

**Degree/Certificate Program**

Human Services General AA

**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 an AA degree 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				18-19	17-18	16-17	Spring 16
	Mean	Std. Dev.	Min.	Max.		Mean	Mean	Mean
Define the functions of social service delivery systems.	4.50	0.55	4	5		4.00	4.50	4.67
Analyze public policy issues, complexities and controversies affecting social service agencies and their clients.	3.67	1.21	2	5		3.00	4.00	3.67
Integrate different theoretical approaches in working with clients.	4.33	1.21	2	5		4.00	5.00	4.00
Identify the community resources used in assisting clients.	4.67	0.52	4	5		4.00	5.00	4.67
Appraise and apply the knowledge of existing California professional codes of ethics for the helping professions.	4.33	0.52	4	5		4.00	4.50	4.33
Describe the application of clients' rights in the social service delivery system.	4.50	0.55	4	5		4.00	4.50	4.67
Evaluate one's own values and attitudes as they apply to ethical decision making.	4.83	0.41	4	5		4.00	5.00	5.00
Demonstrate effective individual and group setting interpersonal and social skills in interactions with a demographically diverse population.	4.33	0.82	3	5		4.00	5.00	4.00
<b>Number of responses</b>	6				0	1	2	3

**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 AA degree in Human Services General that might help FLC improve the program.**

**Spring 2016**

If I had learned anything about policies and theories at FLC I would have been better prepared for Sac State. Where I have been at since fall 2015.

**2016-2017**

I loved my human services classes. It enriched my interactions with my fellow students and with the public I now work with. I wonder if it would be possible to use realistic cases to study.

**Is there anything else you would like share about your experience as an FLC student?****Spring 2016**

It was great!

**2016-2017**

It was enriching and enjoyable. I made many friends and classmates that I am still in contact with. I encounter many of them in my work with other Human Service resources.

**2017-2018**

I would not have been successful without the DSPS, tutoring and most of the teachers not giving up on me. XX was the best counselor!!

**Were there any services or supports offered by the college that were a significant support to the achievement of your academic goals?****Spring 2016**

Dsps

Math tutoring, DSPS assistance and accommodations

**2016-2017**

XX Counselor, and XX. They were both always encouraging even if I had a set back.

**2017-2018**

DSPS program and the tutoring centers both math and English

**Did you experience any significant barriers to achieving your academic goals?****Spring 2016**

I had failed every single math class and had to re-take it. Nothing and no one was helping me, or pulled me aside and said wow, you must struggle with math.

**2016-2017**

being a single mom

I had a death in my family right after I started. When I went to work full time, I was only able to take a night class. There is not a lot available in Physical Education in the evening.

**2017-2018**

Math requirements