectively with agency personnel, including support staff	4.37	4	4.5	3.6	3.9	4	4.06
Communicated effectively with collaterals (those outside the agency) to support clients	4.25	3.83	4.33	4	4	4.25	4.11
Practiced agency standards of client confidentiality	4.14	4.25	4.5	4.25	4.4	4.2	4.29
Maintained appropriate boundaries in interpersonal relationships	4	4.25	4.5	4	4.1	3.6	4.08

Worked within the bounds of current professional competence	4	4.28	4.67	3.4	4.2	3.8	4.06
Established goals with clients	4	3.67	4	3.6	4	4.33	3.93
Focused on individual's needs effectively	4	4.25	4.16	3.6	4.4	4.2	4.10
Established rapport with clients of varying needs and perspectives	4.28	4	4.16	3.6	4.75	4	4.13
Exhibited cultural competency	3.85	3.71	4.2	3.8	N/A	N/A	3.89
Demonstrated awareness of contemporary issues and trends in the field	4.28	3.83	4.16	3.6	3.77	4.5	4.02

Student Satisfaction

Perceived Usefulness of Curriculum Graduates from Fall 2020- Spring 2024 (N = 49)

Course Title		N/A (Did not take course)	Not Useful at All 1	Not Very Useful 2	Neutral 3	Somewhat Useful 4	Very Useful 5	Average Rating
Intro to HMSV N = 49	<i>n</i>	6	0	1	5	5	32	4.58
	%	12%	0%	2%	10%	10%	65%	
Research Methods N = 47	<i>n</i>	0	1	3	10	12	21	4.04
	%	0%	2%	6%	21%	26%	45%	
Interviewing Techniques N = 49	<i>n</i>	4	0	1	1	5	38	4.77
	%	8%	0%	2%	2%	10%	78%	
Social & Cultural Diversity N = 47	<i>n</i>	8	0	0	2	4	33	4.79
	%	17%	0%	0%	4%	9%	70%	
Mgt the Non-Profit N = 49	<i>n</i>	24	0	2	3	7	13	4.24
	%	37%	0%	4%	6%	14%	27%	
Assessment & Intervention	<i>n</i>	2	0	3	2	8	34	4.55

N = 49	%	4%	0%	6%	4%	13%	69%	
Professional Issues N = 48	<i>n</i>	2	0	0	4	7	35	4.67
	%	4%	0%	0%	8%	15%	73%	
Case Management N = 48	<i>n</i>	1	0	2	2	6	37	4.66
	%	2%	0%	4%	4%	13%	77%	
Internship Seminar N = 48	<i>n</i>	0	0	0	0	2	46	4.96
	%	0%	0%	0%	0%	4%	96%	
Building Comm Support N = 47	<i>n</i>	12	0	0	5	7	23	4.51
	%	26%	0%	0%	11%	15%	49%	
Abuse & Neglect N = 49	<i>n</i>	15	0	1	2	2	29	4.74
	%	31%	0%	2%	4%	4%	59%	
Crisis Intervention N = 49	<i>n</i>	26	0	1	1	2	19	4.69
	%	53%	0%	2%	2%	4%	39%	
Addictive Behaviors N = 48	<i>n</i>	31	0	0	0	1	16	4.94
	%	65%	0%	0%	0%	2%	33%	
Human Services for Older Adults N = 48	<i>n</i>	31	0	0	0	1	16	4.94
	%	65%	0%	0%	0%	2%	33%	

Percentages may not equal 100 because few decimal points lost due to distribution of sub-decimal across the sections.

Alumni Data from Fall 2024 Survey

Graduates from Fall 2019- Spring 2024 (N = 15)

Graduate School Program Selection

(N=4)

MSW: 2

School Counseling: 1

Mental Health Counseling: 1

Current Job Title (N=15)

Paraprofessional: 2

Teacher: 1

Family Intervention Specialist: 1

Program Specialist: 1

Case Manager/Care Coordinator: 2

ABA/Behavioral Technician: 2

Social Worker: 2

Administrative Assistant: 1

First available worker: 1

Patient Liaison: 1

Tech Industry: 1

Alumni's Perceptions of Preparation for the Field Scale of 1-5 (1= not well at all and 5 = very well)

	1	2	3	4	5
How well did the HMSV Program prepare you for work in the field?	0 (0%)	0 (0%)	1 (6.3%)	4 (25%)	11 (68.8%)
How well do you feel that the HMSV Curriculum did in preparing you to work with diverse populations?	0 (0%)	0 (0%)	0 (0%)	6 (37.5%)	10 (62.5%)