



Council for Standards in Human Service Education

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

<http://www.cshse.org>

3337 Duke Street, Alexandria, VA 22314-5219

571-257-3959; info@cshse.org

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President
Chestnut Hill College

Winona Schappell, MEd, HS-BCP
Vice President Accreditation
Lehigh Carbon Community College
(ret.)

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ACSW
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State of Delaware
Public Member

October 29, 2017

Ms. Lynn Washington, Program Chair
Human Services Program
Arkansas Tech University-Ozark Campus
1700 Helberg Lane
Ozark, Arkansas 72949

Dear Ms. Washington,

It is my privilege to inform you that the Human Services Associate in Applied Sciences Program at Arkansas Tech University- Ozark Campus has been accredited by the Council for Standards in Human Service Education (CSHSE) for the period of October 2017 through October 2022.

PROGRAM STRENGTHS

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

- Graduating seniors evaluate the effectiveness of every course in the curriculum.
- CSHSE standards were the basis for the design of the program.
- The proposal to implement the degree program is very strong; more than 100 community agencies participated in a community needs assessment during the initial development.
- Advisory Board members are involved and supportive; they meet informally with students to exchange information.
- Syllabi are standardized.
- The Chief Academic Officer and each faculty member evaluate the faculty member annually, and faculty develop an action plan based on the results.
- The ability of students to transfer credits from Ozark to the Russellville main campus has improved, and the Program is collaborating with the Rehab Science Program.
- The Program provides a strong curriculum, which includes a required course in human services management.
- In their second semester, students volunteer for a minimum of 15 hours in a human services agency.
- The Program was remarkable in their responsiveness to the Site Visitors' suggestions.

- The Program and the Program Chair are strongly supported by the University administration. The Chief Academic Officer's pro-active approach has resulted in significant strides for the Human Services Program.
- The Program Chair is extremely effective, and is well-liked and respected by students and colleagues.

REQUIREMENTS FOR NEXT ACCREDITATION

The following requirements, related to the standards, will need to be remediated for the next reaccreditation:

- Standard 4.b.2 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: A description of methodology.

The program provided results of the Advisory Board surveys and a discussion of course evaluation results. In the next summative program evaluation provide graduate follow up surveys and a thorough analysis of the results.

- Standard 5e The program shall have written standards and procedures for admitting, retaining, and dismissing students. Provide documentation of policies and procedures for managing students with behavior or legal problems that may interfere with their development as human services professionals. NOTE: this Specification refers to program specific policies and procedures that assess and evaluate students "fitness for the profession."

In the Human Services Handbook, the importance of confidentiality was addressed, procedures for students with legal charges and students recovering from addiction(s) were noted, and a rubric for addressing students' fitness for the profession was added to the Department Handbook; however, program specific procedures for evaluating students' fitness for the human services profession were not delineated. The program must develop and implement program specific policies and procedures for managing students with legal or behavioral problems that may interfere with human service professional development. Two articles in the CSHSE Bulletin (<http://www.cshse.org/newsletter.html>) provide information about this standard and specification. (Kaufmann, Fall 2010, pp. 4-6 and Jacob & Datti, Fall 2014, pp. 4-5)

- II. CURRICULUM: ASSOCIATE DEGREE Standards 11-19 The paragraph preceding each standard describes the context for the standard. The specifications following each curriculum standard define the content for the associate degree in human services. [For each Specification: provide clear, detailed, concise and descriptive narrative and refer the reader to the name and location of any documents (e.g. attachments/appendices) that support and verify statements made in the narrative. When appropriate, refer to the appropriate page or section of attached supporting documents.] *Identify and briefly describe the ways in which a course or courses complies with each Specification (e.g. textbook chapters, lectures, in class activities, assignments, etc.). Refer the reader to the appropriate syllabus/syllabi and or specific assignment for verification.*

Provide in the narrative a clear description of how the Standards and Specifications are met in the curriculum and verify with documented evidence (e.g. syllabi, specific assignments or activities).

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Additional Reader Recommendations not required or related to the Standards [Recommendations relate to ways a program might enhance compliance with a Standard even though not required by the Standard or to important program issues that are not included in the Standards.]

- Standard 2a - Change the philosophical statement in the Department Handbook to match the revised statement posted online.
- Standard 4c2 – On the website, consider moving the analyses of the Student Internship Evaluations and Internship/Supervisor Evaluation (agency feedback) to the link labelled Student Outcomes.
- Standard 6a1 – When additional adjunct faculty are hired, attempt to hire someone from a human services discipline other than counseling, e.g., social work.

As stated above, your next reaccreditation will be October 2022. Please review information on our website, www.cshse.org, for any new or revised policies and standards. A copy of this letter needs to accompany your next self-study.

Congratulations on becoming one of our newly accredited programs! A formal certificate, signed by our President Elaine Green, will be forthcoming.

Very sincerely,

Winona Schappell, M.Ed, HS-BCP
CSHSE VP of Accreditations

Cc: Mr. Mike Murders, Chief Academic Officer
Dr. Elaine Green, CSHSE President and Lead Reader
Ms. Stephany Hewitt, Board Member-at-Large