

**Fitchburg State University Human Services Program  
Student Achievement Indicators  
Updated: November 2020**

**Enrollment and Graduation Rates:**

	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
<b>Student Population</b>	141	140	137	117
Female	126	120	115	95
Male	15	20	22	22
Asian	4	4	3	3
Black African American	16	16	18	16
Hispanic	28	24	25	20
More than one race	8	6	7	4
White	84	88	82	70
Unknown	1	2	2	3
<b>HMSV Graduates</b>	37	37	32	36

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

<b>Year of Entrance</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>5-year Average</b>
<b>Institution</b>	53.95%	59.65%	60.97%	57.72%	57.57%	57.97%
<b>HMSV Major</b>	76.92%	75.86%	83.33%	75.86%	82.75%	79.03%

**Four Year Graduation Rates for Incoming Full-time Transfer Students**

<b>Term Entered</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>5-year Average</b>
<b>Institution</b>	58.33%	54.81%	60.80%	52.32%	54.22%	56.09%
<b>HMSV Major</b>	70.00%	58.33%	64.70%	88.88%	62.50%	67.85%

## Students' Grades and GPA

### Cumulative GPA by Academic Year: Human Services Graduates

AY 2015-16: 3.06

AY 2016-17: 3.11

AY 2017-2018: 3.06

AY 2018-2019: 3.10

AY 2019-2020: 3.20

### Grade Distribution in Human Services Classes (2015-2020)

Course		A	B	C	D	F	W/D	Avg Grade
Intro to HMSV N= 249	N	159	65	9	4	8	4	3.41
	%	63.9	26.1	3.6	1.6	3.2	1.6	
Diversity N = 48	N	34	8	1	1	2	2	3.42
	%	70.8	16.7	2.1	2.1	4.2	4.2	
Research Methods N = 243	N	123	84	18	5	6	7	3.24
	%	50.6	34.6	7.4	2.1	2.5	2.9	
Interviewing Techniques N = 231	N	145	68	7	1	4	6	3.44
	%	62.8	29.4	3.0	.4	1.7	2.6	
Managing Non-profit N = 169	N	110	53	5	1	0	0	3.5
	%	65.1	31.4	3.0	.6	0	0	
Building Comm Supports N = 111	N	67	34	3	0	3	4	3.42
	%	60.4	30.6	2.7	0	2.7	3.6	
Assessment & Intervention N = 230	N	186	37	3	0	2	2	3.64
	%	80.7	16.1	1.3	0	.9	.9	
Professional Issues N = 217	N	161	49	3	1	2	1	3.57
	%	74.2	22.6	1.4	.5	.9	.5	
Case Management N = 232	N	195	28	0	0	4	5	3.67
	%	84.1	12.1	0	0	1.7	2.2	
Internship Seminar N = 208	N	198	7	0	0	2	1	3.89
	%	95.2	3.4	0	0	1.0	.5	

## Students' Performance in the Field

### Case Management Supervisors' Evaluations: Average Student Ratings (FA 2017-SP 2020)

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

Criteria	FA 17 N = 23	SP 18 N = 15	FA 18 N = 18	SP 19 N = 9	FA 2019 N = 23	SP 20 N = 8	All Semesters N = 96
Punctual and reliable	4.57	4.73	4.94	4.33	4.73	4.75	4.70
Dressed appropriately for setting	4.74	4.93	4.83	4.33	4.74	4.86	4.76
Used supervision to further professional growth	4.64	4.73	4.61	4.78	4.50	4.86	4.65
Adhered to ethical standards in the field	4.65	4.93	4.88	4.89	4.74	5.0	4.80
Adhered to agency policies and procedures	4.74	4.87	4.94	4.67	4.65	5.0	4.79
Showed appropriate level of engagement	4.63	4.87	4.83	4.67	4.59	4.75	4.71
Communicated respectfully and clearly with placement staff	4.83	4.87	4.94	4.89	4.78	4.75	4.84
Communicated respectfully and clearly with service recipients	4.83	4.80	4.61	4.78	4.74	4.67	4.74
Accurately assessed limits of one's own competence	4.38	4.60	4.42	4.33	4.65	5.00	4.53
Established rapport with service recipients	4.68	4.93	4.43	4.78	4.74	5.00	4.72
Respected others' points of views	4.86	5.00	5.00	4.67	4.74	4.86	4.86
Maintained appropriate boundaries	4.78	5.00	5.00	4.33	4.77	5.00	4.83
Able to identify needs of service recipients to develop service plans (ISP, IEP, 504, etc.)	4.20	4.50	4.71	4.50	4.62	5.00	4.54
Able to identify appropriate referrals	3.92	4.10	4.33	4.67	4.38	5.0	4.30
Demonstrated level of competence appropriate for level of training at this point	4.63	4.73	4.91	4.44	4.50	4.87	4.67

## Internship Student Evaluations Spring 2019-Spring 2020: Average Ratings (N=45)

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

Criteria	SP 19 (N=15)	FA 19 (N=12)	SP 20 (N=18)	Total Average
Showed understanding of organization's mission and goals	4.14	4.00	4.00	4.05
Worked within the structure and the system of the internship site	4.14	4.17	4.09	4.13
Was punctual and reliable	4.14	3.92	4.32	4.13
Dressed appropriately	4.43	3.91	4.03	4.12
Followed through consistently and thoroughly on tasks	4.29	4.17	4.22	4.22
Showed Initiative	4.29	4.18	4.13	4.20
Worked as a team player, when appropriate	4.43	4.33	4.13	4.30
Completed all required paperwork up to agency standards	4.43	4.09	4.00	4.13
Demonstrated level of confidence appropriate for student at this point	4.43	4.25	4.10	4.26
Engaged in clear and open communication with supervisor	4.29	4.25	4.31	4.28
Sough supervision/feedback appropriately to improve skills	4.29	4.17	4.10	4.18
Communicated effectively with agency personnel, including support staff	4.29	4.27	4.00	4.19
Communicated effectively with collaterals (those outside the agency) to support clients	4.14	4.00	4.00	4.05
Practiced agency standards of client confidentiality	4.57	4.30	4.20	4.36
Maintained appropriate boundaries in interpersonal relationships	4.57	4.09	4.10	4.26
Worked within the bounds of current professional competence	4.57	4.25	3.92	4.25
Established goals with clients	4.60	4.13	3.73	4.15
Focused on individual's needs effectively	5.00	4.42	4.18	4.53
Established rapport with clients of varying needs and perspectives	4.67	4.30	4.03	4.33
Exhibited cultural competency	4.83	4.33	3.92	4.36
Demonstrated awareness of contemporary issues and trends in the field	4.67	4.00	3.60	4.09

## Student Satisfaction

### Perceived Helpfulness of Curriculum

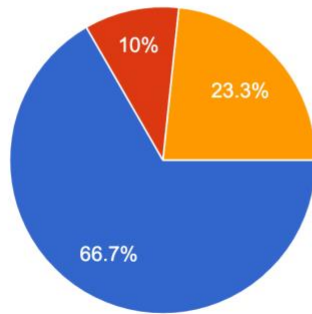
Class		Not Helpful at All	Not Very Helpful	Neutral	Somewhat Helpful	Very Helpful	Average Rating
Intro to HMSV N = 60	<i>n</i>			6	10	44	4.63
	%			10.0	16.7	73.3	
Research Methods N = 65	<i>n</i>		3	7	27	28	4.23
	%		4.6	10.9	41.5	43.1	
Interviewing Techniques N = 64	<i>n</i>	1		1	4	58	4.84
	%	1.6		1.6	6.3	90.1	
Social & Cultural Diversity N = 44	<i>n</i>	1	2	4	9	28	4.00
	%	2.3	4.5	9.1	20.5	63.6	
Mgt of Non-Profit N = 47	<i>n</i>	0	1	1	10	35	4.68
	%		2.1	2.1	21.3	74.4	
Assessment & Intervention N = 71	<i>n</i>	1		4	12	54	4.66
	%	1.4		5.6	16.9	76.0	
Professional Issues N = 66	<i>n</i>	1		1	11	53	4.74
	%	1.5		1.5	16.7	80.3	
Case Management N = 71	<i>n</i>				10	61	4.86
	%				14.1	85.9	
Internship Seminar N = 71	<i>n</i>		2	3	13	53	4.65
	%		2.8	4.2	18.3	74.6	
Building Comm Support N = 37	<i>n</i>		1		7	29	4.73
	%		2.7		18.9	78.4	
Abuse & Neglect N = 40	<i>n</i>				5	35	4.86
	%				12.5	87.5	
Crisis Intervention N = 43	<i>n</i>	1		1	6	35	4.72
	%	2.3		2.3	14.0	35	
Addictive Behaviors N = 24	<i>n</i>	1			4	19	4.67
	%	4.2			16.7	79.2	

# Alumni Data from Summer 2020 Survey

## Graduates from 2015-2020 (N = 31)

Are you currently employed?

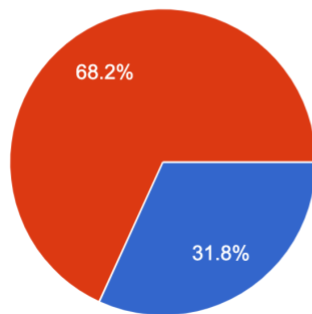
30 responses



- Yes, full time.
- Yes, part time.
- Not currently employed.

Have you received any promotions there since you graduated?

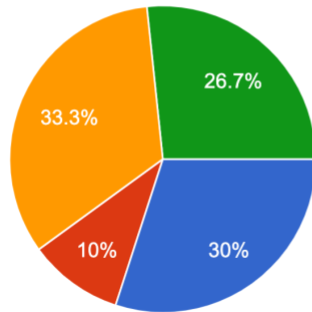
22 responses



- Yes
- No

**Are you currently in graduate school?**

30 responses



- Yes.
- No, but will start next semester.
- No, but plan to go within the next 5 years.
- No.

**Graduate School Program Selection**

(N=12)

MSW: 4

ABA: 3

School Counseling: 2

MBA: 2

Healthcare Management: 1

**Current Job Title (N=22)**

Case Manager/Care Coordinator: 6

ABA/Behavioral Technician: 4

Social Worker: 4

Program Coordinator: 2

Youth Development Professional: 1

Business Manager: 1

PCA: 1

Food Industry: 1

**Alumni's Perceptions of Preparation for the Field**

Scale of 1-5 (1= not well at all and 5 = very well)

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
How well did the HMSV Program prepare you for work in the field?			3 9.7%	5 16.2%	23 63.9%
How well do you feel that the HMSV Curriculum did in preparing you to work with diverse populations?		1 3.2%	1 3.2%	5 16.1%	24 77.4%