## 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: (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	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

	2020-2021		2021-2022		2022-2023	
Ethnicity & Gender	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

	2020-2021`		2021-2022		2022-2023	
Ethnicity & Age Range	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 Hispanic/Latino, Under the age of	0	0.0%	0	0.0%	0	0.0%
18 Two or More Races, Under the age	0	0.0%	0	0.0%	0	0.0%
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 American Indian/Alaskan Native,	5	8.8%	6	13.0%	4	8.9%
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 Hawaiian/Other Pacific Islander, 25-	10	17.5%	7	15.2%	8	17.8%
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 American Indian/Alaskan Native,	7	12.3%	6	13.0%	7	15.6%
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	0.00/		0.00/	0	0.00/
	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64 Two or More Races, 45-64	0 1	0.0% 1.8%	0 1	0.0% 2.2%	0	0.0% 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,	· ·	0.070		2.27	·	
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,		0.00/		0.00/		0.00/
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+ 65+ Total	0	0.0%	1	0.0% 2.2%	0 1	0.0% 2.2%
Total	57	100.0%	46	100.0%	45	
Total	JI	100.076	40	100.070	40	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 (What actions can be taken	on Items (What actions can be taken Assessment of Action Items (How will you assess the			
	to increase enrollment in your program?)	results of action items?)			
1	Curriculum realignment and addition of a	Monitor enrollment and the number of certifications			
	general SHS certificate.	earned over the next three years			

### Outcome #2: Retention

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

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

			Fall 202	1 to Fall	Fall 202	2 to Fall
	Fall 2020 to F	all 2021	20	22	20	23
Ethnicity & Gender	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

			Fall 202	1 to Fall	Fall 202	2 to Fall
	Fall 2020 to	Fall 2021	_	122		23
Ethnicity & Age Range	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		0.075		0.070		0.070
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 American Indian/Alaskan Native,	2	6.9%	1	5.9%	0	0.0%
18-24 Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	0 2	0.0% 6.9%	0 1	0.0% 5.9%	0 2	0.0% 13.3%
Hawaiian/Other Pacific Islander, 18-24			0	0.0%	0	
Hispanic/Latino, 18-24	0	0.0%	0	0.0%	1	0.0% 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 Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	0 6	0.0% 20.7%	0 1	0.0% 5.9%	0 1	0.0% 6.7%
Hawaiian/Other Pacific Islander,	0	20.7 70	'	3.970	'	0.770
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 4	33.3%
African American, 45-64 American Indian/Alaskan Native,	2	6.9%	2	11.8%	4	26.7%
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 29	0.0%	1 17	5.9% 100.0%	0 15	0.0% 100.0%
lotai	29	100.0%	17	100.0%	10	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 (What actions can be taken	Assessment of Action Items (How will you assess the
	to increase program retention?)	results of action items?)
1	Follow-up Calls/Contacts and polls with	Using stop out lists, track whether student engagement
	current students to gauge needs.	with faculty is bringing students back to classes.
2	Rotation of day/time/length of courses to	Poll current students to determine scheduling needs.
	accommodate working students.	

## 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	Results / Use of Results: (Provide results of the action
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,
	report.)	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	Changes were not made at a local level due to
	Services Technology Certificate and	realignment of the program at the state level.
	Substance Abuse Certificate. (Assessed by:	
	Monitor the number of certifications	
	earned over the next three years.)	

**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				
<b>Graduation Year</b>	Total Completers			
2021-2022	5			
2022-2023	3			
2023-2024	5			

All Levels

# Completers by Ethnicity, Gender, and Age

Ethnicity & Gender Table

	2021-2022		2022-2023		2023-2024	
Ethnicity & Gender	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 African American, Under the age of 18 American landian/Alaskan Native, Under the age of 18 Asian, Under the age of 18 Caucasian, 25-44 Caucasian, 45-64 Caucasian, 45-64 Caucasian, 45-64 Caucasian, 45-64 Caucasian, 45-64 Caucasi							
African American, Under the age of 18 American Indian/Alaskan Native, Under the age of 18 O 0.0% O 0		2021	-2022	2022-	-2023	2023	-2024
18	Ethnicity & Age Range Table	N	%	N	%	N	%
American Indian/Alaskan Native, Under the age of 18 O 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Caucasian, Under the age of 18 O 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0% 18 Hispanic/Latino, Under the age of 18 Two or More Races, Under the age of 18 O 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 18 Hispanic/Latino, Under the age of 18 O 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 18 Under the age of 18 O 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 18 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 18 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 18 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0 0.0% 0 0.0% 0 0.0% 19 Under the age of 18 0 0.0% 0							
Under the age of 18 Asian, Under the age of 18 Hawaiian/Other Pacific Islander, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, 18-24 Two or More Races, 25-44 Two or More Races, 45-64 Two or More Races, 45-64 Two or More Races, 65+ Two or More Rac		0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18 Caucasian, Under the age of 18 Hispanic/Latino, Under the age of 18 Hispanic/Latino, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 O 0.0%	,	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18 Hawalian/Other Pacific Islander, Under the age of 18	l			-		_	
Hawaiian/Other Pacific Islander, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Unknown, Under the age of 18 Unknown, Under the age of 18 Unknown, Under the age of 18 Under the	l					_	
Hispanic/Latino, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Two or More Races, Under the age of 18 Unknown, Under the age of 18 Total Under the							
Two or More Races, Under the age of 18	Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	Historia/Latina Llados the age of 40	0	0.00/		0.00/	0	0.00/
18	' '	U	0.0%	U	0.0%	U	0.0%
Unknown, Under the age of 18 Total Under the age of 18 Total O O.0% O.0% O.0% O.0% O.0% O.0% O.0% O.		0	0.0%	0	0.0%	0	0.0%
Affican American, 18-24 American Indian/Alaskan Native, 18-24 Asian, 18-24	Unknown, Under the age of 18	0		0		0	
American Indian/Alaskan Native, 18-24 24 0 0 0.0% 0 0.0% 0 0.0% 0 0.0% Caucasian, 18-24 0 0 0.0% 1 33.3% 0 0.0% Hawaiian/Other Pacific Islander, 18-24 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% 0 0.0%  African American, 25-44 0 0.0% 0 0.0% 0 0.0% Asian, 25-44 0 0.0% 0 0.0% 0 0.0% 0 0.0% Asian, 25-44 0 0.0% 0 0.0% 0 0.0% 0 0.0% Caucasian, 25-44 0 0.0% 0 0.0% 0 0.0% Asian, 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 1 0 0.0% 0 0.0% 1 20.0% Hispanic/Latino, 25-44 1 20.0% 0 0.0% 1 20.0% Hispanic/Latino, 25-44 1 20.0% 0 0.0% 1 20.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 45-64 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% Africa	Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
24	African American, 18-24	0	0.0%	0	0.0%	0	0.0%
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Caucasian, 18-24 Hawaiian/Other Pacific Islander, 18-24 Hispanic/Latino, 18-24 Hispanic/Latino, 18-24 O 0,0% 0 0,0% 0 0,0% 2 40,0% Two or More Races, 18-24 O 0,0% 0 0,0% 0 0,0% 0 0,0% Unknown, 18-24 O 0,0% 0 0,0% 0 0,0% 0 0,0% African American, 25-44 American Indian/Alaskan Native, 25-44 American Indian/Alaskan Native, 25-44 Hispanic/Latino, 25-44 Caucasian, 25-44 Hawaiian/Other Pacific Islander, 25-44 Infisan American, 45-64 African American, 45-64 Hawaiian/Alaskan Native, 45-64 Hawaiian/Alaskan Native, 45-64 Hawaiian/Alaskan Native, 45-64 Hawaiian/Chter Pacific Islander, 45-64 Hawaiian/Chter Pacific Islander, 45-64 Hawaiian/Chter Pacific Islander, 45-64 Hawaiian/Alaskan Native, 45-64  Affican American, 65-4  Affican American, 65-4  American Indian/Alaskan Native, 65-4  O 0,0%						_	
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24	· ·	0	0.0%	1	33.3%	0	0.0%
Hispanic/Latino, 18-24		0	0.0%	n	0.0%	0	0.0%
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Unknown, 18-24	· '	•		-		_	
18-24 Total   0   0.0%   1   33.3%   2   40.0%	· · · · · · · · · · · · · · · · · · ·			-		_	
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44         0         0.0%		-					
Asian, 25-44  Caucasian, 25-44  Asian, 45-64  Caucasian, 45-64  Arrican American, 45-64  Asian, 45-64  Caucasian, 65+  Caucasian	American Indian/Alaskan Native, 25-						
Caucasian, 25-44         0         0.0%         0         0.0%         1         20.0%           Hawaiian/Other Pacific Islander, 25-44         0         0.0% <td>44</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	44	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 25-44  Hispanic/Latino, 45-64  Hispanic/Latino, 65+  Hispanic/Latino, 6	Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
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%       0       0.0%         African American, 45-64       4       80.0%       0       0.0%       2       40.0%         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%       0       0.0%         Caucasian, 45-64       1       20.0%       0       0.0%       0       0.0%       0       0.0%         Hispanic/Latino, 45-64       0       0.0%       0       0.0%       0       0.0%       0       0.0%         Two or More Races, 45-64       0       0.0%       0       0.0%       0       0.0%       0       0.0%         Unknown, 45-64       0       0.0%       0       0.0%       0       0.0%       0       0.0%	· · · · · · · · · · · · · · · · · · ·	0	0.0%	0	0.0%	1	20.0%
Hispanic/Latino, 25-44		0	0.0%	0	0.0%	0	0.0%
Two or More Races, 25-44 Unknown, 25-45 Unknown, 25				-		_	
Unknown, 25-44  Unknown, 25-44 Total  Unknown, 25-45 Total  Unknown, 25-46 Total  Unknown, 25-45 Total  Unknow	· '	· ·		_		_	
African American, 45-64 American Indian/Alaskan Native, 45-64 Asian, 45-64 Caucasian, 45-64 Hispanic/Latino, 45-64 O 0.0%	· · · · · · · · · · · · · · · · · · ·						
African American, 45-64 American Indian/Alaskan Native, 45-64 Asian, 45-64 Caucasian, 65+	, , , , , , , , , , , , , , , , , , ,						
64				-			
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Hawaiian/Other Pacific Islander, 45-64         0         0.0% <td< td=""><td>· · · · · · · · · · · · · · · · · · ·</td><td>0</td><td>0.0%</td><td>0</td><td></td><td>0</td><td>0.0%</td></td<>	· · · · · · · · · · · · · · · · · · ·	0	0.0%	0		0	0.0%
64         0         0.0%	, , , , , , , , , , , , , , , , , , ,	1	20.0%	0	0.0%	0	0.0%
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Two or More Races, 45-64							
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%	' '						
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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%	American Indian/Alaskan Native, 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%	· ·	0	0.0%	0	0.0%	0	0.0%
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65+ Total 0 0.0% 0 0.0% 0 0.0%	· ·						
			100.0%		100.0%		80.0%

**Provide narrative for analysis of completers.** (Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)

The program is now seeing almost equal enrollment of traditional and non-traditional students. The length of time needed to complete a human services degree may be a barrier to completion. Most students enrolled in the community college are either seeking additional skills to enhance their current career, a foundation for a career transition or the ability to enter the workforce earlier with a credential that demonstrates a baseline level of competency.

Offering flexible program formats may help with completion. Certificate programs will be added to the curriculum to enhance the skills of those already in the field or provide a foundation for those transitioning into the Human Services field.

#### 2024-2025 Action Items:

Item	Action Items (What actions can be taken to increase student completion in your program?)	<b>Assessment of Action Items</b> (How will you assess the results of action items?)
1	Addition of certificate program- Social and Human Services Certificate.	Monitor the number of certifications earned over the next three years.

### Approvals

- 1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
- 2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date:	Dorothy Moore	11/12/2024	
Department Chair, Dea	n, Director, and/or AVP / Date:	Janeil Marak	11/13/2024