Human Services Program Review Committee Report

The review committee met on March 22, 2007 at 8:30 a.m. in Ka Lama 102. The committee members were as follows: Lorelle Solanzo-Peros (MCC), Leona Stephens, (Lead Teacher, MEO/MCC Headstart), Kathi Nishimoto (PATCH), Wendy Stebbins (County Grants Division), Kahele Dukelow (MCC).

Kahele Dukelow served as the convener of the committee and submits this report on their behalf. The committee addressed three main points as outlined in the “Purpose of the Review Team” document:

1. Objectives of program during the review period.
2. How the program has succeeded in achieving theses objectives and any commendable points.
3. How the program has fallen short of these goals and why.

The committee organized their work by looking at each of the three program objectives and making comment. They are as follows.

Program Objective #1: To prepare entry level human services workers for employment in early childhood programs, human services agencies, and related fields.

1. Early Childhood Education
   a. Comments
      i. The program is doing a good job of preparing early childhood educators. The present education model used by the program mandates that students engage in practicum experiences early on in their education. This model connects theory and application and offers students the opportunity to encounter and manage real life employment situations.
      ii. The program partnership with MEO to maintain the MCC pre-school site is a great advantage for the students and the program. The school serves as a “lab” where the instructors are able to work side by side with the school staff to implement and maintain best practices. Students are able experience this work environment through practicum experiences.
      iii. The program instructors maintain numerous partnerships and serve on various councils that inform curriculum and program development meeting community and licensure needs. This also seems to inform articulation evident in the consistent attention paid to articulating courses and programs with other campuses. The focus on continuing
education for students is also evident in the articulation efforts to both two year and four year programs.

iv. The time and effort put into student advising and student recruitment is commendable. The committee member from PATCH commented on their partnership to offer PATCH courses on campus so that students could be exposed to higher education.

2. Human Services
   a. Comments
      i. The program is proactive in addressing government changes and community needs as evident in the numerous opportunities for professional development of practitioners to meet those requirements.
      ii. Partnerships and involvement with various agencies have positive impacts on the program and students and allow for increased course and certificate offerings. One comment that was heard by a committee member regarding the case manager partnership was that they were happy that it was finally being offered on Maui. The effort made by the faculty to partner with other agencies and leverage funds to expand offerings is commendable.
      iii. The establishment of the Youth Practitioner Program is another example of their hard work to meet community needs.
      iv. The involvement of faculty in establishing and advising student clubs is commendable. Such clubs provide students the opportunity to apply classroom learning.
      v. The use of quality assurance models and best practices are pivotal in program and curriculum practice.
      vi. Professional development to include “motivational interviewing” seems positive, even if we don’t exactly know what that is.
      vii. The efforts to explore ways to deliver advanced degrees such as the Bachelor’s in Social Work on Maui is commendable.
      viii. Because of the program is so diverse and has such a limited amount of full time faculty, the large lecturer pool to help teach the diverse course offerings is commendable and essential.
      ix. The advisory council is diverse and includes all the major stakeholders.
      x. The amount of student advising and active recruitment done by faculty is commendable.

Program Objective #2: To provide opportunities for human services personnel already employed, certificates allow opportunity for professional
1. There were many opportunities for personnel, already employed, to engage professional development through individual courses taking or enrolling certification programs. This was evident in the wide variety of courses and programs offered.

Program Objective #3: To provide a variety of course offerings both for students meeting degree requirements in other programs and for lifelong learners.

1. The wide variety of course and program offerings is commendable. The attention paid to articulation ensures that students have a variety of opportunities to explore courses and possible certifications and degrees on other campuses. Through articulation with agencies, students are able to apply certificates and degrees towards career advancement or professional development.

Recommendations
1. Because the MCC/MEO pre-school is such a great model for early childhood educational practices, perhaps all students should have the opportunity to experience this environment, even if for a limited period of time. There was some concern from members of our committee that some students already employed in pre-schools could complete their practicum at their work site where educational theory and practice may not meet the same standard.
2. Explore the possibility of on-line or cable courses to accommodate more working students.
3. More explanation of program numbers needed. It was difficult to ascertain the time-frame of some of the reports and whether or not program goals were met concerning enrollment, certification and graduation. The graduation rate seemed low and it was not clear whether or not the percentage shown reflected the number of students enrolled in the entire program or the number of students that were eligible to graduate.
4. Separate the Early Childhood and Substance Abuse programs in the program review
5. It would be helpful to see enrollment, certification and graduation numbers over a significant period of time.