



Council for Standards in Human Service Education

Assuring the quality, consistency, and relevance of human service education programs.

<http://www.cshse.org>

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February 28, 2020

Michele Warch, Department Chair
Delaware Technical Community College, Owens Campus
21179 College Drive
Suite 1
Georgetown, DE 19947

Dear Ms. Warch,

It is my privilege to inform you that the Human Services associate degree program at Delaware Technical Community College-Owens Campus has been reaccredited by the Council for Standards in Human Service Education (CSHSE) for the period October 2019 through October 2024. This cycle includes the approved extension from October 2019 to February 2020. The next reaccreditation cycle will include a site visit.

PROGRAM STRENGTHS

The readers of your self-study have identified the following strengths of your program including:

Introduction and Standard 1

The program has a history of accreditation and all human services courses incorporate a service-learning component.

Standard 2

The program responds to student, employers, site supervisors, and advisory committee feedback. The program recently incorporated material on trauma response in the curriculum. The program embeds a holistic approach in the curriculum.

Standard 4

The program utilizes standardized syllabi and student learning outcomes including core course performance objectives, measurable performance objectives, core curriculum competencies and program graduate competencies.

Standard 5

The program uses a rubric detailing "standards of professional conduct."

Standard 6

The program is taught by diverse, highly qualified faculty

Standard 8

The program embeds global understanding activities in the curriculum

Standard 9

The students have access to multiple support resources

Standard 10

The program has clearly stated information about transfer of credits and evaluation of prior learning.

Standard 20

The program requires 400 hours of directed service.

The CSHSE board approved reaccreditation with one required condition that must be addressed at the next accreditation cycle.

REQUIREMENTS FOR NEXT ACCREDITATION

Standard 4b3 The program shall conduct a formal program evaluation every five years. The formal evaluation shall include: student surveys,

agency surveys, graduate follow-up surveys (directed to both graduates and their employers), active participation of the advisory committee, involvement of agencies where students are in field placements, course and faculty evaluations, and evaluative data mandated or conducted by the institution. Provide the following:

3. A summative analysis of the most recent evaluation

The program provided information about a program review, but did not provide a summative analysis of the collected data. The program is required to provide a summative analysis in the next self-study.

ADDITIONAL RECOMMENDATIONS

The following recommendations are submitted for your consideration:

- **To improve reader navigation, include embedded links within the narrative to the appendices folders which include the documented evidence.**
- **Label the appendices folders for improved Reader navigation.**
- **Ensure that the all curriculum standard responses address “how” the course complied.**
- **Avoid duplication of materials found in the appendices.**

As stated above, your next accreditation cycle will include a site visit and must be completed for the October 2024 Board review. **A copy of this letter must be included in your next self-study.**

As an accredited program, the Program must regularly review information on the CSHSE website, <https://cshse.org>, for any new changes in policies and standards. Your program must use the standards that are in effect at the time when the application is submitted for the next cycle.

During this accreditation cycle, your accredited program has the responsibility to maintain active CSHSE membership each year of the accreditation cycle for the accreditation status to remain in good standing. (Membership Handbook, Accreditation and Self-Study Guidelines, July 2019, p. 7-8). Additionally, the accredited program shall ensure that the program representative contact information remains current with CSHSE and ASCENT Management, LLC and is updated as needed.

Please refer to the Board actions for maintaining accreditation in Appendix I of the July 2019 Member Handbook, pp. 97-98. Your Program must ensure that program and student achievement indicators on the CSHSE website remain accurate (within 2 years of the current academic year) and the hyperlinks remain active. The CSHSE will review this information at each board meeting, February, June, and October. Contact the CSHSE VPA or ASCENT Management, LLC if a hyperlink must be revised so that our website is current with your program information.

Congratulations on continuing your program accreditation. A formal certificate, signed by our President, Dr. Yvonne Chase, will be forthcoming.

Very sincerely,



Winona Schappell, M.Ed., HS-BCP
CSHSE Vice President of Accreditation

Cc: Dr. Bobbi Barends, Vice President/Campus Director, Owen Campus
Christy Moriarty, Dean of Instruction, Owen Campus
Dr. Yvonne Chase, CSHSE President
Dr. Elaine Green, Lead Reader
Dr. Nicole Jackson-Walker, Board Member-at-Large