

Data and Evidence Analysis Summary

Human Services Associate – 2016

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WTCS Comparative Data:

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-10-5203-Human-Services-Associate-QRP-Associate-Degree-Evidence-Analysis-Report.pdf>

Course Completion

- Western's C or Better for the Human Services Associate program ranged from 58.9% (2013) with a steady increase to 71.2% (2015). When compared to the other two colleges selected as a comparison group, Western ranks 3rd out of three. Western's average is 66.7% for the reporting years 2011-2015 in which Western reported three years. Northeast Wisconsin Technical College ranks first with an average completion rate of 88.5% from 2011-2015 but they reported only four years of data. Northcentral Technical College reported five years of data and has an average of 7.1%
- Western's number of students steadily increased from 112 (2013) to 163 (2015). Four of the five other colleges reported an increase of students during the 2011-2015 period. Northeast Wisconsin Technical College student numbers remain in the mid-30s for the last three years. (2013-2015).

Second Year Retention

- Western's second year retention rate ranged from 50% (2014) to 46.2% in 2015
- Western's second year retention average over the two years of measurement (2014-2015) is 48.3%. Northeast Wisconsin Technical College's average is 46.3% with three years reporting and Northcentral Technical College's average is 57.8% with six years reporting.

Western's Third Year Graduation

- Western's third year graduation rate for 2015 was 22.9%. This is a new program with the first graduating class occurring in 2015.
- Northcentral Technical College rates range from 13.4% (2014) to 26.4% (2011). Their average for the five reporting years is 28.2%.

Labor Market Analysis October 2015

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-OCT-Human-Service-Associate-Program-Trends.pdf>

In an analysis of the Western District and occupations associated with the field of Human Services Associate program, the following points are noted:

- From 2016-2020, this occupation is expected to grow 7.1%. This is considered strong growth.
- District trends are anticipated to remain stronger than the state (4.6%) and comparable to national (7.5%) trends.
- Jobs within the district indicates a high concentration in La Crosse County (397). Monroe County has the second highest concentration with 103 projected jobs by 2020. Vernon (80) and Jackson (78) counties are third and fourth in job projections.
- This program includes occupations with an aging population. 20.1% of those employed are 55 years of age or older. The various age groups from 25-54 are equally distributed and make up 62.7% of the employment. The smallest segment of workers is the 19-24 year old population with 9.0%. The high school population of students may benefit from greater exposure to the occupations and benefits of working in the human services sector. Several entry-level job openings exist.
- An analysis of the district's Classification of Instructional Programs (CIP) shows that there are seven educational programs tagged to deliver graduates into the field. The data indicates there was a total of 325 completions with 19 openings in 2014, which is an indicator of oversaturation. The CIP code of 52.0201 for Business Administration and Management, General indicates 251 completions. It should be explored how many of Western's students within this program take positions in Business Administration and Management. Community Health and Preventive Medicine (50) and Public Administration (20) round up the completion rate to 321.
- Industries employing graduates from the Human Services Associate program are the strongest in the local government (153 jobs in 2015). Positions in individual and family services indicated 77 jobs whereas state government positions were at 73 jobs in 2015.
- Earnings for graduates of this program are strong, ranging \$15.17 per hour to \$24.38 per hour. The median hourly wage is \$19.01 which is about the national hourly rate of \$18.56.

Student Satisfaction Trends

The Noel Levitz Student Satisfaction Inventory was conducted in the fall of 2015. The instrument asks students to rate the importance AND the satisfaction with 95 items (1-7 with 7 as highest) related to the following "scales":

- Instructional effectiveness
- Academic advising/counseling
- Concern for the individual
- Registration effectiveness
- Admissions and financial aid
- Student centeredness

- Campus climate
- Academic services
- Service excellence
- Safety and security
- Campus support services and responsiveness to diverse populations

In the program self-study process (data and evidence analysis work), programs are asked to identify gaps between importance and satisfaction. Gaps are calculated as the difference between the importance of an item and the satisfaction level. Gaps that are close to a “1” should be discussed and explored – particularly if they are tied to items that are rated as high in importance for students.

Twenty-three students completed the survey. A cursory glance at the “scale” level reveals a gaps in: the safety and security (.83). The overall satisfaction with the experience at Western for Human Services Associate degree was 5.91 as compared to 5.68 for all students responding to the survey. Human Services Associate students indicated that the experience thus far was better than expected (5.35), whereas all students responding to this survey scored this at an average of 4.93.

A more detailed analysis was conducted at the “item” level. Items are associated with one or more “scales” and provide additional insight into specific areas.

Items rated **highest in importance** for Human Services Associate students include (scale of 1-7 with 7 as very important). The program had a significant number of items above 6.70 thus items above 6.80 are recorded:

- Item #17 – Personnel in the Veterans’ Services program are helpful. 6.90
- Item #21 – There are sufficient number of study areas on campus.
- Item #29 – Faculty are fair and unbiased in their treatment of students. 6.83
- Item #33 – Admissions counselors accurately portray the campus in their recruiting. 6.82
- Item #30 – Career services provides students with help. 6.88
- Item #31 – Campus is safe and secure for all students. 6.90
- Item #32 – My academic advisor is knowledgeable about program requirements. 6.85
- Item #34 – Computer labs are adequate and accessible. 6.81
- Item #36 – Students are made to feel welcome. 6.82
- Item #48 – Counseling staff care about students as individuals. 6.84
- Item #62 – Bookstore staff are helpful. 6.84
- Item #65 – Students are notified early in the term if they are doing poorly. 6.85
- Item #66 – Program requirements are clear and reasonable. 6.86
- Item #70 – I am able to experience intellectual growth here. 6.82

Note that the students in this program seemed to associate a higher level of importance to many items as compared to students in other programs. This did not result in a larger than usual gaps between importance and satisfaction which indicates that the students have high expectation that they are satisfied with. Items that are above a 1.00 gap and may be topics of discussion for this program include:

- Item #23 – Faculty are understanding of students’ unique life circumstances. (1.04)
- Item #39 – Student parking space on campus is adequate. (2.12)
- Item #50 – Tutoring services are readily available. (1.31)

- Item #65 – Students are notified early in the term if they are doing poorly. (1.03)
- Item #77 – There is sufficient financial assistance for child care. (1.71)
- Item #78 – Help is readily available to students whose grades fall below average. (1.16)

Student Learning Outcomes Assessment Trends

There were 18 responses to this survey.

- Comments about some students missing a lot of class and still passing.
- Many positive comments regarding the instructors, advisors, being with the same students through all core classes, and the opportunities for fieldwork.
- Almost all of the responses were either agree or strongly agree to the learning the program outcomes.
- Some comments regarding scheduling:
 - Many students being admitted to a class making it hard to get in.
 - Possibly adding more instructors so there could be more class times offered.
 - Late afternoon classes were difficult to schedule.

Graduate Follow-Up Trends

Year	2012-13 (no data)
Types of jobs obtained	
Companies hiring Western graduates	

Year	2013-14
Types of jobs obtained	Integrated Support Specialist Residential Treatment Staff Service Associate
Companies hiring Western graduates	Coulee Connections, La Crosse, WI Mayo Clinic Health System, La Crosse, WI Riverfront Inc., La Crosse, WI

Year	2014-15
Types of jobs obtained	Child Support Specialist CNA Economic Support Specialist Lead Support Specialist Outreach Assistant Production Lead Social Services Aide
Companies hiring Western graduates	Ho-Chunk Nation, Black River Falls, WI Fairview Home, Mauston, WI La Crosse County Human Services, La Crosse, WI

	Catholic Charities, La Crosse, WI Couleecap, La Crosse, WI Handishop Industries, Inc., Tomah, WI Jackson County Health and Human Services, Black River Falls, WI
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Career Pathways Assessment

- Your program had one response to the survey.
- You had one dean or associate dean complete.
- Items that may be topics of discussion for this program include:
 - There seems to be some unknowns in several areas which might be good areas of discussion. They include:
 - Student options
 - Faculty responsibilities
 - Internal partnerships
 - External partnerships
 - Proactive advising
 - Career counseling
 - Due to only one survey response there are not any areas of disagreement shown.