

Pitt Community College
Public Services & Fine Arts Division
Human Services Technology – Associate of Applied Science degree
Program Outcomes

- The Human Services Technology Program is fully accredited by the Council on Standards for Human Service Education (CSHSE) through October 2022.
- The Program and student learning outcomes are evaluated within the last three weeks of each semester. The type of Program and student learning outcomes consist of the following: assessment of student cognitive, affective, and psychomotor domains; overall quality of courses; overall quality of faculty; work-based learning readiness and achievement; and, job placement; additional information made available include:
 - Student grade point average: Range for HST students is 2.5 – 3.0 [C+ to B-]
 - Number of full-time and adjunct faculty: Six full-time and six to eight part-time faculty teach our students each semester.
 - Faculty - student ratio: 1 to 20
 - Average faculty ratings by students: 4.35 = very good [1 = low to 5 = very high]
 - Annual number of graduates: range of 52 to 60
 - Employment/undergraduate/graduate education statistics for program graduates: 57% are employed in Human Services related jobs or are pursuing additional education within three months of graduation.
 - Agency/Employer feedback: PCC Human Services graduates are well prepared with knowledge and skill sets; and, possess appropriate attitudes to be successful.
 - Role of the advisory committee in the formal evaluation process: Highly active and engaged advisory committee; provide proven information related to employment needs and graduate knowledge, skills, attitudes.
 - Student demographic data – Enrollment x Type Program options, Gender, Ethnicity, Age, Load, Graduation --are summarized from Self-Study for Re-accreditation -- Standard 1, Specification e. See tables below.

I. HST Program Annual Unduplicated Headcount by Program

We have experienced a consistent pattern of high enrollment each year since the last re-accreditation in 2012. Since expanding the Parent Program in 2004 with the addition of the Substance Abuse Concentration and the Gerontology Concentration in 2011, the overall growth and interest in each of these options have maintained without a negative impact on another. The Human Services Technology Program along with the two concentrations are among the largest 10 programs offered by the College. Faculty anticipate these concentrations will consistently grow as national and state policies related to health care and human services become more solid.

| Human Services Technology: Annual Unduplicated Headcount by Program | | | | | |
|--|----------------|----------------|----------------|----------------|-----------------|
| Program | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17* |
| Human Services Technology (A45380) | 283 | 272 | 256 | 246 | 225 |
| Human Services Technology Diploma (D4538001) | 9 | 5 | 2 | 1 | 15 |
| Human Services Technology-Gerontology (A4538B) | 32 | 35 | 53 | 36 | 32 |
| Aging Studies Certificate (C4538B01) | 0 | 0 | 1 | 1 | 7 |
| Human Services Technology-Substance Abuse (A4538E) | 166 | 183 | 179 | 148 | 129 |
| Substance Abuse Certificate (C4538E01) | 23 | 20 | 15 | 9 | 18 |
| Annual Total** | 513 | 515 | 506 | 441 | 426 |

** 2016-17 totals do not include summer term*

***Annual totals reflect a duplicated total as students may have multiple majors. Unduplicated counts are by program only.*

II. Human Services Technology Annual Unduplicated Headcount by Gender

Females are consistently the larger enrollees in the Human Services Technology Program averaging 77% annually. Efforts are ongoing to attract and retain more male students in the Program through demonstrating the role of males in the practice and profession of the various Human Services fields.

| Human Services Technology: Unduplicated Headcount by Term and Gender | | | | |
|--|-------------|------------|-------------|------------|
| Academic Year | Fall | | Spring | |
| | Female | Male | Female | Male |
| 2012-13 | 255 | 85 | 246 | 86 |
| 2013-14 | 264 | 98 | 261 | 84 |
| 2014-15 | 285 | 79 | 253 | 74 |
| 2015-16 | 244 | 59 | 249 | 59 |
| 2016-17 | 235 | 55 | 217 | 52 |
| Total | 1283 | 376 | 1226 | 355 |

III. Human Services Annual Unduplicated Headcount by Ethnicity

Black, non-Hispanic constitute the majority of students enrolled in the Human Services Technology Program ranging from 57% in 2012 to 64% in 2015. The changing ethnic demographics of our region indicate there is a need for more specific marketing efforts toward the Hispanic population. However, based upon anecdotal research, a significant number of individuals identifying themselves as Other/Multiple/Unknown have Hispanic in their ethnic heritage.

| Human Services Technology: Ethnicity by Term | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Ethnicity | 2012-13 | | 2013-14 | | 2014-15 | | 2015-16 | | 2016-17 | |
| | Fall | Spring | Fall | Spring | Fall | Spring | Fall | Spring | Fall | Spring |
| American Indian/Alaska Native | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 0 |
| Asian Or Pacific Islander | 0 | 0 | 2 | 2 | 1 | 1 | 1 | 2 | 0 | 1 |
| Black, Non-Hispanic | 194 | 193 | 217 | 218 | 224 | 203 | 189 | 198 | 185 | 161 |
| Hispanic | 8 | 5 | 5 | 3 | 7 | 7 | 6 | 6 | 4 | 2 |
| Other/Multiple/Unknown | 74 | 76 | 72 | 69 | 58 | 51 | 49 | 47 | 40 | 50 |
| White, Non-Hispanic | 64 | 58 | 65 | 52 | 74 | 65 | 57 | 55 | 60 | 55 |
| Total | 340 | 332 | 362 | 345 | 364 | 327 | 303 | 308 | 290 | 269 |

IV. Human Services Annual Unduplicated Headcount by Age by Term

Approximately 81% of students in the Program during the past accreditation cycle are non-traditional, age 25 and older. With improvement in the local economy, an increasing

number of non-traditional students are returning to part-time or full-time work and attending classes part-time or leaving school. Therefore, scheduling of courses and faculty availability for office hours have been a factor in the programmatic decision-making processes. On the other hand, enrollment of traditional students, ages 18 to 24, is on the rise. We steadily try to attract the younger college age student who desires to obtain a two-year technology degree that prepares them to enter the workforce as well as earn an increased number of college transferable courses.

| Human Services Technology: Age by Term | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Age Range | 2012-13 | | 2013-14 | | 2014-15 | | 2015-16 | | 2016-17 | |
| | Fall | Spring | Fall | Spring | Fall | Spring | Fall | Spring | Fall | Spring |
| 18-24 | 37 | 39 | 50 | 52 | 73 | 63 | 59 | 70 | 78 | 83 |
| 25-34 | 115 | 103 | 109 | 101 | 98 | 94 | 82 | 79 | 69 | 67 |
| 35-44 | 72 | 76 | 74 | 78 | 73 | 70 | 65 | 74 | 64 | 54 |
| 45-59 | 96 | 96 | 106 | 96 | 103 | 85 | 79 | 73 | 66 | 54 |
| 60 and above | 20 | 18 | 23 | 18 | 17 | 15 | 18 | 12 | 13 | 11 |
| Total | 340 | 332 | 362 | 345 | 364 | 327 | 303 | 308 | 290 | 269 |

V. **Human Services Annual Unduplicated Headcount by Load**

Full-time load is defined as a student enrolled in 12 semesters hours or more. According to these calculations, the majority of our students do not meet the state and federal definition for full-time status. In each year of the past accreditation cycle, full-time status has ranged from forty-one percent to forty-eight percent. Part-time status is likely due to the majority of students working either full-time or part-time while completing some courses toward an associate degree.

| Human Services Technology: Load by Term | | | | | | | | | | |
|---|---------|--------|---------|--------|---------|--------|---------|--------|---------|--------|
| | 2012-13 | | 2013-14 | | 2014-15 | | 2015-16 | | 2016-17 | |
| Status | Fall | Spring | Fall | Spring | Fall | Spring | Fall | Spring | Fall | Spring |
| Part-Time | 176 | 173 | 185 | 204 | 194 | 209 | 182 | 185 | 164 | 130 |
| Full-Time | 164 | 159 | 177 | 141 | 170 | 118 | 121 | 123 | 126 | 139 |

VI. Human Services Technology Number of Annual Degrees Awarded by Program

The number of graduates from the Human Services Technology Program is consistent with enrollment/graduate ratios across the North Carolina Community College System. The annual number of completers of the Program is likely influenced by many factors including load status, non-traditional age of students, family demands, lack of preparedness for college requirements, work status, and availability of financial aid resources. An estimated additional eight students will be completing graduation requirements at the end of 2017 summer semester. The General Human Services Technology degree [A45380] continues to be the most commonly awarded degree.

| Human Services Technology: Annual Degrees Awarded by Program | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|
| Program | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 |
| Human Services Technology (A45380) | 24 | 29 | 31 | 29 | 25 |
| Human Services Technology Diploma (D4538001) | 1 | 0 | 0 | 0 | 0 |
| Human Services Technology-Gerontology (A4538B) | 4 | 4 | 6 | 12 | 6 |
| Aging Studies Certificate (C4538B01) | 0 | 0 | 0 | 0 | 4 |
| Human Services Technology-Substance Abuse (A4538E) | 12 | 13 | 16 | 13 | 16 |
| Substance Abuse Certificate (C4538E01) | 11 | 6 | 3 | 6 | 4 |
| Total | 52 | 52 | 56 | 60 | 63 |