



## HUMAN SERVICES PROGRAM PERFORMANCE REPORT

This report is provided in compliance with the Council for Standards in Human Services Education (CSHSE) general program standards 4c1 and 4c2. Updated November 2024.

PERFORMANCE INDICATOR	DATA SOURCE	2023	2024	NOTES
		RESULTS <i>(Fall 2022 – Spring 2023)</i>	RESULTS <i>(Fall 2023 – Spring 2024)</i>	
<b>Enrollment Trends</b>	Office of Institutional Effectiveness – Ad Hoc Report	82	72	<i>Includes all new, transfer, &amp; returning students majoring in Human Services (does not include minors/other majors)</i>
<b>Retention</b>	Office of Institutional Effectiveness - Ad Hoc Report	84%	84%	<i>Six-year rate, includes all new, transfer, and returning students from 2018-2019</i>
<b>Graduation Rates</b>	Office of Institutional Effectiveness – Ad Hoc Report	59%	47%	<i>Six-year rate, includes all new, transfer, and returning students from 2018 &amp; 2019</i>
<b>Average GPA</b>	Office of Institutional Effectiveness – Ad Hoc Report	2.975	2.955	<i>Includes averages for all courses attempted.</i>
<b>Student Satisfaction</b>	Office of Institutional Effectiveness Closeout Report – Student Learning Outcome 11 (from Major Exit Survey)	100%	89.5%	<i>Includes all graduating HMSV majors</i>
<b>Agency Satisfaction</b>	Office of Institutional Effectiveness Closeout Report – Student Learning Outcome 11 (From Internship Evaluation)	94%	97%	<i>Includes all HMSV majors enrolled in any 1 of 3 HMSV internship courses</i>