

NORTHERN ESSEX COMMUNITY COLLEGE

HUMAN SERVICES ASSOCIATE DEGREE PROGRAM

STUDENT ACHIEVEMENT INDICATORS

PROGRAM ENROLLMENT HISTORY AND GRADUATES

	Fall '08	Fall '09	Fall '10	Fall '11	Fall '12
Enrollment ¹	40	51	64	84	92

	2009	2010	2011	2012	2013
Graduates	10	15	22	20	22

¹Enrollment numbers include students who enrolled in the fall and spring semesters only (summer semesters are excluded).

RETENTION RATES

Program Code: 0255 Human Services	Fall Total Students	Spring Remaining Students	Retention Fall- Spring ²	Graduates AY ³	Transfer to 4- Year College	Fall Remaining Students	Retention Fall-Fall ⁴
2011-2012	84	65	77%	18	7	42	80%
2010-2011	64	50	78%	15	3	32	78%
2009-2010	51	37	73%	12	4	19	69%
2008-2009	40	28	70%	8	5	17	75%

²Retention rates include students remaining in any program, not necessarily the program they started in when they entered in the fall.

³The number of graduates is based on the number of students from the cohort that started in the fall of the corresponding academic year and graduated from any program.

⁴Fall-fall retention includes students who graduated, transferred to a 4 year college, or remained at NECC.

COURSE COMPLETION RATES (C OR BETTER) FOR COURSES TAUGHT WITHIN THE DISCIPLINE (FALL SEMESTERS ONLY)

	Fall '08	Fall '09	Fall '10	Fall '11	Fall '12
Course Completion Rates	70%	80%	73%	78%	77%

GRADUATE EMPLOYMENT DATA

Questions and responses below are from the NECC Human Services Program Community Needs Assessment.

Table 1: Has your agency ever employed a graduate of the NECC Human Services program, or served as an NECC Human Services Program practicum site?

(Number of Respondents = 43)

Answer Options	Percent	Number
YES – Hired graduates	62.8	27
YES – Served as practicum site	72.1	31
NO – Never hired nor served as practicum site	7	3
Don't know	9.3	4

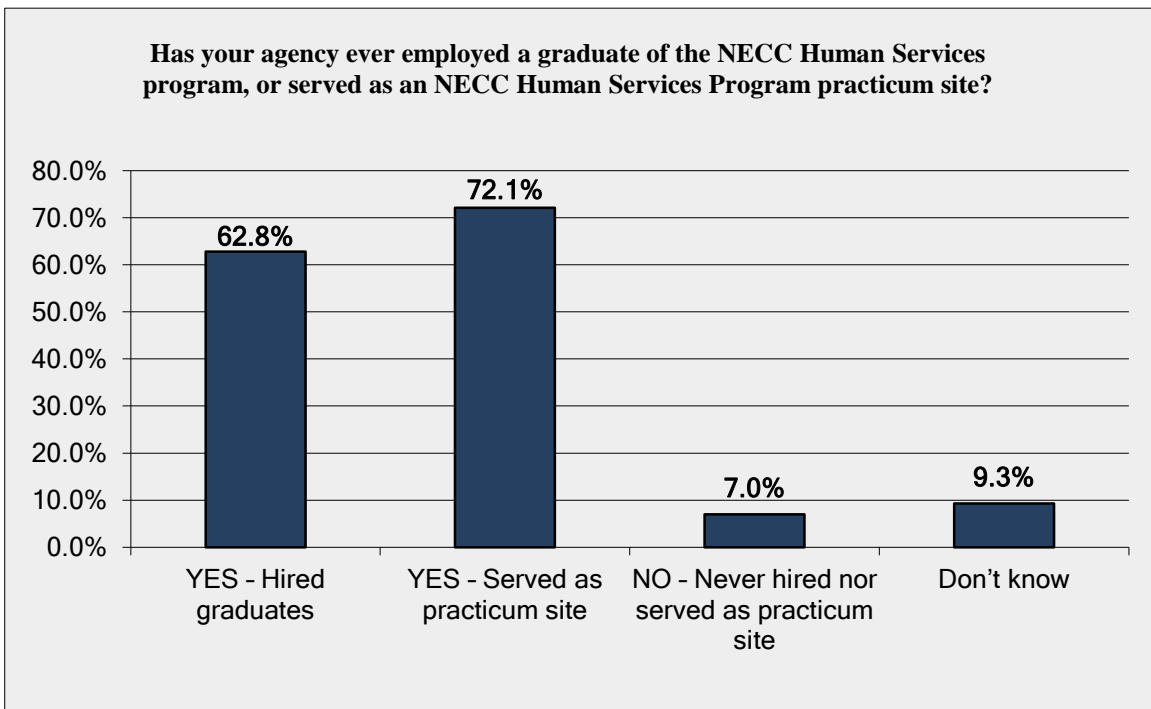


Table 2: Please indicate which type of Human Services Program graduate or student you worked with.

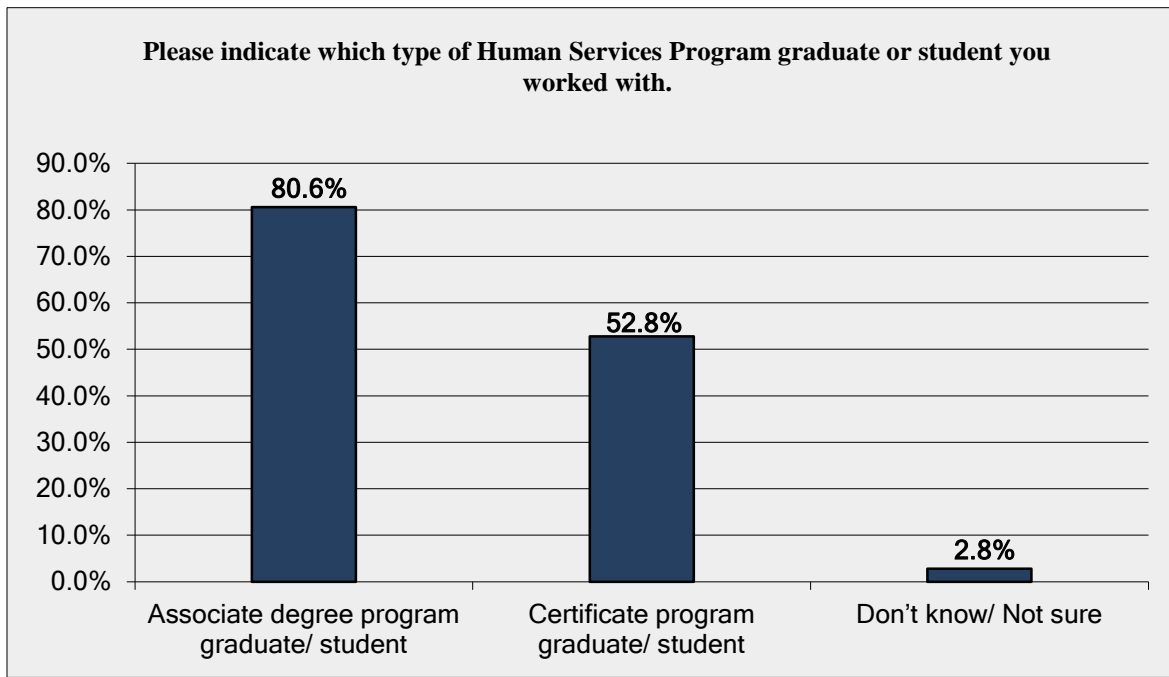
(Number of Respondents = 36)

Answer Options	Percent	Number
Associate degree program graduate/ student	80.6	29
Certificate program graduate/ student	52.8	19
Don't know/ Not sure	2.8	1

Table 3: What is your current work situation?

(Number of Respondents = 38)

Answer Options	Percent	Number
Currently employed full-time	57.9	22
Currently employed part-time	15.8	6
Currently unemployed, seeking work	2.6	1
Currently unemployed, not seeking work	10.5	4
Other (please explain)	13.2	5



Questions and responses below are from the NECC Human Services Program Graduate Survey.

Table 4: Are you currently employed in the Human Services field?

(Number of Respondents = 28)

Answer Options	Percent	Number
Yes	75	21
No	25	7

Table 5: Is your position full-time or part-time?

(Number of Respondents = 23)

Answer Options	Percent	Number
Full-time	78.3	18
Part-time	21.7	5

The information below was provided by graduates who responded to the NECC Human Services Program Graduate Survey about a previous or current position of employment held since graduating from the Human Services program at NECC.

Table 6: What do / did you do in this position?

(Number of Respondents = 23)

Answer Options	Percent	Number
Direct support	65.2	15
Counseling	60.9	14
Crisis management	60.9	14
Group work	43.5	10
Med administration	8.7	2
Advocate	39.1	9
Intake	60.9	14
Client assessment	56.5	13
Teach living skills	65.2	15
Job coach	21.7	5
Implement behavioral plans	34.8	8
Client referral	52.2	12
Other (please specify)	21.7	5

The information below is from a survey conducted by the Office of Institutional Research and Planning at NECC. Respondents of the survey were students who had graduated from NECC a year prior to the year indicated in the table below. The purpose of the survey was to determine the level of satisfaction with NECC, positive job placement rates and annual salary by program, as well information about continuing education. The table below includes results from the survey as it pertains to the Human Services program.

	# of Survey Respondents	Positive Placement Rate ⁵	# of Survey Respondents who Provided Salary	Mean Annualized Salary ⁶
2012	14	85.7%	7	\$38,133
2011	17	100%	10	\$26,722
2010	13	92%	6	\$80,080

$$^5 \text{ Positive Placement Rate} = \frac{\text{total \# of survey respondents currently working, in school, or military}}{(\text{total \# of survey respondents} - \text{\# of survey respondents not in the labor force})}$$

⁶ The mean annualized salary calculation includes both full-time and part-time employees. The formula used to calculate annualized salary = hourly rate x 40 x 52.

Below is additional information derived from a Graduate Follow-Up Survey conducted by the Office of Institutional Research and Planning at NECC. Please note that information for 2011 – 2012 is currently not available for the table below.

Job Placement Rates from IRP Graduate Follow-Up Survey	Number of Respondents	Respondents Employed	Job Placement Rate	Employment Related to Degree from NECC	Job Placement (Related) Rate
2010-2011	17	13	76%	7	41%
2009-2010	13	7	54%	5	38%
2008-2009	9	5	56%	4	44%

PASS RATE ON HS-BCP CREDENTIALING EXAMINATION

The HS-BCP Credentialing Examination is a relatively new credential and exam. So far, one student has taken the exam and passed it. A second student is registered to take the exam shortly.

AGENCY / EMPLOYER FEEDBACK ON STUDENT PERFORMANCE

Questions and responses below are from the NECC Human Services Program Community Needs Assessment.

Table 1: Overall, how would you rate the preparation of the NECC Human Services graduates/ students for entry-level Human Services employment in your agency?

(Number of Respondents = 36)

Answer Options	Percent	Number
Excellent	41.7	15
Good	52.8	19
Fair	5.6	2
Poor	0	0
Don't Know	0	0

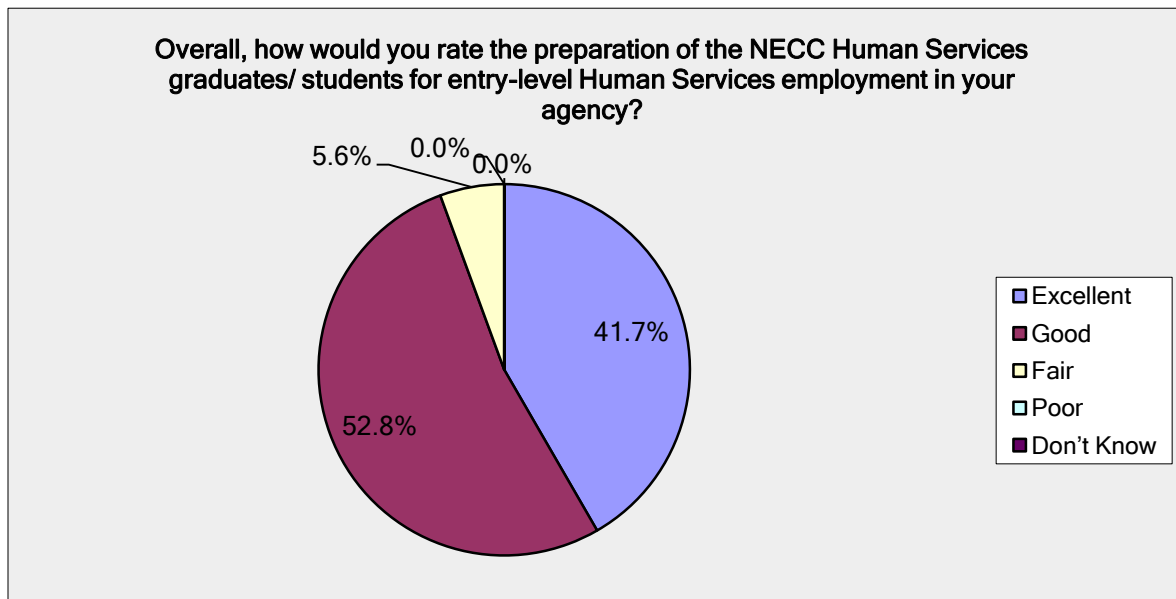


Table 2: Based on your experience, in column I in the table below, please indicate those important personal and professional skills, abilities, and characteristics that are achieved or met by NECC human services graduates/ students. Next, in column II, please check those important personal and professional skills, abilities, and characteristics that are not met by NECC human services graduates/ students.

Answer Options	Achieved or met by NECC Human Services graduates/students	Not met by NECC Human Services graduates/students	Response Count
Written Communication Skills	26	9	34
Oral Communication Skills	32	2	33
Computer Skills	20	10	29
Documentation Skills	21	12	32
Punctuality	27	8	34
Attendance	28	7	34
Dependability	26	8	33
Appearance/Professional Presentation	27	7	33
Ability to work as a part of a team	25	10	34
Organizational Skills	27	5	31
Crisis Intervention Skills	14	16	30
Networking Skills	10	16	26
Advocacy Skills	20	9	29
Empowerment Skills	17	11	27
Ethical Practice	30	3	33
Initiative	23	7	30
Ability to accept change/Flexibility	24	9	32
Professional Attitude	30	3	32
Interpersonal Skills	29	4	32
Bilingual/Multicultural Competencies	15	15	30
Openness to Constructive Feedback	31	3	33
Other (Please Specify)	1	0	1
Other (Please Specify)	-	-	3

Table 3: Based on your experience, would you be inclined to hire NECC Human Service graduates and/or continue to serve as a practicum site in the future? (Check all that apply.)

(Number of Respondents = 36)

Answer Options	Percent	Number
YES – Would hire graduates	91.7	33
YES – Would serve as a practicum site	80.6	29
NO – Neither hire nor serve as a practicum site	0	0
NOT SURE	2.8	1

