



Date: February 21, 2020

To: John Stalvey, Interim Provost

From: Jeff Jessee, Dean of the College of Health and Vice Provost of Health Programs

Cc: Yvonne Chase, Committee Chair & Assistant Professor of Human Services
David Moxley, Director, School of Social Work
Jo Ann Bartley, Associate Professor of Human Services
Lynn Paterna, Associate Professor of Human Services
Seta Kabranian, Term Assistant Professor of Human Services
Deborah Bannan, Assistant Professor of Psychology
Talis Colberg, College Director, & Holly Bell, Assistant Campus Director, Mat-Su College

Re: AY20 Expedited Program Review Findings

Program/s in this review: Children's Behavioral Health OEC & Conflict Resolution OEC & Human Services AAS & Human Services BHS

Specialized accrediting agency (if applicable): The Human Services AAS and Human Services BHS are accredited by the Council for Standards in Human Service Education (CSHSE).

Campuses where the program is delivered: All programs are delivered through the Anchorage Campus (ANC). The Human Services AAS is also available at the Matanuska-Susitna College (MSC).

Centrality of Program Mission and Supporting Role:

The field of human services is a broadly defined one, uniquely approaching the objective of meeting human needs through an interdisciplinary knowledge base, focusing on prevention as well as remediation of problems and maintaining a commitment to improving the overall quality of life of service populations. The Department of Human Services offers an AAS and a BHS in Human Services, as well as OECs in Children's Behavioral Health and Conflict Resolution. Together, these program options make a strong contribution to the College of Health's mission to improve the health and wellbeing of people and communities. Program graduates are prepared to enter the health workforce as competent paraprofessionals ready to address challenging outreach and engagement roles in high need communities. In these settings, program graduates are often the first point of contact for people coping with serious social and behavioral health issues.

Program Demand (including service to other programs), Efficiency, and Productivity:

Program demand is strong, especially in the AAS program. During this period of review, the programs had an average of 254 majors, with an average of 196 in the AAS program, 44 in the BHS program, and 14 in the OECs. The average number of degrees was 60 per year, with an average of 39 associate degrees, 15 baccalaureate degrees, and six certificates per year. Class sizes are reasonable, but there is capacity for

growth, particularly in the occupational endorsement certificates. The program has two significant opportunities for growth. First, the program has been successful in blending degree oriented credit and continuing professional education to bring students and seasoned professionals together into sustained dialogue about the practice of human services. Second, the program is strengthening the focus on core competencies in substance use treatment across the curriculum. This has the potential to become a pathway to substance abuse counselor certification. The program is continuously evolving to meet current student and market demands.

Program Quality, Improvement and Student Success:

The Human Services AAS and Human Services BHS are accredited by the Council for Standards in Human Service Education (CSHSE). Both programs were recently reaccredited for the period of October 2018 through October 2023. Reviewers commended the program for its focus on student success. In particular, reviewers noted that the “student learning experience is optimized” with a strong field experience curriculum component (the Practicum Specialist was recently promoted to a term faculty position). Other high impact teaching practices are regularly used. The program maintains a strong commitment to student success.

Program Duplication / Distinctiveness:

The University of Alaska Fairbanks offers an AAS degree with a focus on rural human services. Because of its different focus, the UAA program is not duplicative. It has a distinct focus, for a different student population.

Commendations and Recommendations:

The Human Services programs successfully prepare students to provide paraprofessional services in human service organizations. This makes an important contribution to the needs of social service agencies in Alaska. Program demand is generally strong, but there is clearly room for growth. Course enrollments should increase, in all program options. The program has been very successful in its efforts to increase revenue through professional development opportunities. These efforts might be useful to revive the certificate program options. These program options have too few students to justify continuation. While these programs are important to the mission of the College of Health, enrollments must increase. Alternatively, the programs must be revised to better meet student demand and industry needs.

Decision:

Children's Behavioral Health OEC & Conflict Resolution OEC – Continued Review.
Human Services AAS & Human Services BHS – Continuation.