Human Services Program Performance Indicators

Introduction

Our Human Service option was initiated in response to a growing interest among our students in career preparation that would allow them to work more broadly with individuals and families and to projected job growth in Human Services. Since 2004, our Human Services option has been accredited by Council for Standards in Human Service Education. Below we provide indicators of program performance specific to our Human Service option.

In many cases our efforts to systematically track such indicators has only recently begun. We anticipate a growing capacity to track program performance in years to come with a newly created full-time position of College Accreditation and Assessment Manager now filled.

Enrollment

The Human Services option has continued to grow reflecting the increasing popularity of this option within the Human Development and Family Sciences major. Currently 36 percent of HDFS majors (498 of 1337) are enrolled in the HS option.

Enrollment Trends
Retention and Graduation

In 2013 we graduated a total of 320 students with 125 or 39 percent of those within the Human Services option. The proportion and number of students graduating in Human Services matches well with the proportion and number of majors in this option suggesting strong completion rates.

Graduation Trends
Career Preparation

Career preparation is strongly emphasized within the HDFS undergraduate major. For students in the Human Services option much of this preparation takes place through a series of internship experiences. Based on survey data (see below) collected from 2013 graduates and from 2012 alumni the majority (over 80 percent) report feeling satisfied to very satisfied with their overall career preparation. These data indicate as well, however, that our Human Services graduate’s feel less satisfied with their knowledge about jobs and graduate programs and with contacts made that will help their career. Because of our commitment to improve the quantity, quality, and professionalism in the College’s approach to career preparation, a new position of Director of Career Readiness and Young Alumni was created to assist our students. This person will work closely with our Internship Coordinator to provide resources and programming to enhance our career counseling services for students in the near future.

![Career Preparation Chart]

**Career Preparation Chart**

- **Percent 2013 graduates satisfied/very satisfied**
- **Percent 2012 alumni satisfied/very satisfied**
Any look at employment must acknowledge that our nation is still recovering from one of the worst recessions of a generation. Again drawing on our survey data from 2013 graduates and 2012 alumni, it is clear that within a year, most students who complete our program are either employed (56 percent) or enrolled in graduate school (56 percent). The overlap here suggests that some are both working and in school. For those employed, work is typically full time (60 percent or more) and within the field of Human Services (80 percent or more). An overwhelming majority (80 percent) feel their degree will be important to obtaining a job.
A Note about Survey Data

**Alumni Survey Data:** We provide career preparation and job placement rates for HDFS Human Services students who graduated in 2011/12 and who could be located within 12 months following award of the degree and responded to the online survey. Data were collected as part of the College’s Alumni Survey implemented in May 2013. Requests to participate in the Alumni Survey were sent to all HDFS Human Services graduates (N=73) with available email addresses; 10 alumni completed the survey for a response rate of 14%. The purpose of the Alumni Survey was to 1) learn the employment status of the alums, 2) gather feedback on their experience in the College, specifically with internships, and 3) elicit suggestions to enhance the College. Dean Bray invited all alumni via email to take the Alumni Survey. We made several attempts to maximize response rates, including reminder emails to those who did not respond initially and a message sent to followers of our Twitter account. We acknowledge that the response rate by our alums is low. One possible reason for the low response rate is that all OSU email accounts for students are closed 1 year after graduation and we used the OSU email address for the majority of former undergraduates. The College’s Accreditation and Assessment Manager is working with faculty and staff from across the College and the HDFS program to collect non-OSU issued email addresses for all of our students before they graduate.

**Graduation “Exit” Survey Data:** We also summarize data for HDFS Human Services students who graduated in 2012/13 and completed the College’s Graduation “Exit” Survey implemented in June 2013. Invitations to participate in the on-line Exit Survey were sent to all HDFS Human Service graduates (N=114); 28 graduating students completed the survey for a response rate of 25%. Students respond to questions related to satisfaction with career preparation and employment status, in addition to questions about their internship experience and advising. Dean Bray invited all graduating students via email to take the Exit Survey. We made several attempts to maximize response rates, including reminder emails to those who did not respond initially, encouragement from academic advisors, and a message sent to followers of our Twitter account. The College’s Accreditation and Assessment Manager is also working with faculty and staff to improve the Exit Survey response rates.