

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 Program concentration 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 includes:
  - Student grade point average: Range for HST students is 1.56 – 3.88 [Average 2.99] More than 70% of students maintain a C average or better.
  - Number of full-time and adjunct faculty: Five full-time and four to six part-time faculty teach our students each semester.
  - Faculty - student ratio: 1 to 20
  - Average faculty ratings by students: 4.48 = very good [1 = low to 5 = very high]
  - Annual number of graduates: range of 25 to 63
  - Employment/undergraduate/graduate education statistics for program graduates: 55% 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 first-hand information related to employment needs and graduate knowledge, skills, and attitudes.
  - Student demographic data – Enrollment by 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 an overall decrease in enrollment each year in accordance with the general decrease in community college enrollment since 2017-2018. 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 one another. Faculty anticipate these concentrations will grow as national and state policies related to health care and human services are expanded to meet the needs of the increased numbers of individuals requiring services.

<b>Human Services Technology: Annual Unduplicated Headcount by Program</b>					
<b>Program</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21*</b>
Human Services Technology (A45380)	225	186	170	171	149
Human Services Technology Diploma (D4538001)	15	87	97	97	113
Human Services Technology-Gerontology (A4538B)	32	37	36	26	21
Aging Studies Certificate (C4538B01)	7	23	18	11	14
Human Services Technology-Substance Abuse (A4538E)	129	110	99	80	73
Substance Abuse Certificate (C4538E01)	18	62	65	45	55
<b>Annual Total**</b>	<b>426</b>	<b>505</b>	<b>485</b>	<b>430</b>	<b>425</b>

*\* 2020-21 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 predominant enrollees in the Human Services Technology Program averaging 77% annually. Efforts are ongoing to attract and retain more male students in the Program through highlighting 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
2016-17	235	55	217	52
2017-18	184	48	155	44
2018-19	171	46	154	43
2019-20	159	35	170	27
2020-21	151	26	151	20
<b>Total</b>	<b>900</b>	<b>210</b>	<b>847</b>	<b>186</b>

### 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 63% in 2016 to 60% in 2021. The changing ethnic demographics of our region indicate there is a need for more specific marketing efforts toward the Hispanic population. Outreach efforts has increased the numbers slightly from 1% in 2016 to 5% in 2021. Additionally, 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	2016-17		2017-18		2018-19		2019-20		2020-21	
	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
American Indian/Alaska Native	1	0	0	0	1	1	2	3	2	1
Asian Or Pacific Islander	0	1	0	0	1	1	0	0	0	0
Black, Non-Hispanic	185	161	155	133	141	122	128	129	110	104
Hispanic	4	2	4	4	5	8	8	8	7	9
Other/Multiple/Unknown	40	50	12	10	7	6	6	9	10	11
White, Non-Hispanic	60	55	61	52	62	59	50	48	48	46
<b>Total</b>	<b>290</b>	<b>269</b>	<b>232</b>	<b>199</b>	<b>217</b>	<b>197</b>	<b>194</b>	<b>197</b>	<b>177</b>	<b>171</b>

**IV. Human Services Annual Unduplicated Headcount by Age and Term**

Approximately 73% 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 and increased 8% from our previous accreditation cycle. 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	2016-17		2017-18		2018-19		2019-20		2020-21	
	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
18-24	78	83	35	32	45	48	66	69	65	58
25-34	69	67	66	61	52	50	42	44	42	45
35-44	64	54	55	46	48	37	34	36	32	28
45-59	96	54	60	49	57	47	41	40	32	34
60 and above	13	11	16	11	15	15	11	8	6	5
<b>Total</b>	<b>320</b>	<b>269</b>	<b>232</b>	<b>199</b>	<b>217</b>	<b>197</b>	<b>194</b>	<b>197</b>	<b>177</b>	<b>170</b>

**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										
Status	2016-17		2017-18		2018-19		2019-20		2020-21	
	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
Part-Time	164	130	103	99	89	82	84	91	66	71
Full-Time	126	139	137	129	138	125	118	115	121	123

**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 and reflects the nationwide decrease in community college enrollments/graduates. 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. The General Human Services Technology degree [A45380] continues to be the most commonly awarded degree.

Human Services Technology: Annual Degrees Awarded by Program					
Program	2016-17	2017-18	2018-19	2019-20	2020*
Human Services Technology (A45380)	25	24	14	11	1
Human Services Technology Diploma (D4538001)	0	5	3	5	1
Human Services Technology-Gerontology (A4538B)	6	1	3	3	0
Aging Studies Certificate (C4538B01)	4	4	1	1	1
Human Services Technology-Substance Abuse (A4538E)	16	6	3	12	2
Substance Abuse Certificate (C4538E01)	4	4	1	5	5
<b>Total</b>	<b>63</b>	<b>44</b>	<b>25</b>	<b>37</b>	<b>10</b>

*\* Degrees awarded in Fall only*