

Summary Report of the Student Satisfaction Data for the Human Services Department 2016

To demonstrate the Human Services Department's effectiveness to the public, the following is a Summary Report of Student Satisfaction data and discussion. The Student Satisfaction documents include: the results of Student Opinion Questionnaires (SOQ's) about HUSR faculty teaching performance for fall 2013 through fall 2015; results of the Alumni Survey in relation to demographics, employment, graduate school and importance of student learning goals/outcomes; Summary of Student Evaluations of the Fieldwork Agency Experience, Summary of Student Evaluation of the Agency Supervisors; and Summary of Student Evaluation of the HUSR Fieldwork Office.

1. Student Satisfaction Data

a. Summary of Student Opinion Questionnaires (SOQ's) 2013-2015

The results of the Human Services Department SOQs from fall 2013 to fall 2015 demonstrate a pattern of very high student satisfaction with faculty teaching of HUSR courses. Using two indicators, the results of the department mean of the SOQ ratings combined with the total number of A and B ratings, demonstrate a pattern of very high student satisfaction. In fact HUSR faculty ratings are consistently higher than the standard of teaching excellence as presented in the Human Services Personnel Document which states 85% A's and B's with 50% A's is the standard of excellence. HUSR faculty SOQ's range from 90 to 92% A's and B's and show consistently higher than the 50% A's criteria. The percent of A's range from 70% to 75% from 2013 to 2015.

In fall 2013 the results of the 1,928 SOQ's show a department mean of 3.59 on a 4 point scale and 91% A's and B's with 72% A's.

In spring 2014 the results of the 1,962 SOQ's show a department mean of 3.57 on a 4 point scale and 90% A's and B's with 70% A's.

For fall 2014 the results of the 2,076 SOQ's show very high ratings of faculty performance with the department mean at 3.64 on a 4 point scale and 92% A's and B's with 74% A's.

For spring 2015 the results of the 2,019 SOQ's again reveal very high ratings of faculty teaching performance with the department mean of 3.64 on 4 point scale and 92% A's and B's and 75% A's.

Lastly, the 2,147 SOQ's from fall 2015 reveal very high ratings of faculty teaching performance with the department mean of 3.65 on a 4-point scale and 90% A's and B's with 75% A's. Table 1 below graphically sets out the data on the high student satisfaction with HUSR faculty teaching performance from 2013 to 2015 and see SOQ data in appendix at the end of this document.

Table 1. High Student Ratings of HUSR Faculty Teaching Performance

Semester	# of SOQs	Dept Mean	% of As & Bs
Fall 2013	1,928	3.59	91 w/ 72% A's
Spring 2014	1,962	3.57	90 w/ 70% A's
Fall 2014	2,076	3.64	92 w/ 74% A's
Spring 2015	2,019	3.64	92 w/ 75% A's

a. Summary of Alumni Survey Results Re: demographics, employment, graduate school and importance of HUSR student learning goals/outcomes.

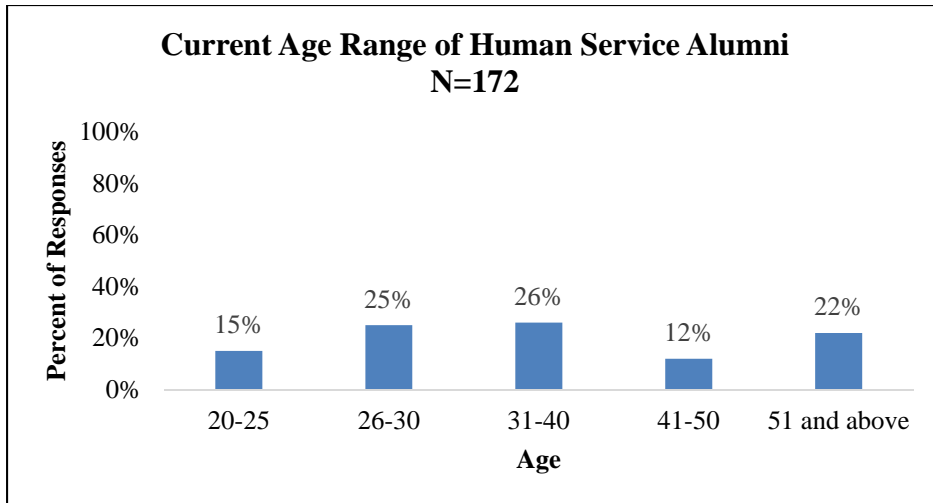
Of the 1,915 alumni surveys sent, 209 or 10.9% of the respondents addressed the four categories of the survey: demographics, employment, graduate school, and importance of student learning goals/outcomes.

The demographics revealed the respondents age ranged from 20 years to above 50 years of age; with 84% females, and the ethnicity showed the highest percent are Latino/a at 48.2%, and Euro-American at 37.1%. The respondents year of graduation ranged from 70% graduating during the years of 1996 to 2010, 24% graduating from 1981 to 1995, and 6% before 1981.

Current Age Chart

Chart 1, below, indicates the age ranges of those individuals who participated in the Alumni Survey. There were 21% of the participants 51 years old and above, 12% age 41-50; 26% age 31-40; 26% 26-30; and 15% age 20 – 25 years old.

Chart 1. Current Age of Human Service Alumni Survey Participants



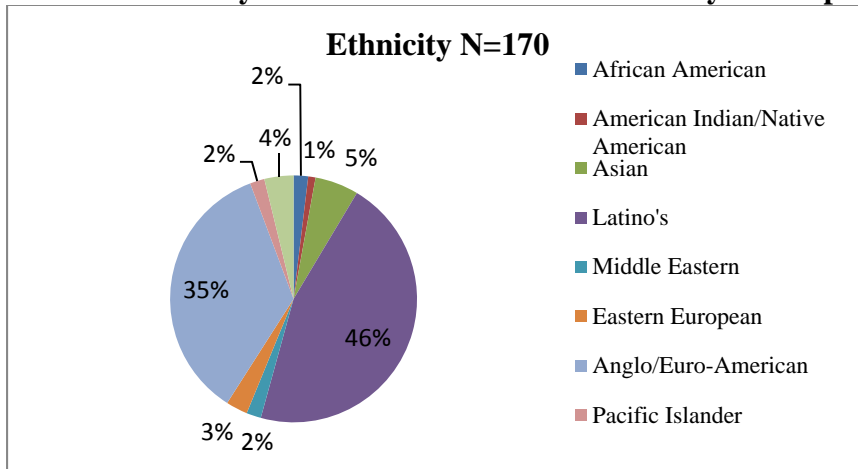
Gender

Of those individuals who participated in the survey, 84% were female.

Ethnicity Chart

Chart 2 indicates the ethnicity of those individuals who participated in the Alumni Survey. The highest percent of participants were Latino or Latina (48.2%) and the second highest was Anglo/Euro-American (37.1%).

Chart 2. Ethnicity of Human Service Alumni Survey Participants



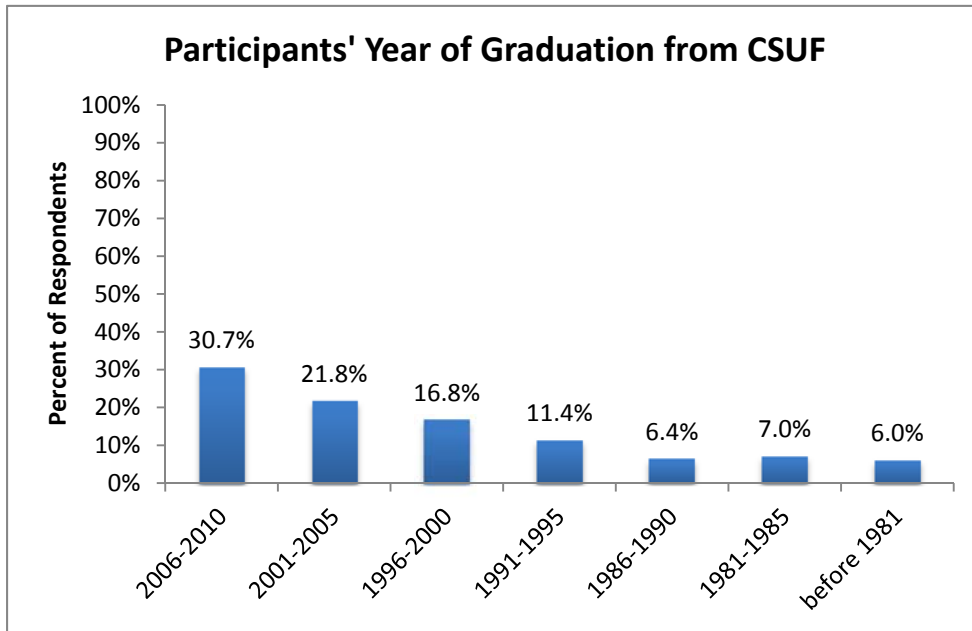
Language

The results indicate all the language(s) in which the individuals who participated in the Alumni Survey are fluent (note: participants were able to indicate more than one). There were 90.1% of the participants that stated they were fluent in English and 37.4% stated they were fluent in Spanish.

Graduation Chart

Chart 3 indicates the year in which the participant graduated from CSUF, organized by range. There were 70% of the participants who graduated between the years of 1996 and 2010; 24% who graduated between 1981 and 1995; and 6% who graduated prior to 1981.

Chart 3. Year of Graduation for Human Service Alumni Survey Participants



Employment

The employment category revealed that 65.9% are currently working in the human services field and in descending order, the highest percent work in counseling, then social work, administration, teaching, research, and program manager, development and outreach. 80% said the Human Services Bachelor's degree provided very good to excellent preparation for their profession. And, respondents who attended or are attending graduate school, 83.3% said the Human Services Bachelor's degree prepared them well and 82% said the preparation was very good to excellent.

Employment Status

As presented in Table 2, there were 15.3% of participants who indicated that they are not currently employed due to being a graduate student; 1.8% who are not currently employed but are looking for work; 4.7% who are not currently employed and are not looking for work; 65.9% who are currently employed in the field of Human Services; 8.2% who are currently employed in another field but expect to return to Human Services in the future; and 9.4% who are currently employed in another field and don't expect to return to Human Services.

Table 2. Employment Status of Human Service Alumni Survey Participants

Employment Status	Number	Percent
Not Currently Employed Graduate Student	26	15.2%
Not Currently Employed Looking for Work	3	1.8%
Not Currently Employed Not looking for Work	8	4.7%
Yes, Currently Employed In the field of Human Services	112	65.9%
Yes, Currently Employed Not in Human Services, but expect to be later	14	8.2%
Yes, Not in Human Services, and don't expect to return	16	9.4%

Employment Area of Focus

As presented in Table 3, 60.6% of participants indicated that their primary work area of focus was counseling or social work; 19% indicated administration; 12.4% indicated teaching; 11% indicated research or program management, development, outreach; and 27.8% indicated “other.”

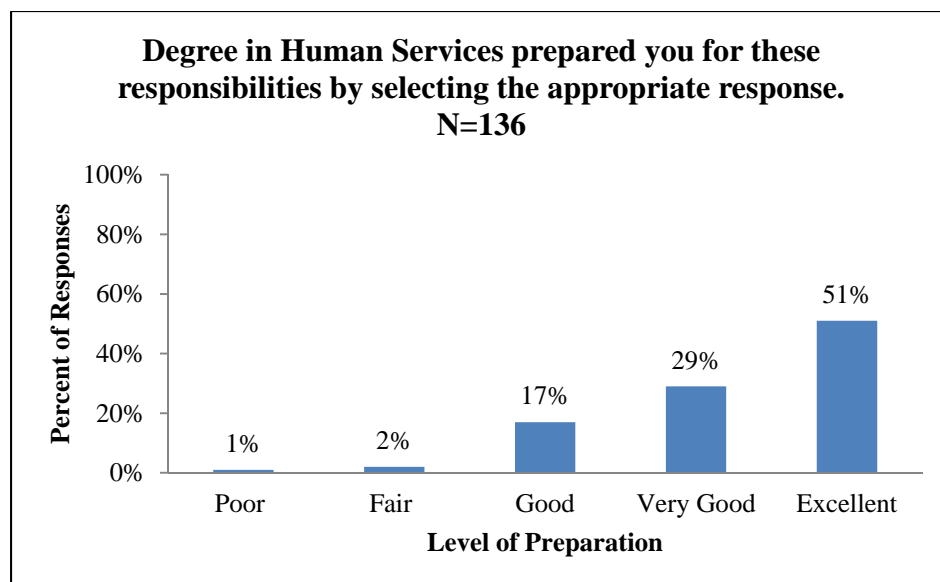
Table 3. Employment Area of Focus for Human Service Alumni Participants

Employment Area of Focus	Number	Percent
Counseling	44	32.1%
Social Work	39	28.5%
Administration	26	18.9%
Teaching	17	12.4%
Research	0	0.00%
Program Manager, Development, Outreach	15	10.9%
Other	38	27.7%

Employment Preparation

As presented in Chart 4, 80% of participants indicated that their degree in Human Services provided very good or excellent preparation for the responsibilities they assumed in their positions as professionals.

Chart 4. Human Service Alumni Participant's Preparation for Employment



Graduate School

Attendance

Of those who participated in the survey, 58.5% have or are currently attending graduate school.

Type of Graduate Degree Earned/Currently Pursuing

As presented in Table 4 below, participants indicated the type of graduate degree they earned or are currently pursuing. Out of 110 respondents, 58% indicated they have or are currently pursuing a graduate degree in counseling or social work.

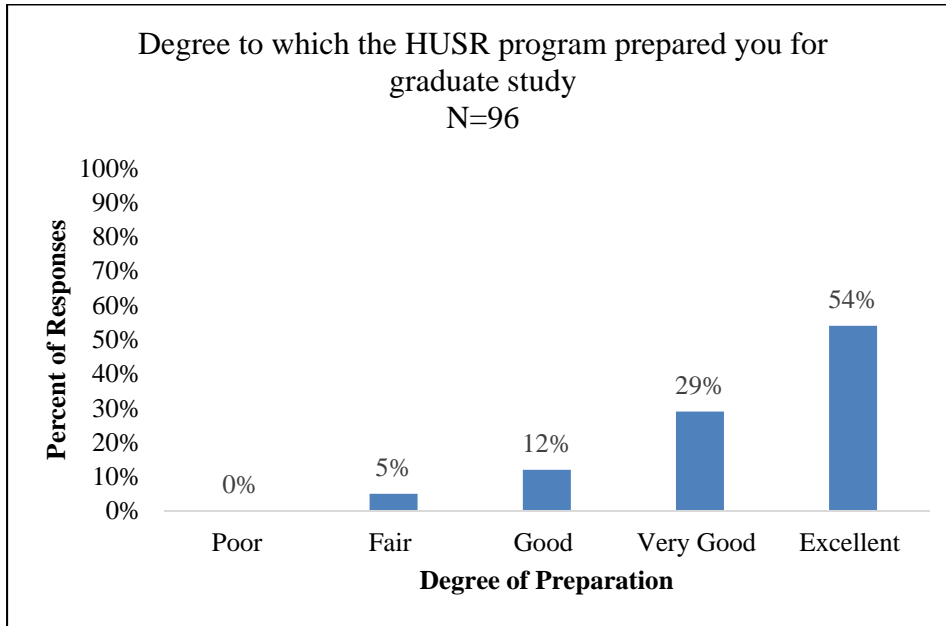
Table 4. Type of Graduate Degree Earned or Currently Pursuing

Type of Degree	Number	Percentage
MS Counseling	16	14.5%
MA Counseling	17	15.4%
MA Education	18	16.3%
MS Education	5	4.5%
MPA	6	5.4%
MSW	31	28.1%
MPH	2	1.8%
MS Gerontology	4	3.6%
PhD Clinical Psychology	4	3.6%
EdD Higher Education	3	2.7%
MS Human Services	1	0.9%
Teaching Credential	3	2.7%
Totals	110	100%

Graduate School Preparation

As presented in Chart 5, 83.3% of participants indicated that their undergraduate degree in Human Services provided very good or excellent preparation for graduate study.

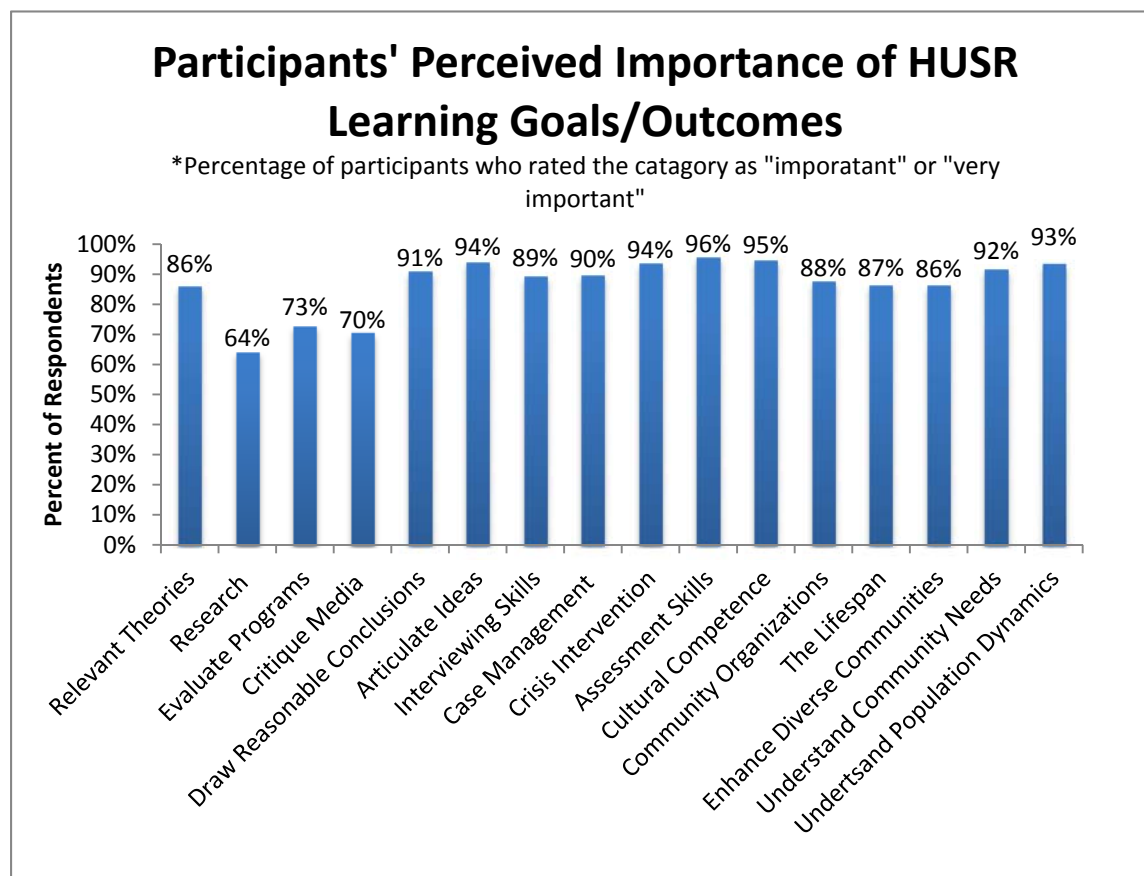
Chart 5. Preparation for Graduate School



Alumni Ratings of Importance of HUSR Department Learning Goals

Within all categories relative to the Human Services Department’s learning goals and outcomes there was an average of 186 respondents who rated the learning goals/outcomes as “important” and “very important” in a range of 64% to 96%. As shown in Chart 6, there were eight categories in which 90% or more of respondents rated the learning goals and outcomes to be “important” or “very important.”

Chart 6. Participants’ Perceived Importance of HUSR Learning Goals/Outcomes



For a fuller analysis of the Alumni survey results see pages, 50-75 in the August 2016 [CSHSE Self-Study for HUSR Re-accreditation](#) posted on the HUSR website

b. Summary of Student Evaluation of the Fieldwork Agency Experience

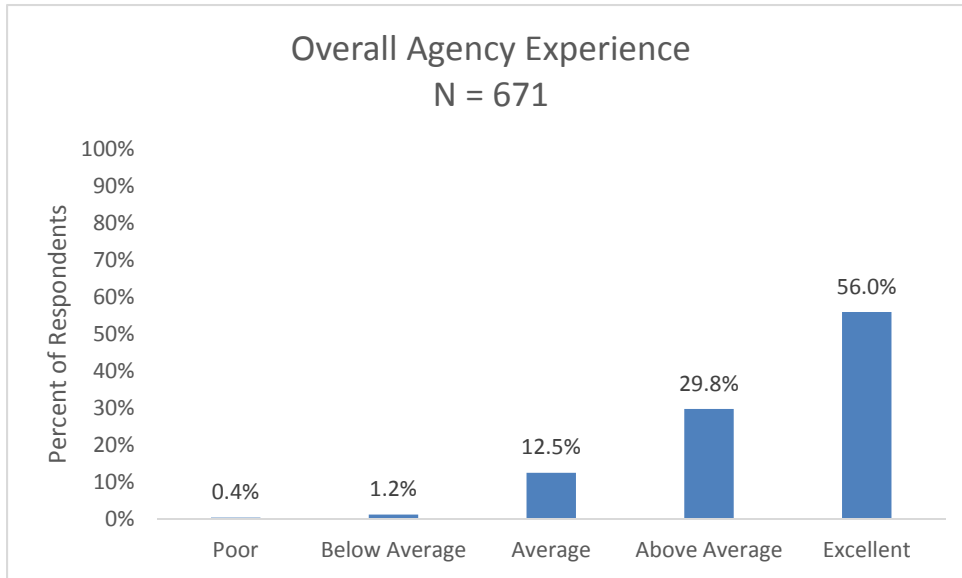
Student evaluations of their fieldwork experience for all three fieldwork classes (HUSR 396/L, 495/L, 496/L) as revealed by the 25 question survey that includes demographic information, overall rating of the agency, and satisfaction questions showed very positive results. There were 85.8% of respondents who rated their overall experience of their agency above average (29.8%) and excellent (56%) as shown in Chart 7. There were 82.6% of respondents who rated their overall learning experience at their agency above average (29.2%) and excellent (53.4%) as shown in Chart 8.

Student Evaluation of the Agency

Rate your overall Agency Experience:

As presented in Chart 7 below, there were 85.8% of respondents who rated their overall experience of their agency above average (29.8%) and excellent (56%).

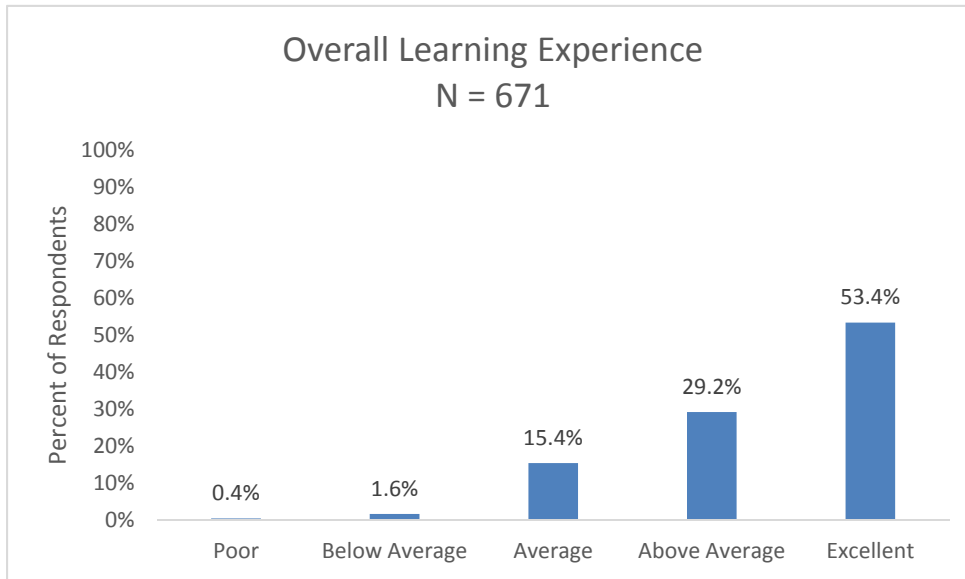
Chart 7. Overall Agency Experience



Rate Your Fieldwork Learning Experience:

As presented in Chart 8 below, there were 82.6% of respondents who rated their overall learning experience of their agency above average (29.2%) and excellent (53.4%).

Chart 8. Overall Learning Experience within the Agency



For a full analysis of the Student Survey of their Agency Learning Experience results see pages, 75-81, in the August 2016 HUSR Self-Study for CSHSE Re-accreditation posted on the HUSR website.

c. Summary of Student Evaluation of the Agency Supervisor

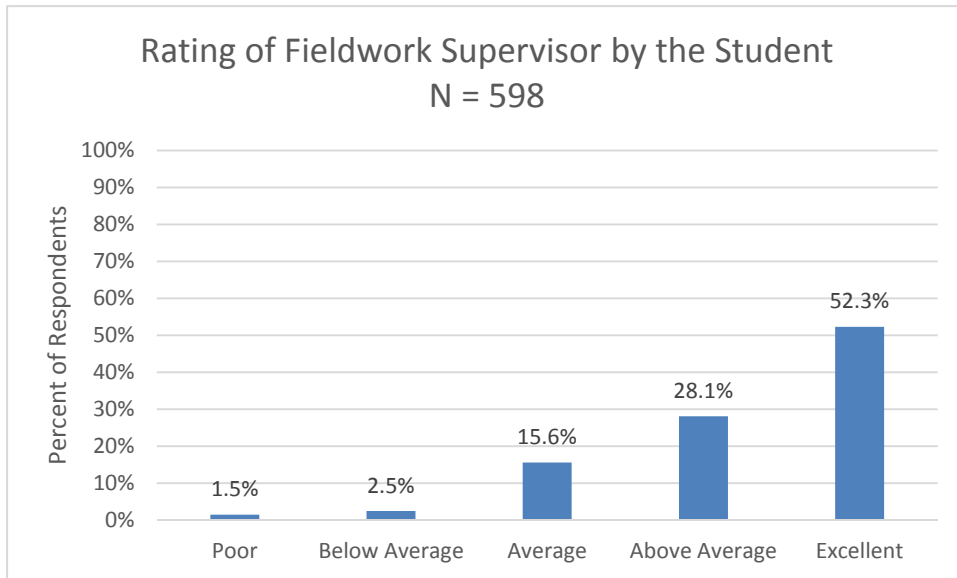
There were 80.4% of respondents who rated their placement supervisor above average (28.1%) and excellent (52.3%), see Chart 9 below for a graphic representation.

Student Evaluation of the Supervisor

Rate supervision you received at your placement

As presented in Chart 9, there were 80.4% of respondents who rated their placement supervisor above average (28.1%) and excellent (52.3%).

Chart 9. Rating of Fieldwork Supervisor by the Student



For a full analysis of the results of the Student Survey of their Fieldwork Supervisor, which includes a content analysis of the supervisors' greatest strengths as discerned in five categories: professionalism, friendly/approachable, supportive, patient, and knowledgeable, see pages, 82-84, in the August 2016 [CSHSE Self-Study for HUSR Re-accreditation](#) posted on the HUSR website.

d. Summary of Student Evaluation of the HUSR Fieldwork Office

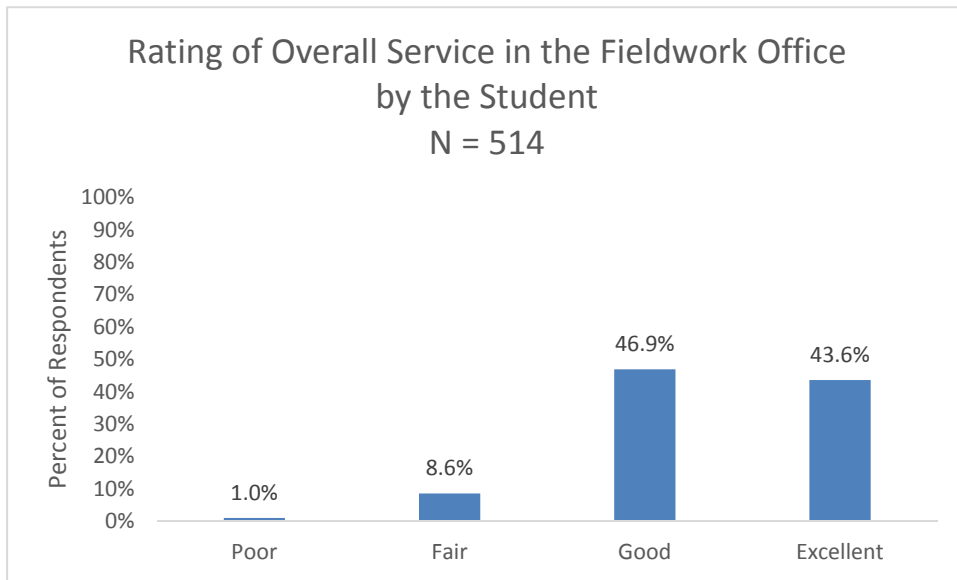
Each semester students evaluate their fieldwork experience for all three fieldwork classes (HUSR 396/L, 495/L, 496/L) by completing an on-line survey of 14 questions about the fieldwork office including demographic information, overall rating of the fieldwork office, and satisfaction questions. 90.5% of the students rated the overall service of the Fieldwork office as good to excellent as shown in Chart 10.

Student Evaluation of the HUSR Fieldwork Office

Results

Student rating of overall service by the Fieldwork Office is shown in Chart 10 below with 90.5% of the students rating the overall service of the Fieldwork office as good to excellent.

Chart 10. Overall Rating of the Fieldwork Office



For a full analysis of the results of the Student Survey of their Fieldwork Office experience, which includes a content analysis of the student perception of the Field Office see pages, 85-89, in the August 2016 [CSHSE Self-Study for HUSR Re-accreditation](#) posted on the HUSR website.