Program Summary

Task Force: The recommendation from USAP was that each unit submits 3-5 high priority goals. The one goal of accreditation makes sense, but we are not sure why you did not include other goals.

Suggestion: *For any of your future Timeline Goals a checkpoint or two would be very helpful, and at a minimum a one year checkpoint on progress would help to both define expectations and progress you are making toward your goal as well as confirm the goal(s) is reasonable to achieve or would need to be revisited. Finally, also consider how do you record and/or how you will document your progress on these goal(s)?

Suggestion: **Create future goal(s) to include increasing the quality or quantity of something your department does well, such as interactions with a wide variety of agencies in Allen County. Goals for 2020 we think include some very relevant community engagement opportunities that your unit could expand upon while at the same time providing excellent “work” related experiences for your students. The senior capstone project looks like it would have great potential to become a measurable goal along with the information-networking event where their capstone projects are presented.

Suggestion: Create a future goal to look at your on-line HSRV Minor. Establish a goal to expand the knowledge/enrollment/marketing of this minor.

Thank you for the work that went into this report. Through the USAP process, we are working to create at IPFW a culture of continuous improvement, and we think that setting specific and measurable goals is an important part of getting individuals and units at IPFW to think differently about planning and the future.

Criterion: #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

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The Department of Human Services fully supports the university’s mission through our dedication to the intellectual and social development of students in our program, and through our commitment to serving marginalized populations in our community. We partner with over 40 agencies in Allen and surrounding counties, providing clinical and internship experiences for our majors, while contributing to the economic stability of local not-for-profit organizations. We have one of the most diverse student populations in the university and serve culturally diverse populations through our community partnerships. A basic tenet of the Human Services program is the recognition of the inherent worth of all human beings, and the value of diversity in all forms. We use teaching strategies that enhance self-awareness which engenders respect for all we serve.

Criterion: #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

Question: I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.
I.A.2. Established the use of Human Services Board Certified Practitioner (HS-BPC) credentialing exam for graduating seniors beginning Spring 2015

I.B.1. Each student graduates with minimum of 360 clinical/internship hours in a not-for-profit agency.

    Each student is required to perform a minimum of 2 co-curricular activities each semester.

    Our department has two student organizations: Human Services Organization (HSO) and National Organization for Human Services Honor Society (Tau Upsilon Alpha, or TUA). Both of these student-led organizations sponsor service projects each semester.

I.B.4. Each student is required to meet with an advisor once per semester or hold is placed on their account.

    All students on academic probation must meet with an advisor a minimum of three times per semester to create an academic success plan and to assure follow-through.

I.C.1. The Department of Human Services collaborates annually with other CHHS departments to host Healthy Cities in partnership with Mathew 25 in downtown Fort Wayne. An average of 42 Human Services students volunteer for this event each year.

I.D.2. Our entire curriculum places the highest value on the importance of diversity. Through readings, lectures, assignments, group projects, clinical and internship experiences, our students embrace all forms of diversity.

**Question:** II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.

II.B. Our program provides 1-on-1 faculty mentoring for each student in our required Research Methods course

    Our program provides 1-on-1 faculty mentoring for each student in our required Clinical and internship courses

    Students co-present with faculty members at regional and national conferences

II.C. Our department works in collaboration with over 40 community agencies which have input on curriculum with the goal of meeting local demands.

    Our faculty and students collaborate each semester to ensure our program requirements are adequately preparing our students for employment upon graduation.

    Each student completes a senior capstone project in which they identify and contribute to the solution of an agency problem, thereby enhancing the agency’s services to marginalized clients in our community.

**Question:** III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.
III.D. Each spring our graduating seniors host an information networking event where they present their capstone projects to community leaders representing the area's not-for-profit agencies.

III.E. With approximately 16,340 combined student and full-time faculty volunteer hours, the Department of Human Services provides an annual economic impact of $279,414 to Northeastern Indiana.

**Question:** IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.

IV.A.1. Established detailed performance rubrics with community/agencies’ input

IV.A.2. Annual department report submitted each year

**Question:** Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

- Developed two new courses: HSRV 377 Ethics, Policy, Law, and Professional Issues in Human Services and HSRV 417 Research Methods
- Developed on-line availability for Human Services minor
- Expanded Concentration areas
- Established new advising policies to enhance retention and graduation rates

**Criterion:** #3: Accreditations - Program specific accreditation and status

**Question:** Accreditations - What program-specific accreditations and status do you have, if any?

- Our department has just recently become eligible for accreditation through CHSSE. We now have our courses aligned with program standards, however we are lacking sufficient funding for full-time faculty which may affect the receipt of accreditation.

- The Code of Ethics …… Provides students with guidelines for ethical and appropriate workplace behaviors.

**Question:** Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

**Criterion:** #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

**Question:** Federal and State Laws - What federal and/or state laws or mandates do you address, if any?
Program Write-up with Task Force Comments

HS Human Services

Screens students for legal offenses against children prior to acceptance at an internship site.

**Question:** Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

**Question:** Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

- Budget is reconciled every month by department chair

**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

**Question:** Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/

- We offer a 2+2 program for Ivy Tech graduates. These students are not included in our graduation or retention rates, yet they account for 25% of our graduating student body.

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Becoming accredited is a specific goal, but the steps are not clearly articulated as to how this goal can be met.

2. Comment on the goal’s measures:

We don’t understand the metric as it is written. Accreditation must have metrics, so articulating what would need to be accomplished/maintained, whatever appropriate for the matrix seems to be a good approach to us, and would then be clear to those reading your unit report what you are trying to achieve.

Suggestion: Write a goal with specific, measureable, and time bound components tied to achieving accreditation.

Suggestion: See examples of goals, actions and metrics on USAP website. Metrics should all be specific and measureable, use action verbs, and be able to support with data that at the time period specified, you did what you set out to do, or made steps toward achieving your goal(s).

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

It is difficult to comment on ability to achieve this goal since a specific goal was not stated. However, with the authorization for 2 new hires, and a reduction in overloads, this should create an opportunity for measurement of and creation of a goal specifying the standards required to meet initial accreditation of the HSRV Unit.

4. Comment on the goal’s relevance:

If the requirements for accreditation are defined as well as how student learning will be assessed, the relevance of the goal can then become even stronger and more relevant to achieving accreditation. Because of the way the goal is written we cannot tell what positive impact accreditation will have on HSRV and IPFW.

Suggestion: Briefly explain the benefit of accreditation of HSRV.

5. Comment on the timeline of the goal:

Difficult without checkpoints to comment on timeline of 2017. (*See suggestion below for any timelines.)

Possible opportunities for collaboration or suggestions for addressing a gap:

If you choose to write a goal including your community partners (**See below additional comments) we would also suggest collaboration with Career Services.

**Question:** Unit Goal - What is your unit goal?

Initial accreditation of the HSRV Department.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
I.A1 Improve quality and fidelity of assessment Process of degree/certificate programs, General Education program, and Baccalaureate Framework with dedicated resources.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

- Complete self-study
- Create timeline
- Work with accrediting body

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

*Utilization of a matrix which measures standards required for accreditation.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

- Faculty resources-yes
- Financial costs of accreditation visit-no

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

- Work with Dean to assure financial ability for accreditation visit.

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

- Time

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

- 2 years

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?
Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
Indiana University-Purdue University Fort Wayne (IPFW)
Program Write-up with Task Force Comments

HS Human Services

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?
**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?
Criterion: #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write "NA" or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

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