



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

Elaine R. Green, EdD, HS-BCP
President
Chestnut Hill College

Laura W. Kelley, PhD, HS-BCP
Vice President Program
Accreditation
Univ. of Alaska-Anchorage (ret.)

Gigi Franyo-Ehlers, PhD, HS-BCP
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Metropolitan State University of
Denver

Lori Connors-Tadros, PhD
Public Member
Rutgers University

March 17, 2017

Ms. Wendy Bratina, MS
Human Services Program Director
Harrisburg Community College
One HACC Drive
Harrisburg, PA. 17110
Professor of Rehabilitation & Human Services

Dear Ms. Bratina:

Please note: This is a revised letter. We apologize for any confusion that this may have caused. At the February 24, 2017 meeting, the CSHSE Board voted to reaccredit the following Harrisburg Community College programs: 1) the Social Services Associate in Arts degree program and 2) the General Human Services track of the Human Services Associate in Arts degree program for the period February 2017 through February 2022. No site visit will be required at that time. The Board recognized several institutional and program strengths that are listed in this letter as well as requirements and recommendations for the next accreditation.

Required for reaccreditation:

Standard 2: Specification a: The program's philosophical statement is a statement of their mission rather than a statement their philosophy. The program should develop a philosophical statement that is the underpinning for the curriculum.

Standard 2: Specification f: The narrative is extremely thorough in identifying what students learn and in providing syllabi for verification, but how (the ways) students learn is not always included in the narrative. *In the next self-study, the ways in which a course or courses comply should be included in the narrative for every specification.*

Program Strengths:

1. The Program provides clear policies related to essential qualifications for a career in human services, program standards for attitudes and behaviors, and clearance procedures for admission to practicum.
2. The administration is supportive of the Program, as demonstrated by the hiring of a full-time faculty member in 2015 and involvement in the accreditation process.
3. The Program has responded sensitively and effectively to a decrease in the number of courses offered by surveying students to determine preferences for class scheduling, and by adding online courses and a blended fieldwork practicum.
4. Faculty members have experience and education in several disciplines, including sociology, social work, clinical psychology, substance abuse and school counseling.
5. Faculty members are collegial and supportive of each other. They are a “model for how it should work”.
6. Adjunct faculty members bring a wealth of experience and a high level of dedication. They are welcomed and respected by the Program.
7. The Program uses the results of assessment surveys to effect positive change.
8. The student handbook and field experience handbook provide comprehensive information.
9. The curricula for the Social Services Degree and the General Human Service Track of the Human Service Degree are strong: Students are exposed to a broad range of generalist beliefs and competencies.
10. The Program has expanded the student achievement indicators on their website.
11. The Office of Institutional Research collaborated with the Program in the development of written surveys which were used effectively to evaluate the program.
12. The College and the Program offer students several mechanisms to ease the transferability of credits to other institutions.
13. Project Homeless Connect provides students with an exceptional real world experience.
14. The Program Director is extremely effective; she is organized and thorough, and communicates well with all constituents.

Additional Reader Recommendations not required by or related to the Standards:

Standard 9c: The Program/College should continue to monitor the number of students enrolled in the program. Another full-time faculty member, perhaps at a campus that does not already have a full-time person, may be required in the future to ensure student success.

Consistency in the instruction of APA format would benefit students.

OVERALL QUALITY OF THE SELF-STUDY

The self-study was extremely well-written and thorough. Navigation between the narrative and appendices was very user- friendly.

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

Very sincerely,

Laura W. Kelley

Laura W. Kelley

VP Accreditation
CSHSE

cc: Cynthia Doherty, Ph.D. Provost and Vice President of Academic Affairs
John Mummert, M.A. Associate Dean of Academic Affairs
Lois Schaffer, M.Ed. Department Chair