

**Program Outcomes Assessment Follow-Up
2023-2024 Program Outcome (PO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Program: Human Services Technology

Outcome #1: Enrollment (unduplicated)

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 program outcome year-end report.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2024-2025 action items table below.)</i>
1	Curriculum Changes to include addition of certificates (HST & Addiction and Recovery Studies) (Assessed by: Monitor the number of certifications earned over the next three years.)	Changes were not made at a local level due to realignment of the program at the state level.
2	Market HST course for CCP pathway (Assessed by: Monitor the number of high school enrollments over the next cycle)	Changes were not made at a local level due to realignment of the program at the state level.

Baseline: 53 # *(Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21)*

Standard: 57 #

Target: 60 #

Program Enrollment

Program Enrollment (unduplicated)	
Academic Year (Fall, Spring, Summer)	Enrollment
2020-2021	57
2021-2022	46
2022-2023	45

All Levels

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	24	42.1%	21	45.7%	18	40.0%
American Indian/Alaskan Native, Female	1	1.8%	0	0.0%	1	2.2%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	18	31.6%	13	28.3%	11	24.4%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	3	5.3%	3	6.5%	4	8.9%
Two or More Races, Female	3	5.3%	3	6.5%	1	2.2%
Unknown, Female	1	1.8%	1	2.2%	2	4.4%
Female Total	50	87.7%	41	89.1%	37	82.2%
African American, Male	1	1.8%	2	4.3%	3	6.7%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	4	7.0%	2	4.3%	4	8.9%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	2	3.5%	1	2.2%	1	2.2%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	7	12.3%	5	10.9%	8	17.8%
Total	57	100.0%	46	100.0%	45	100.0%

Ethnicity & Age Range Table

Ethnicity & Age Range	2020-2021`		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
African American, 18-24	5	8.8%	6	13.0%	4	8.9%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	5	8.8%	4	8.7%	5	11.1%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	3	5.3%	1	2.2%	2	4.4%
Two or More Races, 18-24	1	1.8%	1	2.2%	1	2.2%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	14	24.6%	12	26.1%	12	26.7%
African American, 25-44	13	22.8%	10	21.7%	9	20.0%
American Indian/Alaskan Native, 25-44	1	1.8%	0	0.0%	1	2.2%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	10	17.5%	7	15.2%	8	17.8%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	2	3.5%	3	6.5%	3	6.7%
Two or More Races, 25-44	1	1.8%	1	2.2%	0	0.0%
Unknown, 25-44	1	1.8%	1	2.2%	2	4.4%
25-44 Total	28	49.1%	22	47.8%	23	51.1%
African American, 45-64	7	12.3%	6	13.0%	7	15.6%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	7	12.3%	4	8.7%	2	4.4%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	1	1.8%	1	2.2%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	15	26.3%	11	23.9%	9	20.0%
African American, 65+	0	0.0%	1	2.2%	1	2.2%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	1	2.2%	1	2.2%
Total	57	100.0%	46	100.0%	45	100.0%

Provide narrative for analysis of program enrollment. *(Is enrollment increasing or decreasing? What are possible reasons for increase/decrease? Describe any action plans to improve or increase program enrollment.)*

There was a slight decrease in enrollment this year. Possible factors for the decrease in numbers may be economic reasons. This is either due to lack of financial resources or knowledge of potential resources. Another factor may be attributed to students' lack of clear understanding of what the field involves and the career opportunities it offers. These concerns have been addressed through clearer program and course descriptions.

Plans to improve enrollment to the traditional student include better career planning resources such as exposing high school students to career choices in the Human Service field by marketing the program at the high school.

Also, action plans include increased marketing for nontraditional students at career fields, partnering with human service employers and social media presence.

2024-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase enrollment in your program?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Curriculum realignment and addition of a general SHS certificate.	Monitor enrollment and the number of certifications earned over the next three years

Outcome #2: Retention

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 program outcome year-end report.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2024-2025 action items table below.)</i>
1	Follow-up Calls/Contacts and polls with current students to gauge needs. (Assessed by: Using stop out lists, track whether student engagement with faculty is bringing students back to classes.)	Yes, the follow up calls/contacts were successful. Staff assisted students in removing barriers (financial) that kept them from continuing their education.
2	Rotation of day/time/length of courses to accommodate working students (Assessed by: Poll current students to determine scheduling needs.)	Yes, students were able to attend seated courses that met once for a longer period and times that could incorporate their lunch hour. This allowed less time missed from work.

Baseline: 68.9 % *(Average of last three years – 2018-19; 2019-20; 2020-21; program retention)*
Standard: 72 %
Target: 75 %

Fall to Fall	Retention Rate
Fall 2020 to Fall 2021	74.4%
Fall 2021 to Fall 2022	43.0%
Fall 2022 to Fall 2023	48.4%

All Levels

Retention by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 2023	
	N	%	N	%	N	%
African American, Female	13	44.8%	7	41.2%	6	40.0%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	11	37.9%	4	23.5%	4	26.7%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	1	3.4%	1	5.9%	1	6.7%
Two or More Races, Female	2	6.9%	2	11.8%	1	6.7%
Unknown, Female	0	0.0%	1	5.9%	1	6.7%
Female Total	27	93.1%	15	88.2%	13	86.7%
African American, Male	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	1	3.4%	1	5.9%	1	6.7%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	1	3.4%	1	5.9%	1	6.7%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	2	6.9%	2	11.8%	2	13.3%
Total	29	100.0%	17	100.0%	15	100.0%

Ethnicity & Age Range Table

Ethnicity & Age Range	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 2023	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	1	5.9%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	1	5.9%	0	0.0%
African American, 18-24	2	6.9%	1	5.9%	0	0.0%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	2	6.9%	1	5.9%	2	13.3%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	0.0%	0	0.0%	1	6.7%
Two or More Races, 18-24	1	3.4%	1	5.9%	1	6.7%
Unknown, 18-24	0	0.0%	1	5.9%	0	0.0%
18-24 Total	5	17.2%	4	23.5%	4	26.7%
African American, 25-44	9	31.0%	3	17.6%	2	13.3%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	6	20.7%	1	5.9%	1	6.7%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	2	6.9%	2	11.8%	1	6.7%
Two or More Races, 25-44	1	3.4%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	1	6.7%
25-44 Total	18	62.1%	6	35.3%	5	33.3%
African American, 45-64	2	6.9%	2	11.8%	4	26.7%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	4	13.8%	3	17.6%	2	13.3%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	6	20.7%	5	29.4%	6	40.0%
African American, 65+	0	0.0%	1	5.9%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	1	5.9%	0	0.0%
Total	29	100.0%	17	100.0%	15	100.0%

Provide narrative for analysis of program retention data. *(Based on the data, provide a narrative of your analysis of retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)*

Based on the multi-faceted roles and responsibilities of the nontraditional female student, hybrid and/or blended delivery modalities may have been a barrier to retention. Other barriers may include financial barriers, lack of readily available hands-on experience opportunities, and/or academic challenges.

To improve retention, flexible program structures will continue to be offered as well as efforts to partner with community agencies to offer enhanced practical experience opportunities.

There will be ongoing discussions and polls to gauge the changing needs of the HST student.

2024-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase program retention?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Follow-up Calls/Contacts and polls with current students to gauge needs.	Using stop out lists, track whether student engagement with faculty is bringing students back to classes.
2	Rotation of day/time/length of courses to accommodate working students.	Poll current students to determine scheduling needs.

Outcome #3: Completers (unduplicated by highest level of attainment)

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 program outcome year-end report.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2024-2025 action items table below.)
1	Addition of certificate programs-Human Services Technology Certificate and Substance Abuse Certificate. (Assessed by: Monitor the number of certifications earned over the next three years.)	Changes were not made at a local level due to realignment of the program at the state level.

Baseline: 8 # (Average of total completers for the last three years – 2019-20; 2020-21; 2021-22)

Standard: 10 #

Target: 12 #

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring	
Graduation Year	Total Completers
2021-2022	5
2022-2023	3
2023-2024	5

All Levels

Completers by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	2021-2022		2022-2023		2023-2024	
	N	%	N	%	N	%
African American, Female	2	40.0%	2	66.7%	2	40.0%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	1	20.0%	0	0.0%	1	20.0%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	1	20.0%	0	0.0%	1	20.0%
Two or More Races, Female	1	20.0%	0	0.0%	1	20.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	5	100.0%	2	66.7%	5	100.0%
African American, Male	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	0	0.0%	1	33.3%	0	0.0%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	0	0.0%	1	33.3%	0	0.0%
Total	5	100.0%	3	100.0%	5	100.0%

Ethnicity & Age Range Table

Ethnicity & Age Range Table	2021-2022		2022-2023		2023-2024	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
African American, 18-24	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	0	0.0%	1	33.3%	0	0.0%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	0.0%	0	0.0%	2	40.0%
Two or More Races, 18-24	0	0.0%	0	0.0%	0	0.0%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	0	0.0%	1	33.3%	2	40.0%
African American, 25-44	2	40.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	0	0.0%	0	0.0%	1	20.0%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	1	20.0%	0	0.0%	0	0.0%
Two or More Races, 25-44	1	20.0%	0	0.0%	1	20.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
25-44 Total	4	80.0%	0	0.0%	2	40.0%
African American, 45-64	0	0.0%	2	66.7%	0	0.0%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	1	20.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	1	20.0%	2	66.7%	0	0.0%
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	5	100.0%	3	100.0%	4	80.0%

