



## 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 1, 2019.*

<b>Performance Indicator</b>	<b>Measurement Source</b>	<b>2018 Results (Fall 2017 – Spring 2018)</b>	<b>2019 Results (Fall 2018 – Spring 2019)</b>	<b>Notes</b>
Enrollment Trends	Office of Institutional Effectiveness – Ad Hoc Report	136	127	<i>Includes all new, transfer, &amp; returning students majoring in Human Services (does not include minors/other majors)</i>
Retention	Office of Institutional Effectiveness - Ad Hoc Report	76.47%	74.80%	<i>Includes all new, transfer, and returning students</i>
Graduation Rates	Office of Institutional Effectiveness – Ad Hoc Report	62.86%	66.36%	<i>Includes all new, transfer, and returning students</i>
Average GPA	Office of Institutional Effectiveness – Ad Hoc Report	2.99	3.01	<i>Includes averages for all courses attempted in the USCB HMSV program</i>
Student Satisfaction	Office of Institutional Effectiveness Closeout Report – Student Learning Outcome 1 (from Major Exit Survey)	100%	91%	<i>Includes all graduating HMSV majors</i>
Agency Satisfaction	Office of Institutional Effectiveness Closeout Report – Student Learning Outcome 2 (From Internship Evaluation)	93.2%	94%	<i>Includes all HMSV majors enrolled in any 1 of 3 HMSV internship courses</i>