

Assessment, Improvement, Measurement (AIM) Report: 03/13/2015**Reporting Years:** 2011-2016**Program:** Human Services/Social Work**Coordinator(s):** Vicki Wilson, Leon Lane Jr, Karman Wheeler**Program Quality and Student Success****External awards or other recognitions of students, faculty, and/or program.**

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Students					
Faculty					
Program (include accreditation if applicable)					

Average actual time and credits to degree completion.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
General Education Credit Hours					
Technical Credit Hours					
Total Credit Hours					
Number of Graduates					
Average Actual Time to Degree					
Average Actual Credits to Degree					

Employer and student satisfaction.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Employer Satisfaction Survey Results		no data	100% (2/2)	0 responses	
Graduate/student satisfaction		100% (2/2) 2010-11 grad surveys	100% (2/2) 2011-12 grad survey	100% (8/8) 2012-13 grads	
Advisory Board/Employer Recommendations for Improvement					

Job placement data for program graduates.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016

Number of graduates		1 surveyed (2010-11 grads)	2 surveyed (2011-12 grads)	8 surveyed (2012-13 grads)	
Number of graduates gaining employment		1	2 employed; 0 in field	6 employed; 5 in field.	
Percentage of graduates gaining employment		100%	100%; 0% in field	75%; 62.5% in field	
KY Unemployment Insurance job data				n/a	

Pass rates on licensure/certification exams (if applicable).

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Total # graduates attempting					
Total # passing on first attempt					
Total # passing after multiple attempts					
Pass rate of all attempting					

Productivity and Funding

Student measures.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Enrollment (Academic Year)					
Fall Enrollment		188 (Fall 2011)	213 (Fall 2012)	225 (Fall 2013)	
Credentials Conferred		4 AD (2011-12)	10 AD (2012-13)	6 AAS; 1 cert (2013-14)	
Credit hour production		220 (Fall 2011)	318 (Fall 2012)		

Student credit hour per instructional faculty FTE.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Student credit hour per instructional faculty FTE.		169 (Fall 2011)	289 (Fall 2012)		

Extramural funding.

Source of Funding	2011-2012
No funding sources	

Source of Funding	2012-2013
No funding sources	

Source of Funding	2013-2014
No funding sources	

Source of Funding	2014-2015
No funding sources	

Source of Funding	2015-2016
No funding sources	

Comments (2012-2013)

Roles	Comments
Coordinator	
1. Strengths of the Program	(Enrollment has increased and remains strong. Student diversity remains strong with approximately 20% African American students and 40% non-traditional students.)
2. Items Requiring Continued Attention	(Improve job pipelines through practicum experiences and employer connections.)
3. Document and provide evidence indicating how last year's program review resulted in improvements in the program.	Findings: Add the student outcomes of - The student will gain the perspective of women, nonwhite people, and other groups oppressed by social institutions, and to understand the place of the labor force and working people within the social welfare institution and explore personal values and biases in relation to professional social work values to understand implications for practice and minimize influence in work with diverse populations.
Assistant Dean	Carol Stiles has developed a strong program and offers wonderful guidance and supervision to the students in the program
Dean	Good, strong program for students beginning in this field. Please continue to work on community connections to job opportunities and academic connections (2+2 agreements) for those who can do more academically.
Vice President	

Comments (2014-2015)

Roles	Comments
Coordinator	
1. Strengths of the Program	The primary strength of the Humans Services program is in the high number of students currently enrolled which continues to grow. Additionally, the two year AAS in Human Services Degree and the one year Direct Support Work Certificate options allows individuals to obtain minimum academic credentials in a short period of time at a reasonable cost. This is vital as both state and federal regulations are increasingly requiring that "helping" facilities employ individuals who have at least obtained a minimum level of academic credentials in the field as a requirement of licensure and funding. Our Degree and Certificate not only allows students not previously employed in this field to prepare for entry level positions in these types of jobs, but also provides that opportunity to individuals who are already employed, but do not have the credentials, to obtain the minimum academic credential levels for continued employment in their current position and/or advancement to a higher position. However, it is important to note that an AAS in Human Services only prepares a graduate to obtain an entry level position in the helping fields or for obtaining the minimum credentials for continued employment and/or

	<p>advancement for someone already employed in the field. A BA or higher would be required for individuals wishing to enter the field at a higher level position. Therefore, many of our students will transfer onto a 4 year institution to obtain their BA in Humans Services, prior to completing their AAS at BCTC. Thus the number of graduates we produce each year is a poor indicator of the success and strength of our program as it doesn't take into account students who transfer or how vital the AAS or Certificate is to individuals needing to obtain minimum academic credentials for continued employment and/or advancement.</p>
2. Items Requiring Continued Attention	<p>Since the retirement of the sole Human Services/Social Work faculty member this previous spring there has been no full-time faculty employed at BCTC in either of the related "helping" fields (Human Services or Social Work). As a result all students enrolled in the degree were transferred to faculty advisers from other other academic disciplines. This makes it extremely difficult to provide BCTC students with both academic and career advising. Additionally, it makes it difficult for our program to keep abreast of current trends in the fields. Therefore, the hiring of a full-time faculty member in either of the "helping" fields is vital to the long term success of the program.</p>
3. Document and provide evidence indicating how last year's program review resulted in improvements in the program.	<p>Since the beginning of this academic year the newly assigned Program Coordinator has attempted to address the following areas. First, the Human Services website was evaluated and updated so that current and prospective students are better and more accurately informed of degree and certificate options and requirements. As part of this ongoing endeavor the Human Services Degree worksheet was updated, corrected where necessary, and clarified. . Second, as all Human Services students were transferred to new faculty advisers whose degrees are not in the "helping" fields resources were created to help them become more knowledgeable and equipped to advise these students. In addition to the before mentioned degree worksheet, a faq sheet was created to help advisers and students to understand the similarities and differences between the two helping fields, and a transfer course/ degree requirement sheet for each of the four institutions in our service area was prepared. Lastly, the new Program Coordinator is working with the System-wide Human Services Curriculum Committee to create a new certificate option and courses to increase the number of options for our students.</p>
Assistant Dean	<p>I am very pleased with the attention that has been given to the website and the advising information. It is always good to read that we have a growing program. I appreciate the time our new Coordinator has given to evaluate the current status of the program.</p>
Dean	<p>I concur with all comments and suggestions.</p>
Vice President	<p>I concur with Assistant Dean and Dean comments. I also concur that we need to replace the retired full-time faculty member. Like with all other technical programs, I encourage the program to consider additional apprenticeship and other industry sponsorship opportunities.</p>