PROGRAM INFORMATION	Program	Human Services Technician
	Submitted by:	Kaitlin Howdle
	Year	2024-2025
	Date of Review	2025-01-10
	Form Key	d34690ba-cc1b-4485-92fa-fda4a3b6491c
PROGRAM OUTCOMES	Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	Program outcomes are reviewed at program meetings and at advisory board meetings as needed. No changes.
	Outcomes are up to date in WIDS and on the program's web page	Yes
SYLLABI	ADA Statement	Yes
	Competencies	Yes
	Course Description	Yes
	Course Title and Number	Yes
	Credit Hours	Yes
	Freedom of Expression Statement	Yes
	Grading Criteria	Yes
	Instructor	Yes
	Academic Integrity Policy	Yes
	Nondiscrimination Statement	Yes
	Office Hours/Contact Information	Yes
	Prerequisites	Yes
	Required Text(s)	Yes
	Syllabi Up to Date in WIDS	Yes
	Explain which syllabi were reviewed this year; input received from advisory board, instructors, students, etc. regarding course objectives and textbooks used; and changes made, if any.	Syllabi reviewed at advisory boad meeting HST 130 Behavior Theory and Principles HST 230 Career and Internship Prep
PROGRAM COMPETENCIES	Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	New Instructors have updated Competencies to be more reflective of the change in industry, as well as update in program materials such as textbooks. Will continue to review Competencies at program meeting and advisory boad meetings.
	WIDS Up to Date	Yes
COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST	Capstone	No
	Class Participation	Yes
	Clinical/internship observations	Yes
	Examinations	Yes
	Comprehensive Final Exams	No

	Journals	Yes
	Lab Demonstrations	No
	Oral Examinations/Presentations	Yes
	Other Projects	Yes
	Peer Evaluations	Yes
	Portfolio Projects	Yes
	Quizzes	Yes
	Self-Evaluations	Yes
	Simulations	Yes
	Videos of Student Mastery	No
	Written Essays	Yes
	Written Reports	Yes
ALIGNED AND APPROPRIATE ASSESSMENTS	**Assessments used in the program are matched to the outcomes/competencies for the program.**	Yes
	Explain changes in the assessments used in your program since your last review (include input received and rationale).	No Changes
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	Students in Community Resources completed a project in which they had to review case studies. This consisted of the students evaluating the clients needs, obtaining necessary applications, and then completing the applications. The student then presented the case to the class and discussed potential outcomes.
INDUSTRY CERTIFICATIONS	**Explain any changes made or planned in the program based on assessment of industry certifications used in the program.**	The following certifications are done each semester with the coordinating classes. Mental Health First Aid is completed in HST 222 Mental Health and Wellness QPR is completed in HST 240 Crisis Intervention CPR is completed in CPR 100 First Aid, CPR and AED HIPPA is completed in HST 124 Assessment and Documentation Mandatory Reporter Trainning is completed in HST 122 Abuse and Neglect
INTERNSHIPS/ CLINICALS	**How do you evaluate program competencies or learning objectives during internship/externship experiences?**	Program competencies and learning objectives are assessed through weekly journal questions in the Trajecsys management system, internship site supervisor site evaluations, and instructor site visits (when allowed).
	As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?	No Changes

ENROLLMENT	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	This year we had 42% of our annual cap of 24 students. This is an increase from last year. We have had several meetings with Admissions to discuss recruitment plans to increase this number. This has been discussed in our fall advisory board meeting as well. We will continue to work diligently to increase our enrollment numbers. A plan of action has been developed.
RETENTION	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	yes, We had a retention rate of 94% this past year.
GRADUATION	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	Yes, We had a graduation rate of 90% last year.
PLACEMENT	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	Yes, We had an 89% placement rate of graduates from 2023 that were employed in the field.
STUDENT SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	The benchmark has been successfully achieved, with no gaps exceeding 1.0.
ALUMNI SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	All respondents expressed complete satisfaction.
EMPLOYER SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	Met or exceeded expectations.
PROFESSIONAL DEVELOPMENT	**What professional development activities have instructors in this program completed in the last year?**	Both instructors completed EDU 222 New Instructor On-boarding and several in-service activities at MTC each year.

	How were these activities used to improve this program?	New instructor skills were demonstrated within the classroom. This aided in instructors being more prepared in the classroom.
PROFESSIONAL ORGANIZATIONS	**Do faculty members belong to professional organizations associated with this program?**	Yes
	If no, explain why.	
	Are students made aware of the professional organizations for their career field?	Yes
ADVISORY BOARD RECOMMEN-DATIONS	**What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?**	The advisory board recommended several strategies for recruitment including a possible name change to the program. This will be presented at the next board meeting with the intent of being implemented at the start of the new school year.
	Implementation Date	2025-01-10
	Indicate the personnel responsible for implementing the change(s):	Stephanie Kattner and Kaitlin Howdle-Dean
PROGRAM IMPROVEMENT PLANS AND BUDGET	**As you review this past year, what changes do you propose for the next school year that will affect the program's budget?**	none
	Cost	