



Degree/Certificate Program
Human Services General Certificate

Program Student Learning Outcomes (pSLOs)

To evaluate the program student learning outcomes (pSLOs), students were asked: “With respect to all of the classes you have taken at FLC toward a certificate in Human Services General how well have the classes prepared you to...(each pSLO was listed).” Responses ranged from 5 “excellent preparation” to 1 “inadequate preparation”. Below is a summary of the student responses by the semester the student petitioned to graduate.

PSLOs	Total				Spring 16	16-17	17-18
	Mean	Std. Dev.	Minimum	Maximum	Mean	Mean	Mean
Define the functions of social service delivery systems.	4.57	0.51	4	5			4.57
Analyze public policy issues, complexities and controversies affecting social service agencies and their clients.	4.36	0.63	3	5			4.36
Integrate different theoretical approaches in working with clients.	4.79	0.43	4	5			4.79
Identify the community resources used in assisting clients.	4.14	1.03	2	5			4.14
Appraise and apply the knowledge of existing California professional codes of ethics for the helping professions.	4.21	1.12	1	5			4.21
Describe the application of clients' rights in the social service delivery system.	4.71	0.47	4	5			4.71
Describe the application of clients' rights in the social service delivery system.	4.71	0.47	4	5			4.71
Demonstrate effective individual and group setting interpersonal and social skills in interactions with a demographically diverse population.	4.86	0.36	4	5			4.86
Number of responses	14				0	0	14

Additional Feedback

Students were given the opportunity to provide additional comments about their experience in the program and more broadly at FLC. Below are the questions students were asked, along with the comments provided by the students:

Please provide any additional comments about your experiences taking classes toward an certificate in Human Services General that might help FLC improve the program.

2017-2018

Better communication early on which required courses would not be offered through FLC.

I am a human being who cares for others as opposed to a convict/addict who only looks out for self.

I believe individual video lessons would be helpful.

I would like to see interns in MCSP interact with graduates in program development if they were sent to different facilities, if possible with staff.

Develop a rubric and reading guides for internship. Very helpful in retaining the subjects and contexts.

More information/content on prison setting.

Please consider a 2-3 member student body council / advisory board.

Provide ethics code agreement as that & confidentiality students really need to understand that.

Is there anything else you would like share about your experience as an FLC student?

2017-2018

Awesome

Being at Mule Creek State Prison and being in a yard hanging out, working out all day; FLC has given me purpose, motivation and drive.

Folsom Lake Human Services gave me a career path and hope.

Life changing, amazing, empowering. It has provided a channel for me to give back. Thank you.

Offer an opportunity to earn an AA

Thankful for the opportunity.

Thanks

The program was one of the best choices I made in my life. It helped me deal with the facts of committing my crime and the shame. It helped me find my humanity and hold the space of guilt appropriately at the same time. Despite my bad choices in life, I can change, make amends, and live a purposeful life. I thank Folsom Lake College for helping me find a better me.

This program has changed my life in many ways. I have learned so much. Program must grow.

This program has helped me meet the expectation of becoming an effective communicator, overcome fears of public speaking and utilize knowledge skills for others in need of help.

Will miss interactive class with teachers.

Yes. My instructor, Dr. xx is awesome. That's the key - great instructors.

Were there any services or supports offered by the college that were a significant support to the achievement of your academic goals?

2017-2018

Access to research libraries.

Counselors

Counselor XX coming in on multiple occasions to make sure I am was on track to graduate.

Having the flexibility to develop a relationship with colleagues and supervisor by utilizing self care, time management, and emotional regulation.

Instructors

Professor engagement; answering questions; reading guides; support; books and materials. Being treated like a college student, not an inmate.

Providing all the materials necessary.

The presence of this program.

Theories of learning; Dr. xx

Yes. Provided research papers, book for pilot intern program, "ETHICS", change my view and personal growth.

Did you experience any significant barriers to achieving your academic goals?

2017-2018

Biases that I had in some areas.

Environmental influences, complicated grief, and court issues.

Incarceration. Administrative resistance.

Lock-downs from searching

The classes required that were not offered should have been, and if not, we should have been told earlier in the process.