SUMMARY OF SURVEY RESULTS WITH LAST RE-ACCREDITATION (2020)

The last Program Review was done for academic year 2018-2019. Included in the Program Review were the outcomes of the Outcomes Assessment Academy attended by the three full time Human Services Faculty during the summer of 2014 including the development of rubrics for the classes where videotaping of students demonstrating counseling skills and a rubric for grading writing assignments. The fulltime faculty also participated in the Curriculum Academy during the summer of 2016 to revise course outlines for classes which had been combined as a result of needing cut total hours down for the degree.

The Human Services Program conducted a formal evaluation as part of the re-accreditation process in 2020 that included: graduate survey, Advisory/Council member survey, agencies/employers survey, and currently enrolled students survey. The Institutional Effectiveness Coordinator at Metropolitan Community College, who is responsible for survey creation was contacted. The fulltime faculty went over information we wanted to collect and then the formatting of some of the questions with the Institutional Effectiveness Coordinator using the program SurveyMonkey. Then the Institutional Effectiveness Coordinator e-mailed the surveys out to each group of individuals. Follow-up e-mails were also sent along with a post card to current students and graduates of the program as reminders to complete the survey. Nineteen graduate surveys, forty-five current student surveys, eight advisory committee member surveys and twelve employer/agency surveys were completed.

The surveys were e-mailed to the following number of potential respondents: graduates, 76; Advisory/Council members, 13; agencies/employers, 51; and currently enrolled, 294. The percent of returned useable surveys were graduates, 25 percent; Advisory/Council members, 62 percent; agencies/employers, 24 percent; and currently enrolled students, 15 percent.

With the Graduate Survey, individuals were asked the year they graduated, employment status, relatability of degree to job, reasons for why they might be working outside their field, minimum educational requirement for the job, point at which they began current job, how long they’ve had their job, if they received a promotion or increase in pay after getting their degree, who is employing them, their current job title, their current salary, their job responsibilities, other jobs they’ve had in the Human Service field, if they have obtained a professional license, if they have attended any other college or university since graduating from Metro and whether they’ve graduated, when they graduated, comments on their practicum experience, how practicum influenced them the most which doing a practicum, and then rating the classes they completed for their program degree. Sixty-eight percent of the graduates reported being employed fulltime. About 16 percent of graduates were employed part-time. Of those employed about 56 percent report being employed in human services. Approximately 44 percent of the respondents indicated the job was obtained after graduation from MCC. Twenty-five percent identified obtaining the job while going to Metro. Almost 63 percent stated the current job has been held for two or more years. A little over 31 percent reported earning a promotion and higher pay after graduating from Metro. Approximately 42 percent of the respondents stated they had attended a four-year college/university after graduation from MCC. Graduates were asked to rate each course in the Program. The respondents were consistent in rating the courses as essential or very helpful. The employment positions varied as did the job titles. Some of the positions identified included substance abuse counselor, case manager, follow-up specialist, caregiver, client specialist, community organizer, social work discharge planner and volunteer supervisor. The comments in regard to the practicum experience were positive.

With the Advisory Committee surveys, the Committee members were asked how long they had served on the Committee, how many meetings they have attended, how they were informed about curriculum change within the Program, in what ways they have been given the opportunity to recommend improvements or changes, how responsive the Human Services faculty were their suggestions, times in the past three years committee suggestions were implemented, ways the program provides the knowledge and skills necessary in preparing students to meet market needs, and suggestions the committee has for additions or deletions to the curriculum.

Seven of the eight respondents indicated they have served over 3 years on the Committee. Six of the members have attended over nine meetings over the years. The members indicated they were informed about curriculum change through a variety of methods including the committee meeting, social media, and instructors. Almost 88 percent stated the Human Services faculty were very responsive to suggestions. The members indicated the Program graduates students with above average skills in most areas but that continued focus needs to on writing skills. Classes meet the market needs through classes and practicum experiences, curriculum is well tailored for market needs with suggestions to look at including more about trauma informed care and opiate addiction.

With the Employer/Agency Survey, the respondents were asked what positions were available to MCC graduates presently and in five years; have the employers previously hired graduates of Metro, if so would they continue to hire Metro graduates; what skills, knowledge, or concepts did they anticipate human service workers will need in the future; and how they would rate the preparedness of MCC Human Services graduates.

The employers/agencies respondents indicated a variety of positions that were available to MCC graduates. Examples of the positions included: case managers, substance abuse counselor, street outreach specialist, program specialist, family support worker, in-home specialist, associate teacher, adult service worker, youth service worker, supervised visitation specialist, and community resource navigator. The respondents stated skills that were necessary included: education in trauma informed care (mentioned multiple times), skills in evaluation and therapeutic approaches, dual diagnosis, working with older adults, early childhood care and education, technology, and parenting skills. Approximately 92 percent reported they had hired graduates of the Human Services Program and 100 percent reported they would be willing to hire a Metro Human Services Program graduate. In terms of preparation for employment of our graduates, 45 percent said Excellent and about 55 percent said Good.

With the Currently Enrolled survey, students were asked how they had learned about Metropolitan Community College, why they chose to enroll at MCC, preferences as to time of day, and days of the week to take classes, delivery mode of classes they would prefer e.g. online, in person; their level of satisfaction with different areas of the college such as Student Services, the bookstore, etc., how many years it had been since they had attended school, the highest grade completed with previous education, current employment status, vocational/job goal, educational goal, preferred four year institution if thinking about transferring, preferred agency of employment, age, highest level of parents education, ethnicity, and marital status. Another area surveyed with the Currently Enrolled students was the respondent’s impression of the Human Service faculty. Individuals were asked to assign a rating from 1 to 5 with 5 as the highest. The respondents rated the full time on campus instruction as a 4.56 with about 69 percent rated as 5. The on-line instruction was rated a 4.20 with 53 percent receiving a rating of 5. The adjunct/part time on campus faculty received a rating of 4.29 with about 53 percent receiving a rating of 5. The adjunct/part time faculty online received a rating of 4.24 with about 52 percent receiving a rating of 5. There was consistency of on campus ratings and on-line instruction for the full time and part time faculty.

Comments about instruction included: