



HUMAN SERVICES PROGRAM PERFORMANCE REPORT

Human Services Program Performance Report This report is provided in compliance with the Council for Standards in Human Services Education (CSHSE) general program standards 4c1 and 4c2. Updated September 20, 2021.

PERFORMANCE INDICATOR	DATA SOURCE	2020	2021	NOTES
		RESULTS <i>(Fall 2019 – Spring 2020)</i>	RESULTS <i>(Fall 2020 – Spring 2021)</i>	
Enrollment Trends	Office of Institutional Effectiveness – Ad Hoc Report	93	93	<i>Includes all new, transfer, & returning students majoring in Human Services (does not include minors/other majors)</i>
Retention	Office of Institutional Effectiveness - Ad Hoc Report	83.87%	79.57%	<i>Includes all new, transfer, and returning students</i>
Graduation Rates	Office of Institutional Effectiveness – Ad Hoc Report	62.62%	66.07%	<i>Six-year rate, includes all new, transfer, and returning students from 2014 & 2015</i>
Average GPA	Office of Institutional Effectiveness – Ad Hoc Report	2.825	2.895	<i>Includes averages for all courses attempted.</i>
Student Satisfaction	Office of Institutional Effectiveness Closeout Report – Student Learning Outcome 11 (from Major Exit Survey)	96%	93%	<i>Includes all graduating HMSV majors</i>
Agency Satisfaction	Office of Institutional Effectiveness Closeout Report – Student Learning Outcome 11 (From Internship Evaluation)	88%	94%	<i>Includes all HMSV majors enrolled in any 1 of 3 HMSV internship courses</i>