

## **Program Performance Review: Culmination Meeting Memo Human Services, BS**

The 2021-2022 Program Performance Review (PPR) process for the Human Services, BS program in the College of Health and Human Development (HHD) concluded with a culmination meeting on April 18, 2023. The program is accredited by the Council for Standards in Human Service Education (CSHSE). The Human Services, BS program submitted CSHSE accreditation documents in lieu of program review documents.

The following people attended the meeting: Amir Dabirian (Provost), Ed Fink (AVP for Undergraduate Academic Programs, AVPUAP), Jason Smith (Dean, HHD), Jim Ruby (Department Chair), and Su Swarat (Senior AVP for Institutional Effectiveness and Planning, SAVPIEP).

The Provost congratulated the programs for successfully completing the accreditation cycle, with the outcome of receiving the full 5-year reaccreditation (next reaccreditation in 2026). The Provost expressed appreciation for the faculty's hard work. The following specific accomplishments were highlighted during the reaccreditation process:

- The program has a long-standing accreditation. In addition to CSHSE, the program is also accredited by the California Association for Alcohol/Drug Educators. It is the only accredited program in the area. The Provost commented that the long accreditation history is a testament to the program's excellent leadership.
- The program has an outstanding assessment plan and learning outcomes.
- Tenure track faculty are supported with time for research, professional development, and grants. The Provost commended the program faculty for keeping the balance between teaching and research.
- The program maintains high retention and graduation rates, particularly with nontraditional, minority, and Pell grant students.
- The program's curriculum reflects the importance of cultural competence and diversity, and the program maintains a diverse group of faculty with various academic disciplines. The Chair commented that diversity, equity, and inclusion has become part of the department's DNA.
- The program has an improved website with current program policies and requirements, which is important to attract potential students.
- The program has established several articulation agreements with other schools and is the only program at CSUF that offers three semesters of fieldwork experience.
- The program maintains a strong connection with the community primarily due to the work of faculty, many of whom are professionally active in the community.

Major recommendations and issues raised through the PPR process were discussed as follows:

1. Program philosophical statement:
  - The CSHSE external reviewers asked the program to revise its philosophical statement to be less descriptive and more of "a belief statement" that provides a stronger focused justification of program policy and curriculum development.
  - The Chair reported that the program is planning a faculty retreat to do so.

## **Program Performance Review: Culmination Meeting Memo Human Services, BS**

2. Assessment of students' "fitness for the profession":
  - CSHSE recommended the program to develop a process that identifies the next steps when a student does not meet the expectations for "fitness for the profession".
  - The Chair stated that "fitness for the profession" is a new standard for CSHSE, which requires the programs to examine student disposition (not just knowledge and skills) for the profession. He acknowledged the need for the program to articulate more how to assess and address student disposition and behavior issues when they do not appear to be aligned with the professional standards.
  - The Provost recommended embedding self-assessment in key courses early on to catch dispositional problems, and the Chair concurred.
3. Student pipeline development:
  - The Dean commended the program to be "the jewel of HHD", and asked the program to explore the BS to MSW pipeline, as well as a pipeline from high school and community colleges.
  - The Chair reported that there is existing outreach effort (by a lecturer) to community colleges, though more is needed. Since HUSR is often a "found" major for students, outreach is critical to sustain enrollment.
  - The Provost reported that the community colleges are open to have our counselors to train their advisors so that we could establish a smooth transfer pathway, and this effort is being implemented by the university.
4. Faculty hiring:
  - The CSHSE external reviewers recommended the program to hire full-time faculty to reduce student-faculty ratio.
  - The Chair reported that the hiring request has been submitted, and the hire is needed considering two full professors are FERPing and one full professor moved to administration. The Provost noted that the request has been approved.
  - The Chair further reported that the department is well staffed in the area of mental health, a population concentration among students. The department needs a generalist, and desires to increase the diversity of the faculty.
  - The Chair also stated that most of the faculty research is community based. While faculty are productive researchers, support in the form of incentives or at least acknowledgement is needed to encourage faculty research.
5. Advisor hiring:
  - The AVPUAP commended the program for eliminating equity gaps, particularly given 82% of the students are first generation students.
  - The Chair attributed this positive outcome partly to good advising. The department has release time for a lecturer to focus on advising, though the resource for advising assigned time has decreased. The Chair voiced the need to have more resources to provide personalized holistic advising.
  - The Dean commented that the advising is being restructured, and the college will have 3 new advisors that hopefully will be hired before fall.

## **Program Performance Review: Culmination Meeting Memo Human Services, BS**

### 6. Department budget:

- The Chair asked for more clarity as related to budgetary issues. Department chairs often do not have the information needed to make operational decisions (e.g. budget for giveaways at outreach events, budget for office renovation).
- The Dean reported that the college is used to a de-centralized budget model. He is working to centralize processes that should be centralized, and incentivize programs to explore revenue sources from other venues (e.g. research, extension programs). The college will have a conversation with the department chairs regarding budget processes this summer.
- The Provost also stated that the division is working on a college- and department-level budget dashboard that follows a “checkbook” fashion (i.e. easy to understand) to help increase budget transparency.

The Dean commended the program for its accomplishment and thanked the Chair for his leadership. The Provost concluded the meeting by thanking the faculty for their excellent contribution to the university, and the department and college leadership for their hard work.