**Bakersfield College**

**Comprehensive Program Review**

**I. Program Information:**

Program Name:

Program Type: x Instructional  Student Affairs  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: “**The major in Human Services provides the student with an academic background for entry-level positions in various human services agencies. It also prepares the student for upper-division work in human services and other behavioral sciences. The field is interdisciplinary with the overall career goal of helping people.” This program description clearly addresses the Bakersfield College Mission objective to provide students with “excellent learning opportunities in basic skills, career/technical education, and transfer courses for our diverse community…” A Human Services student can choose a course of study that leads to a Job Skills Certificate for immediate entry-level opportunities or an Associate in Arts Degree as a foundation for transfer and upper division work. Either educational path provides students with the means to effectively engage their larger community.**

Program Mission Statement: **The mission of the Bakersfield College Human Services Program is to provide our diverse student population with an interdisciplinary background for success as a “helper” in the broad field of human services using application of knowledge, decision making and problem solving.**

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| ***Instructional Programs only:***   1. List the degrees and Certificates of Achievement the program offers: Human Services A.A., Human Services Job Skills Certificate 2. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both. 3. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both. |

**II. Progress on Program Goals, Future Goals, and Action Plans:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two goals, please duplicate this section.

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| **Current Program Goals** | **Which institutional goals from the 2015-2018 Strategic Directions for Bakersfield College will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement**  **(choose one)** | **Comments** |
| 1.Increase hours of Human Services Program Coordinator | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  Ongoing: \_9/16/2016\_ (Date) | Efforts to obtain these additional hours from the administration have been unsuccessful |
| 2. Increase male enrollment | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  Ongoing: 9/16/2016\_ (Date) | 10% increase in male enrollment, but obtaining more hours for the Program Coordinator would greatly assist in raising this number |

1. List the program’s goals for the next three years. Ensure that stated goals are specific and measurable. State how each program goal supports the College’s strategic goals. Each program must include an action plan.

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| **Future Goals** | **Which institutional goals from the 2015-2018 Strategic Directions for Bakersfield College will be advanced upon completion of this goal? (select all that apply)** | **Action Plan** | **Timeline for Completion** | **Lead person for this goal** |
| 1. Obtain greater hours for Human Services Program Coordinator | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Update Administration with key data and reemphasize the need for additional hours | 9/16/2017 | Zoller/Knaggs |
| 2. Increase student access to program | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Obtain more hours for the Program Coordinator which will enable more student recruitment and increased community involvement in the program | 9/16/2017 | Zoller/Knaggs |

**III. Trend Data Analysis:**

Review the data provided by Institutional Research. Provide an analysis of program data throughout the last three years, including:

1. Changes in student demographics (gender, age and ethnicity). **Female enrollment continues to increase, male enrollment continues to decline, students age 20-29 continue to increase, students 30 and older remains the same, Hispanic/Latino students continue to increase and now comprise 81% of the students.**
2. Changes in enrollment (headcount, sections, course enrollment, and productivity). **Headcount, sections, course enrollment have not changed significantly in the last 3 years. Subject productivity saw two years of substantial increases followed by a slight decrease in 2015, subject productivity continues to be significantly higher than the college wide rate.**
3. Changes in achievement gap and disproportionate impact. **African American success rates fall slightly behind the success rates for Hispanic and White students but remain 30 points higher than the success rate for Bakersfield College. Male and female students have virtually identical success rates.**
4. Success and retention for face-to-face as well as online/distance courses. **Success and retention rates continue to be at or above 90%. For 2015-2016, retention was at 97%, and success was at 93%.**
5. Degrees and certificates awarded (three-year trend data for each degree and/or certificate awarded). **Degrees continue to increase during the last three years, and certificates awarded went up very sharply during the last three years- from 11 in 2013-2014, to 22 in 2014-2015, and to 29 in 2015-2016.**
6. Other program-specific data (please specify or attach). **The number of declared majors in human services continues to increase, and was at 352 for 2015.**
7. List degrees and certificates awarded (three-year trend data for each degree and certificate awarded). Include targets (goal numbers) for the next three years.

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| Full Name of Degree or Certificate | 2011- 2012 | 2012- 2013 | 2013- 2014 | 2014- 2015 | 2015- 2016 | 2016- 2017 |
| Human Services AA | 10 | 10 | 15 | 21 | 19 | 22 |
| Human Services AS (degree only exists for students with catalog rights) | 13 | 3 | 7 | 6 | 7 | 6 |
| Human Services Job Skills Certificate | 11 | 11 | 11 | 22 | 29 | 34 |
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**IV. Program Assessment:**

Use attached **Assessment Report Form Comprehensive Tab**

1. Discuss your program’s strengths. **The program continues to increase the number of students obtaining degrees and certificates, as well as placing greater numbers of students in local internships with the Department of Human Services. A major strength of the program is its ability to help students obtain employment in the subject area.**
2. Discuss your program’s weaknesses. **There is both community and student demand for an increased number of sections and internships, but this cannot be accomplished without increased hours for the Program Coordinator. (Currently, the Coordinator is prohibited from working more than 19 hours per week.)**
3. *If applicable,* describe any unplanned events that affected your program.

**V. Resource Analysis:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled. **The exceptional success of the Human Services Program at Bakersfield College has caused other community educational institutions to replicate the structure and offer similar programs. This fact has created a significant degree of competition for the limited number of internship opportunities available in the Bakersfield community. The current Program Coordinator is effective and very talented but the position simply lacks the number of hours necessary to effectively represent Bakersfield College in the larger community and maintain the necessary partnerships. The degree of student success within this program is limited by the number of student who can be admitted.**
3. Professional Development:
4. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success. Check with Lynn on this
5. What professional development opportunities and contributions can your program make to the college in the future?
6. Facilities:
7. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success? N/A
8. How will your Facilities Request for next year contribute to student success? N/A

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success? N/A
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success? N/A
3. Discuss the effectiveness of technology used in your area to meet college strategic goals. **All Human Services instructors make extensive use of current technology, including, but not limited to: Internet, Power points, lap tops, tablets, smart phones, and online databases to achieve both student learning outcomes and program level outcomes.**

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

**VII. Faculty and Staff Engagement:**

1. Discuss how program members have engaged in institutional efforts such as college committees, presentations, and departmental activities**. The Human Services Program Coordinator is not classified as either full-time or adjunct faculty, and thus cannot serve on faculty committees. The program coordinator actively participates in departmental activities such as meeting, scheduling, program review and assessment, but their participation is limited because Bakersfield College limits their work hours to 19 per week.**
2. Instruction Only: Discuss how adjunct faculty are included in departmental training, discussions and decision-making. **Adjunct faculty are an integral part of the Program. They attend meetings and training sessions, and are a key part of the decision making process. All adjunct faculty participate in the program review and assessment processes.**

**VIII. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs. As stated in last year’s conclusions and findings, **the Human Services Program is a valuable asset to our students in that it provides a clear and effective pathway to immediate employment and/or transfer to a four year institution. The retention and success rates are significantly higher than the college wide average and the single section offered each semester is always full. The number of declared majors continues to increase. As previously mentioned in this review, the program is currently losing ground to other area wide competitor programs. These programs employ a full time program coordinator which has resulted in the Bakersfield College Human Services Program losing both potential students and internship opportunities for current students. If Bakersfield College wishes to remain competitive in the community and continue to help students obtain employment in the human services field, it must have a full-time program coordinator.**