

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				18-19	17-18	16-17	Spring 16
	Mean	Std. Dev.	Min.	Max.	Mean	Mean		
Define the functions of social service delivery systems.	4.58	0.56	3	5	4.59	4.57		
Analyze public policy issues, complexities and controversies affecting social service agencies and their clients.	4.32	0.70	2	5	4.29	4.36		
Integrate different theoretical approaches in working with clients.	4.70	0.65	2	5	4.63	4.79		
Identify the community resources used in assisting clients.	4.23	0.94	2	5	4.31	4.14		
Appraise and apply the knowledge of existing California professional codes of ethics for the helping professions.	4.32	0.94	1	5	4.41	4.21		
Describe the application of clients' rights in the social service delivery system.	4.74	0.63	2	5	4.76	4.71		
Describe the application of clients' rights in the social service delivery system.	4.71	0.64	2	5	4.71	4.71		
Demonstrate effective individual and group setting interpersonal and social skills in interactions with a demographically diverse population.	4.65	0.66	2	5	4.47	4.86		
Number of responses	31				17	14	0	0

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.

2018-2019

Consistency is very critical for some of the students.

I believe the program did a great job in every aspect. I don't know if this has to do with the program but having students reflect deeper or given time to reflect. I say this because when I started FLC I was really ready to be open-minded because of personal self-reflection.

I really enjoyed the experience. My favorite class was 360, because of skills practice.

I would have liked to have more supervision and a comprehensive system of accountability.

I would like to see general ED courses offered because I feel that the actual instructors guidance for classes, like Psychology 300 Intro, Sociology 300 Intro would tremendously benefit the program.

I've really improved my skills, behavior, and social attitude - I am able to understand the problems of living.

In getting more contact with outside agencies

It has been helpful in raising my social conscious.

It has opened a totally different worldview for me, in terms of understanding what helping means.

Push for laptops or computer access

Really just keep up everything that you (FLC) have been doing.

These classes provided me with the tools and experience to become an effective helper in my community. I began this journey with NO idea about the experience I have, which has allowed me to love the field of Human Services more than ever.

Using experiential learning was very helpful.

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.

2018-2019

Awesome!

Best experience for personal growth.

Faculty rocks!

I am very grateful for all your time and extra commentary - it was helpful and will not soon be forgotten. Thank you.

I enjoy having the increase of knowledge allowing me a chance to help others to help themselves.

I got my certificate in prison and haven't been offered any direction on what kind of work I can get when I get out. So I am still unsure of my future.

I really enjoyed it and wish that the program would expand even more.

It helped me gain a lot of insight.

It impacted my life tremendously.

My classmates who have helped me achieve my goals

Thank you. This experience changed my life.

That this all has been very wonderful.

This is a great program which I would love to see continue and expanded.

Today someone will be suffering and one of your students will help them using the skills from SWHS. Thank you!

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.

2018-2019

Actually having face-to-face instruction and guidance from the instructors.

Ask to attend to true feelings, empathy, listening

Emotional support and fee waiver due to separation from wife

Honest feedback.

I did not have to pay for Scantrons or any other supplies I needed for school.

I was change by Professor Dr. XX which turned into motivation for me to completing my academic goal in Folsom Lake College

XX provide a lot of information and reading materials.

Support from VEP

Teachers were here for me.

The availability of our professors -- taking time to further explain any material we were having trouble with.

The face to face classes made it all worth it.

Time with professors to get understanding when it was needed.

When I am confused or stuck with anything from that day's lesson, my professors are able to explain it more after class.

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.

2018-2019

Custody staff clearing my cell

Issues getting to class due to unlock scheduling. Missed classes due to yard or prison shut down. Issues with custody staff letting me out for class.

Lack of collaboration between FLC & MCSP to have an uninterrupted semester.

Lack of support from MCSP education staff / COs

My writing skills were a little off.

Myself as well as the inconvenience of lockdowns.

