FITCHBURG STATE UNIVERSITY

Student Achievement Indicators
Human Services Program - Updated: Fall 2025

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	2024-25
HMSV Population	92	82	65	46	36
Female	72	69	49	36	33
Male	20	13	16	10	3
Asian	2	1	1	1	1
Black African American	14	15	11	9	4
Hispanic	19	16	15	10	8
More than one race	4	3	5	3	2
White	50	44	30	22	19
Unknown	1	1	2	1	1
Age <=25	74	59	48	37	29
Age >25	18	23	17	9	7

	2020-21	2021-22	2022-23	2023-24	2024-25
HMSV Graduates	26	27	14	21	8

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

Year of Entrance	2014	2015	2016	2017	2018	5-year Average
Institution	58%	57%	56%	53%	55%	**55.8%**
HMSV Major	55%	40%	56%*	50%	63%*	**52.8%**

*Cohort size less than 10

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

Year of Entrance	2014	2015	2016	2017	2018	5-year Average
Institution	38%	37%	40%	38%	38%*	**38.2%**
HMSV Major	46%	20%	56%*	33%	50%*	**41%**

*Cohort size less than 10

Four Year Graduation Rates for Incoming Full-time Transfer Students

Year of Entrance	2014	2015	2016	2017	2018	5-year Average
Institution	56%	49%	52%	54%	62%	**54.6%**
HMSV Major	52%	63%	78%	62%	80%	**67%**

Students' Grades and GPA

Cumulative GPA by Academic Year: Human Services Graduates

AY 2020-21: 3.34
AY 2021-22: 3.44
AY 2022-2023: 3.47
AY 2023-2024: 3.39
AY 2024-2025: 3.37

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	FA24 N=2	SP25 N=4	Total Average
Showed understanding of organization's mission and goals	4.12	4.22	4.33	4	4.4	3.8	4.5	4.25	**4.2**
Worked within the structure and the system of the internship site	4.25	4.33	4.5	3.6	4.2	4.2	4	4.25	**4.17**
Was punctual and reliable	4.12	4.11	4.5	4	4.3	4.2	4.5	4	**4.22**
Dressed appropriately	4.25	4.11	4.5	4.2	4	4.2	4	4.5	**4.22**
Followed through consistently and thoroughly on tasks	4	4.33	4.33	3.8	4.3	4	4.5	4	**4.16**
Showed Initiative	4.25	4.22	4.5	3.8	4.1	3.6	4	4	**4.01**
Worked as a team player, when appropriate	4.37	4.33	4.67	4	4.6	3.8	4.5	4.75	**4.38**
Completed all required paperwork up to agency standards	4	4.11	4.5	4.25	4.3	4.25	4.5	4.25	**4.27**
Demonstrated level of confidence appropriate for student at this point	4	3.78	4.16	3.8	4.7	3.8	4	4.5	**4.10**
Engaged in clear and open communication with supervisor	4.13	4	4.5	4	4.1	3.8	4	4.25	**4.10**
Sought supervision/feedback appropriately to improve skills	4.13	4.25	4.5	4	4.3	4.2	4	4.5	**4.24**
Communicated effectively with agency personnel, including support staff	4.37	4	4.5	3.6	3.9	4	4	4	**4.05**
Communicated effectively with collaterals (those outside the agency) to support clients	4.25	3.83	4.33	4	4	4.25	4	4.33	**4.12**
Practiced agency standards of client confidentiality	4.14	4.25	4.5	4.25	4.4	4.2	4	4.5	**4.28**
Maintained appropriate boundaries in	4	4.25	4.5	4	4.1	3.6	4	4.5	**4.12**

Criteria	FA21 N= 8	SP22 N= 9	FA22 N= 6	SP23 N= 5	FA23 N= 10	SP4 N= 5	FA24 N=2	SP25 N=4	Total Average
interpersonal relationships									
Worked within the bounds of current professional competence	4	4.28	4.67	3.4	4.2	3.8	4	4.5	**4.11**
Established goals with clients	4	3.67	4	3.6	4	4.33	4	4.5	**4.01**
Focused on individual's needs effectively	4	4.25	4.16	3.6	4.4	4.2	4.5	4	**4.14**
Established rapport with clients of varying needs and perspectives	4.28	4	4.16	3.6	4.75	4	4	4	**4.10**
Exhibited cultural competency	3.85	3.71	4.2	3.8	N/A	N/A	4	4.33	**3.98**
Demonstrated awareness of contemporary issues and trends in the field	4.28	3.83	4.16	3.6	3.77	4.5	4.5	5	**4.21**

Student Satisfaction

Perceived Usefulness of Curriculum Graduates from Fall 2020- Spring 2025 (N =)

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	*n*	6	*0*	*1*	5	5	32	4.58
	%	12.2%	0%	2%	10.2%	10.2%	65.3%	
Research Methods N = 47	*n*	0	*1*	3	10	12	21	4.04
	%	0%	2.12%	6.38%	21.28 %	25.53%	44.68%	
Interviewing Techniques N = 49	*n*	4	0	1	1	5	38	4.78
	%	8.51%	0%	2%	2%	10.2%	80.85%	
Social & Cultural Diversity N = 47	*n*	8	0	0	2	4	33	4.79
	%	17.02 %	0%	0%	4.26%	8.5%	70.21%	
Mgt the Non-Profit	*n*	*24*	*0*	2	3	7	13	4.24

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
N = 49	%	48.98%	0%	4.08%	6.12%	14.29%	26.53%	
Assessment & Intervention N = 49	*n*	2	0	3	2	8	34	4.55
	%	4.08%	0%	6.12%	4.08%	16.33%	69.39%	
Professional Issues N = 48	*n*	2	0	0	4	7	35	4.67
	%	4.17%	0%	0%	8.33%	14.58%	72.92%	
Case Management N = 48	*n*	*1*	*0*	*2*	*2*	6	37	4.66
	%	2.08%	0%	4.17%	4.17%	12.5%	77.08%	
Internship Seminar N = 48	*n*	*0*	*0*	0	0	2	46	4.96
	%	0%	0%	0%	0%	4.17%	95.83%	
Building Comm Support N = 47	*n*	12	0	0	5	7	23	4.51
	%	25.53%	0%	0%	10.64%	14.89%	48.94%	
Abuse & Neglect N = 49	*n*	*15*	*0*	*1*	*2*	2	29	4.74
	%	30.61%	0%	2.04%	4.08%	4.08%	59.18%	
Crisis Intervention N = 49	*n*	26	0	1	1	2	19	4.70
	%	53.06 %	0%	2.04%	2.04%	4.08%	38.78 %	
Addictive Behaviors N = 48	*n*	31	0	0	0	1	16	4.94
	%	64.58 %	0%	0%	0%	2.08%	33.33%	
Human Services for Older Adults N = 48	*n*	31	0	0	0	1	16	4.94
	%	64.58 %	0%	0%	0%	2.08%	33.33%	

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

Alumni Data from Fall 2025 Survey

Graduates from Fall 2020- Spring 2025 (N = 13)

Graduate School Program Selection
54% (N= 7) of respondents were currently enrolled in or had already completed a master's degree program
MSW: 3
School Counseling: 1
ABA: 1
Mental Health Counseling: 1
Forensic Psychology: 1

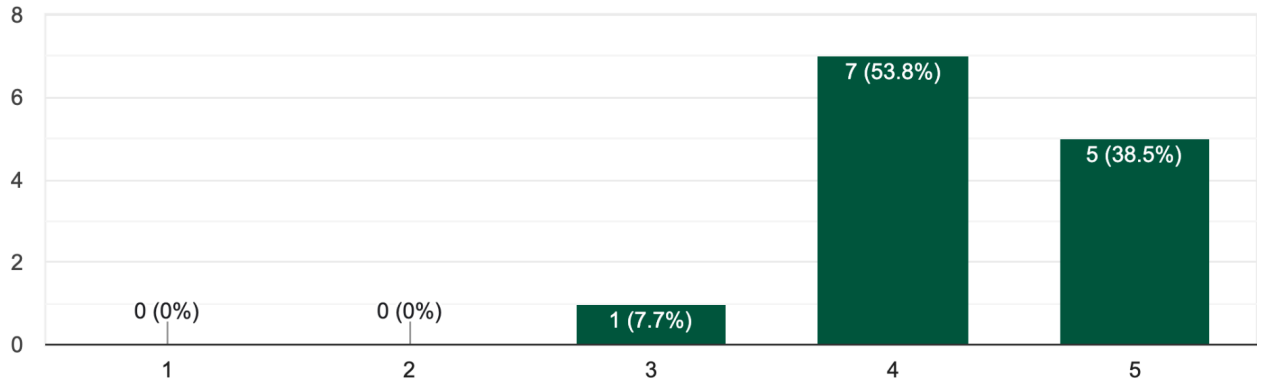
Current Job Title (N=13)
100% of respondents are employed
Respondents reported the following job titles:

- Family support and training manager
- Socialization coordinator/senior registered behavior technician
- Pharmacy technician
- Genius administrator
- Program specialist
- DCF Investigator
- School social worker
- Adoption social worker
- Psychiatric clinical coordinator
- Residential monitor
- Bioeducational facilitator
- Recovery support navigation

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

How well did the HMSV Program prepare you for work in the field?

13 responses



How well do you feel that the HMSV curriculum did in preparing you to work with diverse populations?

13 responses

