



Council for Standards in Human Service Education

Assuring best practices in Human Service Education through
evidence-based standards and a peer-review accreditation process

<https://cshse.org>

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July 10, 2023

Dr. Sara Mason
University of North Georgia
Strickland 185A
PO Box 1358
Gainesville, GA 30503

Re: CSHSE Board accreditation decision

Dear Dr. Mason,

The CSHSE Board reviewed the Reader reports and voted to **initially accredit the *Human Service Delivery and Administration masters program at the University of North Georgia with no conditions.*** The program's **accreditation** cycle will be from June 2023 to June 2028.

The Readers (*and Site Visitors*) noted many strengths of the program:

a. From Self-Study

- There is a good balance between covering the fundamentals of human services as well as more advanced concepts, such as leadership and administration
- UNG has adopted Quality Matters, a nationally recognized quality assurance review process. This is used in Online course development
- Faculty come from a variety of disciplines strengthening the interdisciplinary aspect of the program
- Three interdisciplinary courses and diverse foundation courses in social work, sociology, psychology, policy, business, program planning and evaluation strengthen the curriculum
- Students with substantial field experience are given the opportunity to complete an applied research project
- Zoom and virtual classrooms are used to support online learning
- The Program uses FAR, a comprehensive strengths-based summative evaluation to examine student performance in courses, field placement, and post-graduation
- The Community Advisory Board includes local social service partners who speak highly of the students, many who supervise field placements, and later invest in student job placement after graduation

b. From Site Visit

- Strong support for the Human Services Administration Program from the UNG administration, library staff, course designers, and the Human Services Advisory Committee and local business and social service partners
- It is hoped that UNG will becoming a Research I Institution in the 2023-2024 academic year allowing the Gainesville Campus faculty



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- to continue pursuing their scholarship with professional development funds; this will also mean challenging students in the areas of more research, presentations, and publications
- Courses are developed by the faculty and the instructional team together but are not necessarily standardized; they are pedagogically sound for their discipline
 - All faculty who teach in the program are full time; there is only one adjunct
 - Applied Research Projects in Program Planning and Evaluation allow for the research class to work directly with social service agencies as they complete the course assignment
 - Service Learning Opportunities on campus allow students to put theory into practice as they use administrative skills in developing and maintaining a food pantry on campus
 - Every faculty member has to take online courses from the office of Teaching and Learning excellence before they can teach online
 - A generalized course for all graduate students is being developed this summer to teach students how to access D2L and how to use it for online course instruction
 - There are virtual individualized sessions for students if they need them for online coursework
 - Faculty are proud of their program and there is a strong, positive culture with teamwork evident

Recommendations not related to standard compliance

- Consider the creation of a field supervisors' handbook to ensure agencies understand their role with fieldwork requirements
- Consider the creation of a program for students to borrow laptops when needed
- Those teaching graduate level coursework should be acknowledged as teaching advanced level work either through a different pay scale or in their annual evaluations
- Community Advisory Board Members could be recognized publicly by the dept. or university for the valuable services they provide through internships, employment, and career ladders
- Certificates for leadership, trauma based care, and mental health first aid should be continued with possibilities for other certificates in administration



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The next accreditation cycle will be an **Interim Report and Review cycle with no site visit**. The self-study submission must be completed within the timeline for the **June 2028** Board review. **A copy of this letter must be included with 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. Refer to the Member Handbook, Accreditation and Self-Study Guidelines for updated information. Additionally, the accredited program shall ensure that the program representative contact information remains current with CSHSE and is updated as needed.

Please refer to the Board actions for maintaining accreditation in Appendix I of the Member Handbook. 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 during the year: February, June, and October. Contact the CSHSE VPA if a hyperlink must be revised so that our website is current with your program information.

Congratulations on continuing accreditation with the Council for Standards in Human Service Education continuing as an accredited program/ becoming accredited and supporting quality and excellence human services education.

A formal certificate, signed by our President, Dr. Yvonne Chase, will be forthcoming.

Sincerely,

Julia M. Becerra

Julia M. Becerra Bernard, Ph.D., LMFT, CFLE, CCTP (she, her, hers)
Vice President of Accreditation
Council for Standards in Human Services Education
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cc: Dr. Sara Mason, Dept. Head for Sociology and Human Services
Dr. Chris Jespersen, Ph.D., Dean, College of Arts & Letters
Dr. Chaudron Gille, Ph.D., Provost & Senior Vice President for Academic Affairs
Dr. Yvonne Chase, CSHSE President and Board Member at Large
Dr. Susan Kinsella, Lead Reader