

## HUMAN SERVICES DIVISION

### **Mission**

The Human Services Division will provide specialized student support services, technically oriented degree/certificate programs, and non-credit classes that will focus on student learning while maintaining the highest standards of academic excellence.

### **Vision**

The Human Services Division will be recognized for its varied and unique degree/certificate programs, its leadership in distance education, its commitment to student success, and for promoting driver safety through its state-of-the-art training facility.

### **Core Values**

**Excellence-**We seek excellence in all our endeavors and we are committed to continuous improvement.

**Intellectual Freedom-** We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

**Diversity-**We respect others and value diversity of opinions, freedom of expression, and other ethnic and cultural backgrounds.

**Integrity-**We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

**Service-** We believe that serving others is a noble and worthy endeavor.

**Stewardship of Resources-** We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

## Goals, Critical Success Factors, Objectives, and Strategies

**Goal One. To be actively involved in enrollment management systems and activities which provide for the continued and organized growth of the Division.**

### **Critical Success Factors:**

- 2 new associate degree and/or certificate programs
- 2 new Precision Driving Training Center driving courses, credit and non-credit
- Modified curriculum per recommendations of program advisory boards
- Unduplicated divisional headcount enrollment of 1,300
- 5 % increase in number of minority students within the Division
- An enhanced image of the Division of Human Services and Precision Driving Training Center
- Secure funds for marketing and promotion of courses, programs and Precision Driving Training Center offerings
- 1 additional Internet course offering per year in appropriate degree programs
- 2 additional full time staff people within the Division
- 1 full time equivalent multimedia and distance learning support person
- Contingent upon finding, each Division employee attends 1 training activity every 2 years
- 2 additional cooperative agreements between the Emergency Medical Services program and the state technology centers
- Marketing strategies to promote Divisional credit and non-credit programs
- Expansion of the Human Services Education Center's physical space

***Objective 1.1: Develop and propose new degree programs and update current ones to meet the changing needs of our students as well as those of private and public agencies.***

### Strategies:

- Begin groundwork for Associate of Applied Science degrees and/or certificate programs in Public Safety/First Responder and Emergency Response Management as well as Homeland Security Administration.
- Modify the existing Associate of Applied Science degree in Crime Victim/Survivor Services to include an option in Critical Incident Responder.
- Review and modify existing police science courses and syllabi to reflect updated performance objectives issued by the Council of Law Enforcement Education and Training for the Collegiate Officer Program.
- Modify all Divisional courses and syllabi regularly.
- Survey the emergency medical training needs of local, state and national entities.

***Objective 1.2: Develop new cooperative/articulation agreements with other colleges, universities, technology centers and business/industry entities.***

## Strategies:

- Consider expansion of the Collegiate Officer Program offerings via distance learning to 2 sites.
- Explore the possibility of an articulation agreement between the Oklahoma State University-Oklahoma City Crime Scene Investigation-Associate of Applied Science degree and the University of Central Oklahoma's forensic science degree.
- Work with the University of Science and Arts of Oklahoma or the University of Central Oklahoma in developing a 2+2 agreement for a Bachelor's degree in Sign Language Interpretation.
- Explore possibility of a Cooperative agreement with Eastern Oklahoma County Technology Center in the Firefighter I program.
- Complete cooperative agreement with R-I-G (Research International Group).
- Pursue Emergency Medical Services cooperative/partnerships with YORK Manufacturing and University of Oklahoma athletic program.
- Explore potential partnerships with local, state and national law enforcement agencies to provide tactical medical support courses.

***Objective 1.3:*** Provide staff development opportunities for all divisional faculty and staff at least once every 2 years.

## Strategies:

- Send faculty and staff members to trainings/seminar classes pertinent to professional development in their respective discipline.
- All Divisional faculty and staff will participate in campus faculty/staff training opportunities.
- Encourage Divisional faculty and staff involvement with the Faculty/Staff Development Committee in identifying training needs.
- Develop a plan for training adjunct faculty on Oklahoma State University-Oklahoma City operating procedures and all aspects of teaching within the Division.

***Objective 1.4:*** Develop an effective program for recruiting and retaining a diverse student population.

## Strategies:

- Obtain schedules for and attend college day activities at local area high schools and at the Oklahoma School for the Deaf.
- Collaborate with the Enrollment Management Office to coordinate recruitment activities for the Division.
- Cooperate with campus support programs to recruit and/or provide services to minority students.

- Exhibit at statewide conferences in order to publicize programs and recruit new students.
- Participate in Operation Orange annually.

***Objective 1.5:*** Encourage each full and part-time faculty member to offer distance education courses within their degree/certificate program.

Strategies:

- Begin developing on-line courses in the Municipal Fire Protection and Emergency Medical Services programs.
- Explore delivering Crime Scene Investigation-Associate of Applied Science courses to Cameron University via interactive television.
- Explore offering American Sign Language I and American Sign Language II through appropriate technologies to other institutions across the state.
- Add one additional receive site for the Certificate of Mastery in Early Care Education Administration.
- Create alternate methods of delivering Certificate of Mastery curriculum statewide.

***Objective 1.6:*** Improve visibility of the Division and the Precision Driving Training Center.

Strategies:

- Work with the Public Information Office and possibly outside marketing consultants to develop new types of recruitment campaigns through all forms of media.
- Strengthen relationship between Oklahoma State University-Oklahoma City and business and industry as well as campus constituents.
- Precision Driving Training Center will submit a comprehensive marketing budget to Administration.
- Secure up-to-date display equipment.
- Maintain updated printed material to promote Division programs and the Precision Driving Training Center.
- Expand the Division of Human Services and Precision Driving Training Center web page.
- Encourage faculty to present at local and national conferences within the disciplines.
- Encourage faculty and staff participation in community service projects, maintain working relationships with existing professional organizations, and engage in other networking opportunities.
- Offer annual activities such as the Bike Rally and Rescue Fest which bring the community to campus and highlight Divisional programs and services.
- Encourage Division and Precision Driving Training Center employees to secure membership in professional associations/meetings.
- Increase interactions between the Precision Driving Training Center and business and industry by securing 3 memberships with professional safety associations per year and by participating in at least 6 safety conferences per year.

***Objective 1.7:*** Expand the Human Services Education Center and Interpreter Training facilities/classrooms to meet current and future needs of a growing Division.

Strategies:

- Perform feasibility study to determine Human Services Education Center expansion options and begin working toward achieving the most appropriate course of action toward expansion.
- Better utilize physical space by expanding afternoon and weekend class offerings.
- Submit a proposal to Administration to add a second motorcycle training range on the current Precision Driving Training Center skills pad.

***Objective 1.8:*** Initiate a proactive equipment replacement plan that addresses the ever-changing development of technology and reduces the need to appropriate larger amounts of monies for reactive equipment replacements.

Strategies:

- Upgrade laboratory equipment in all disciplines as needed.
- Upgrade classroom equipment annually for use in instructional delivery.
- Purchase digital cameras (a minimum of 6 per year) and accessories in order to upgrade the Crime Scene Photography course.
- Replace a minimum of 4 sets of firefighter protective equipment each year.
- Replace current Interpreter Training Program lab equipment with digital technology.
- Upgrade faculty and staff office computers.
- Purchase a Divisional laptop computer to be used for off campus presentations.
- Submit a proposal to Administration to purchase an all-weather utility cart to increase Precision Driving Training Center driving course efficiency.
- Precision Driving Training Center will assess need for SkidCar upgrade/maintenance and plan accordingly through Project Management.

***Objective 1.9:*** Utilize the expertise of Program Advisory Boards to maintain quality curriculum and degree certificates/degree programs.

Strategies:

- Seek new Advisory Board members as needed for all program advisory boards and meet with these members 1-2 times per academic year.
- Develop a new advisory board for the proposed Public Safety - Emergency Response Management, First Responder, and Critical Incident Responder degree programs/emphasis.

***Objective 1.10:*** Increase the number of support staff within the Division and the Precision Driving Training Center to better serve the needs of students, staff, faculty and the community.

Strategies:

- Recommend the hiring of 1 additional full time equivalent Division secretary.
- Recommend the hiring of 1 additional full time equivalent staff person for the Precision Driving Training Center.
- Actively recruit diverse applicants to fill Precision Driving Training Center and Divisional faculty/staff positions.
- Increase temporary Precision Driving Training Center driving instructors by 10.
- Secure 2 additional work study students to work within the Division.
- Request 1 full time equivalent multimedia and distance learning support person for the Division.
- Hire a full time equivalent early care education academic advisor to mentor students in the statewide early care education certificate of mastery program.
- Maintain current job descriptions that accurately reflect work to be performed by Divisional and Precision Driving Training Center instructors and staff.

*Objective 1.11: Maintain day-to-day operating needs of the Division.*

Strategies:

- Each Department will submit a proposal for operational/maintenance funds through Project Management to include but not limited to travel, operational supplies, communications, contractual and creative services.

**Goal Two. Improve student success and satisfaction by providing appropriate and necessary educational experiences and services.**

**Critical Success Factors:**

- Increase Institutional funding for the Division and Precision Driving Training Center to adequately support anticipated growth
- Incorporate community service projects or internships into 40% of the technical occupational specialty courses
- Increase use of technology in instructional delivery
- Each degree program will provide documentation of student performance through the assessment process
- 80% of graduating students will indicate a satisfaction rating of *Good* or above in classes within their major field of study
- Increase the graduation rate of each academic program by an average of 5% per year over 5 years
- Increase student retention rate in each academic program by 5% per year over 5 years.
- Secure 10 additional student internship sites
- Hire 4 additional 12-month faculty members
- Increase the number of Divisional fee waiver scholarships awarded by 10% over 5 years

***Objective 2.1:*** *Secure funding through grants and university funding to ensure innovative learning environments for students.*

Strategies:

- Utilize Project Management to secure needed funds to adequately support the operating needs of the Division.
- Request funding assistance from Title 13 and Perkins funds for procurement of needed equipment in Divisional programs.
- Increase equipment within the early care education laboratory to create 10 unique interest centers within early care education facilities.
- Secure funds to hire additional adjunct faculty to met the instructional needs of a growing Division.
- Apply for the Oklahoma Highway Safety Office grant (Precision Driving Training Center).
- Submit a proposal to Administration to purchase motorcycles in order to continue with the Precision Driving Training Center motorcycle safety training program.

***Objective 2.2:*** *Ensure program and course completers achieve the level of competence expected by their employers by utilizing the outcomes assessment process.*

Strategies:

- Create course-embedded assessment activities and evaluate their effectiveness in assessing student performance.
- Incorporate proficiency projects in appropriate Divisional courses to ensure minimum program standards are maintained.
- Continued review and modification of the Occupational Proficiency courses as well as the Assessment Processes.
- Develop a method to document assessment results, curriculum modifications implemented, as well as a process for discriminating outcome assessment results to campus representatives that will benefit from such information.
- Secure funds through Project Management to pay assessors involved in all Divisional Assessment Center processes.
- Develop an employment tracking system for program graduates.

**Objective 2.3:** *Improve student success by utilizing technology in the classroom.*

Strategies:

- Upgrade computer technology in each classroom to support faculty in the delivery of course curriculum.
- Add Blackboard on-line component to 40% of all courses.

**Objective 2.4:** *Incorporate appropriate learning assessment activities in each class within the student's major field of study.*

Strategies:

- Integrate course embedded activities and/or proficiency projects into all Divisional courses.
- Integrate a computer competency component in 60% of all Divisional courses.

**Objective 2.5:** *Work closely with the Academic Technology staff to incorporate new technologies into traditional as well as distance learning classes.*

Strategies:

- Upgrade distance learning equipment in Human Services Education Center 130 and 115 to ensure the highest quality of curriculum delivery to off campus sites statewide.
- Add two interactive video distance learning classrooms in Human Services Education Center.
- Encourage all full time and adjunct faculty to participate in technology trainings offered by Academic Technology staff.

**Objective 2.6:** *Cooperate with the Office of Financial Aid and Scholarships and Institutional Advancement to secure additional funding opportunities for students.*

Strategies:



- Complete all details of the Municipal Fire Protection/Police Science student apartment scholarship/aid program offered by community donor.
- Seek additional student recipients of Oklahoma State University-Oklahoma City fee waiver scholarships.
- Continue to work and collaborate with the Teacher Education and Compensation Helps scholarship program to secure funds for early care students.

***Objective 2.7: Ensure appropriate technical training for all students within the Division.***

Strategies:

- Create partnerships with professional entities in each program discipline to provide educational internships sites for student field experiences.
- Secure funds to hire 4 full time equivalent faculty members to teach within Divisional programs.
- Expand Associate of Applied Science in Alcohol and Substance Abuse Counseling to include hands-on laboratory experiences.
- Maintain a proactive Emergency Medical Services clinical program that provides students with progressive feedback and a dynamic environment that meets their clinical needs.

***Objective 2.8: Enhance the student academic experience through computer aided technology.***

Strategies:

- Begin offering components of traditional and distance learning class instruction on Blackboard.
- Install computer lab in Human Services Education Center with software and other technology for each discipline within Human Services.
- Technologically equip Interpreter Training Program classroom (Engineering Technologies 112) with a computer, Internet access and other equipment necessary.
- Implement computerized Emergency Medical Services clinical scheduling to create an efficient clinical arrangement for students.
- Develop multimedia supplements to enhance course curriculum/delivery and make available to students via the campus bookstore.

***Objective 2.9: Recruit and retain quality instructors, full/part time as well as adjunct, to handle the increased student numbers.***

Strategies:

- Work with the Center for Early Childhood Professional Development Educator Registry to locate qualified adjuncts for the Early Care Education Administration program.

- Support adjunct instructors with an appropriate adjunct office in Human Services Education Center with access to telephones, computer, mail boxes and comfortable seating.

***Objective 2.10:*** *Continue to participate in research and education regarding Geriatric Pre-hospital care.*

Strategies:

- Utilize information obtained through research regarding geriatric pre-hospital care to educate Emergency Medical Services students to the need of specialized training for the care of the geriatric population.

***Objective 2.11:*** *Work with the Office of Student Activities to create/support appropriate student organizations within the Division.*

Strategies:

- Facilitate the growth of the new Emergency Medical Services student organization.
- Consider the development of an Oklahoma State University-Oklahoma City Early Care Education student organization.

**Goal Three. Provide public safety programs and services to meet the present and future needs of the general public, business and industry, emergency vehicle operators, and the academic community.**

**Critical Success Factors:**

- Identify 2 new driver safety issues and incorporate training into existing curriculum
- Develop a measurement tool that will assess effectiveness of Precision Driving Training Center driving programs
- Equip Human Services Education Center classrooms with the latest technology so that Precision Driving Training Center curriculum can be delivered in state-of-the-art fashion
- Develop 2 new relationships with constituents per year

***Objective 3.1:** Collaborate with federal, state, local business and industry as well as Oklahoma State University-Oklahoma City to maintain, develop and expand present and future driver safety programs.*

Strategies:

- Strengthen relationship with student services to promote and recruit students for credit classes.
- Strengthen relationship with academic affairs divisions to identify future credit training needs, as well as to promote current offerings.
- Participate in external federal, state and business and industry events through association memberships, committee participation, conference attendance, guest presentations.

***Objective 3.2:** Improve program curriculums to meet present and future training needs.*

Strategies:

- Review of present course curriculums annually.
- Research latest technological advances to enhance course delivery.

**Goal Four. Evaluate Precision Driving Training Center processes to ensure compliance with institutional policies.**

**Critical Success Factors:**

- Develop core policies and procedure manual for Precision Driving Training Center staff
- Develop credit hour lab fee policy for Precision Driving Training Center courses
- Develop Precision Driving Training Center employee benefits policy for Oklahoma State University-Oklahoma City employees

*Objective 4.1: Create and maintain policies and procedures critical to exemplary service.*

Strategies:

- Implement and update Precision Driving Training Center operational policies and procedures as required/needed.
- Submit credit hour lab fee policy for Precision Driving Training Center courses to Administration of review and endorsement.
- Submit Oklahoma State University-Oklahoma City employee benefit policy for staff attending Precision Driving Training Center courses to Administration for review and endorsement.