

COMPREHENSIVE INSTRUCTIONAL PROGRAM REVIEW

Forms

**Round Three 2011-2014
Revised for 2012**

**Human Services
Moreno Valley College
James Banks**



Office of Educational Services

Web Resources:

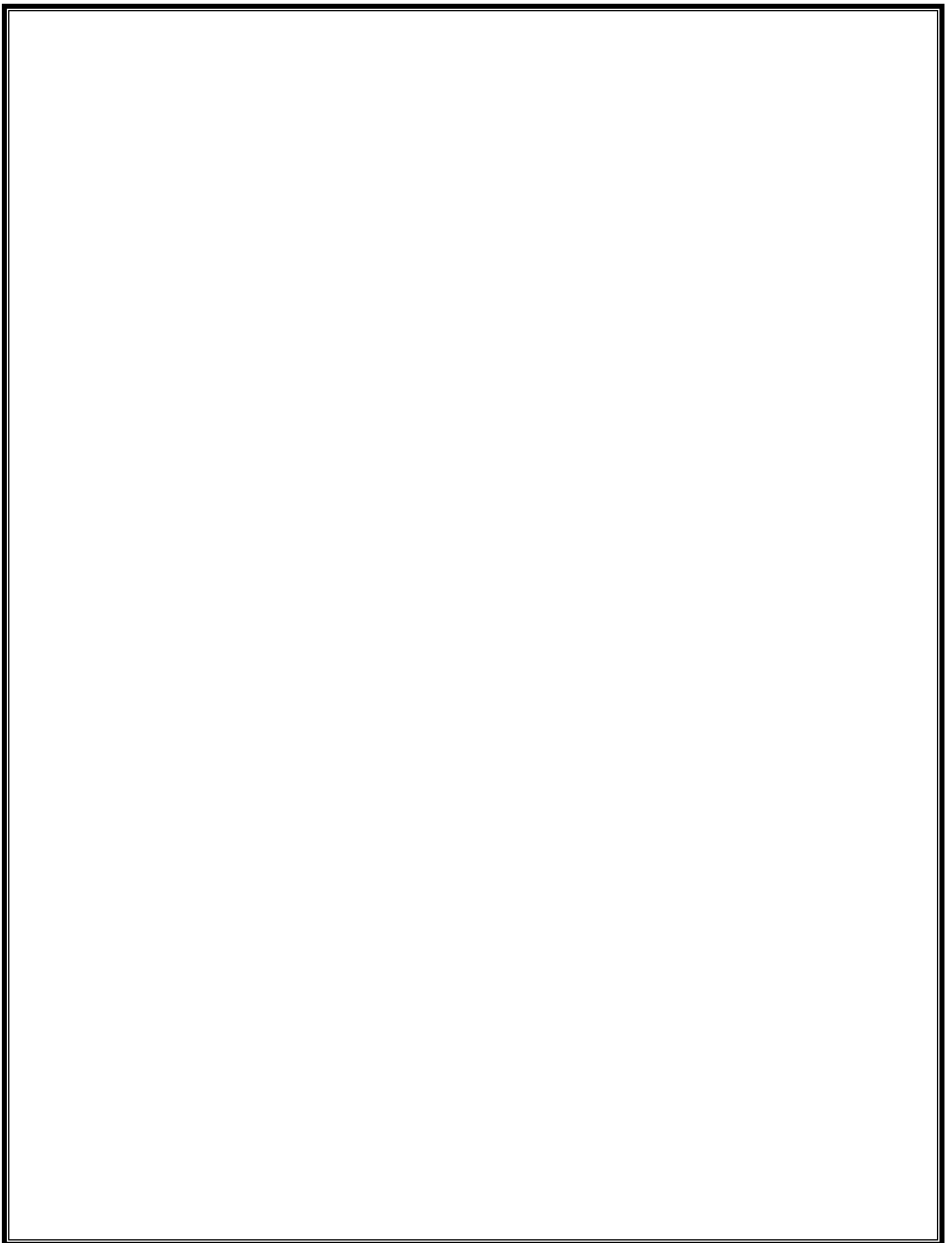
[http://www.rccd.edu/administration/educationservices/ieffectiveness/Pages/ProgramReview.aspx](http://www.rccd.edu/administration/educationalservices/ieffectiveness/Pages/ProgramReview.aspx)

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A. Mission and Relationship to the College

The mission of the Human Services Program in relation to Moreno Valley College is to prepare students for careers in social services and also to assist students in transferring to four year colleges and universities. Since our program falls under the Career and Technical Education umbrella we are also interested in providing those students who are employed with certificates to enhance their skills in the workplace. The last area of our mission to the college is to engage students with volunteer and internship opportunities in community service in the greater Riverside County area.

B. History

1. During the last year our program was involved with the American Investment and Recovery Act Grant in correlation with the Riverside County Office of Economic Opportunity. This grant was used to train unemployed individuals to become Case Managers in Riverside County. As a result of this program we were able to train students and they received a certificate in Human Services. We were also able to increase our pool of qualified instructors in Human Services.
2. The program continues to work toward program expansion in the Human Services Curriculum and to identify possible new course offerings that would be of interest to Moreno Valley College students. All potentially new courses have been given a course number and have been approved by the HHPS Department.

C. Data Analysis and Environmental Scan

During the ten year period from 2000 – 2010, data was gathered from the RCCD Institutional Research Office. The data that was collected suggested that the Human Services Program has made consistent improvement in the areas of Student Success rates and also in the area of Student Retention. The retention for the Human Services Program has been at 90% during this ten year period and the success rate has been at 82% during this same period of time. This data suggests that the program has maintained a great deal of stability and consistency when working with diverse populations. It also suggests that the instructors in this program truly care about the well being of the students in terms of their matriculation through the program and Moreno Valley College. Our program offers classes six days per week which allows students the opportunity to enroll in the program at times and days that are conducive to their growth and development.

The Human Services Efficiencies have also shown a gradual and steady improvement over the period 2005 – 2010. During the Fall Term of 2005 Efficiency was at 315.49 and increased to 771.06 in 2010. During 2009 Fall Term the Efficiency reached a high of 822.22. Overall this data reflects the continued growth and positive progression of the Human Services Program.

The last set of data provided by the RCCD Institutional Office were the Human Services FTEF and the WSCH for the Fall Terms from 2005 – 2010. The FTEF has been slightly above 1.60 during this period of time. The Human Services Program has consistently had one full time faculty and usually about three adjunct instructors during both Fall and Spring Terms.

The WSCH was also examined during the same five year period 2005 – 2010. The data stated that the WSCH increased from 525.82 in 2005 to 1,233.70 in 2010. This number reflects the importance of having flexible classes for students on a six day schedule.

The Human Services Program has made great strides in the areas of retention, student success and efficiency. Our goals continue to be in these areas as well as in the provision of community service and partnerships with various educational and social service agencies. Students must learn the importance of volunteer service to the community and the necessity of working with diverse and disenfranchised populations.

As the Human Services Program expands its curriculum there will be a need for new instructors on both a full and part-time basis in order to meet the demands of the expanding populations of the Riverside County area. As the populations increase the need for social services in agencies and educational institutions will increase as well. The Human Services Program at Moreno Valley College wants to be a part of the solution to some of issues that face our residents. The program is very proud of its relationships with United Way, Lutheran Social Services, Think Together, Souly for Youth and U.S. Vets. These relationships have changed our students and the community at large in a positive fashion.

D. Programs and Curriculum

Currently the Human Services Program offers the following courses:

- HMS-4 Introduction to Human Services
- HMS-5 Introduction to Counseling and Evaluation
- HMS-6 Case Management
- HMS-7 Introduction to Psychosocial Rehabilitation
- HMS-8 Group Process
- HMS-13 Employment Support Strategies
- HMS-14 Job Development
- HMS-16 Public Assistance and Benefits
- HMS-18 Introduction to Social Work
- HMS-19 Generalist Practices of Social Work
- HMS-200 Work Experience

All courses are to engage the student in a career in Human Services through the completion of the two certificates offered or in the graduation and transfer to a four year institution of higher learning with an AA in Human Services.

All courses have been in use over the past ten years. As stated earlier in this report, significant changes in the Human Services curriculum will be presented in the next four years; including new courses and certificate for special populations.

Entry level skill validation and the validity of entrance skills testing are not applicable to the Human Services Program. The program maintains its prerequisites as needed for upper level courses in Social Work.

E. Student Learning Outcomes Assessment

Course Number	Title of Course	Direct Assessment Date	SLOs Assessed (list numbers from CORs)	Direct Assessment Method*	Assessment Cycle**
HMS-4	Introduction to Human Services	Spring 2012	1	Writing Assignment	Initial Assessment has been completed
HMS-5	Introduction to Evaluation And Counseling	Spring 2012	2	Writing Assignment	Initial Assessment has been completed
HMS-6	Case Management	Spring 2012	1	Writing Assignment	Initial Assessment has been completed
HMS-8	Group Process	Spring 2012	1	Writing Assignment	Initial Assessment has been completed
HMS-13	Employment Support Strategies	Fall 2011	1	In-class presentation	Initial Assessment has been completed
HMS-14	Job Development	Spring 2012	1	In-class presentation	Initial Assessment has been completed
HMS-16	Public Assistance and Benefits	Spring 2012	1	Writing Assignment	Initial Assessment has been completed
HMS-18	Introduction to Social Work	Spring 2012	2	In-class presentation	Initial Assessment has been completed
HMS-19	Generalist Practices of Social Work	Fall 2011	1	In-class presentation	Initial Assessment has been completed
HMS-7	Introduction to Psychosocial Rehabilitation	Spring 2012	1	Exams	Initial Assessment has been completed
HMS-17	Introduction to Community Mental Health	New Course Spring 2013			No assessment

F. Collaboration with Other Units including Instructional, Student Services or Administrative Units.

The Human Services Program has been actively involved with other units on the Moreno Valley College. The Human Services Club works closely with the Associated Students of Moreno Valley College and participates in many on campus events including Halloween Valley, Thanksgiving, Christmas, Easter, and the year end semester celebrations.

The Human Services faculty was instrumental in the development and implementation of the Renaissance Scholars Program which was a direct outcome of the Student Equity Plan an RCCD initiative.

The Human Services Program also works collaboratively with the Middle College Program, the GAIN Program and Workforce Development.

Overall these collaborative efforts have been beneficial to the faculty, staff and students of Moreno Valley College. The program is always actively seeking additional methods of interaction with the various units on the campus. Currently within HHPS Department there is a significant amount of collegial and student interaction.

G. Outreach Activities

The Human Services Program has been with several community based agencies for several years. These efforts with United Way, Path of Light Ministries, Lutheran Social Services, and U.S. Vets always involve donations of food, clothing supplies and resources during the major holidays such as Labor Day, Veterans Day, Thanksgiving, Christmas, Easter, Mother's Day, Memorial Day and Father's Day. The Human Services Club and its family members have been engaged in these activities for nine years, and we continue to find other areas to disperse our services to in the region. This year we have begun relationships with the Community Action Program Food Bank and Think Together, an after school tutoring and activities agency for students in grades K-8.

As a result of our efforts, the Human Services Club has been highly recognized by ASMVC and the greater Moreno Valley area for its service to the community.

H. Long Term Major Resource Planning

The only areas of concern for the future of the Human Services Program will be in the areas of faculty and curriculum. Currently, there is only one full-time faculty member in the Human Services Program. As the needs of our students continue to expand, there is a distinct need to provide more comprehensive services in the area of employment placement and personal counseling. Many of our students choose this field not only to help others but to help themselves destroy the demons of their past. We will need courses and new faculty to expand and grow the program to new heights of excellence.

I. Summary

1. Over the next four years, Human Services would like to have new certificates in several areas with special populations.

2. New Fulltime Faculty

There will need to be support from the college and the district to secure funding. Assistance with grant funding and other resources will be needed.

J. Recommendations to the Program Review Committee

A workshop with timelines would be advantageous for this process.