

**Agenda Item:** I.A.**DATE:** April 21, 2016**SUBJECT:** East Tennessee State University, Master of Science – Human Services**ACTION RECOMMENDED:** Approval

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**BACKGROUND INFORMATION:** Building upon an accredited baccalaureate degree program in Human Services, East Tennessee State University proposes to offer a Master of Science (MS) in Human Services. This graduate program will enhance the academic and professional growth of students seeking additional qualifications to advance in their careers. ETSU is strategically positioned to gain leadership in this field due to the limited number of master’s programs in Human Services.

The proposed Human Services MS degree will provide the skills and knowledge necessary for students and professionals in the helping professions to significantly improve personal, social, and community problems. Students will be able to obtain the credential as a Human Services-Board Certified Practitioner. This credential is endorsed by the accrediting agency for human services programs – Council on Standards for Human Service Education. Students will be taught by faculty that have significant scholarly and practitioner experience in the field.

**PROPOSED IMPLEMENTATION DATE:** Fall 2016

**1.1.20A MISSION:** The proposed Human Services MS program supports ETSU mission of “providing outstanding programs of study, enhanced access to education, and distinctive educational and research opportunities to attract students from around the region and the world.” The program aligns very well with the *ETSU Vision 2036* strategic plan in the areas of access, student success, diversity, enrollment of traditionally unrepresented students, increase in distance education, and expansion of community service. Community participation and internships with helping organizations and educational institutions across the state and nation will mutually benefit ETSU students and the people served by the proposed program in Human Services.

**1.1.20B CURRICULUM:** The proposed Human Services MS degree program will require completion of 36 hours including 24 hours of major field core, 9 hours in guided electives, and a three hour capstone course. Graduate students will also be required to participate in an internship to gain skills to effectively assist clients in problem resolution and personal and social development. The program curriculum aligns with the accreditation standards from the Council on Standards for Human Service Education. Courses will be offered in online, traditional and hybrid formats.

**1.1.20C ACADEMIC STANDARDS:** Applicants must meet admission requirements of the School of Graduate Studies and the program. Program admission requires the following: bachelor’s degree, a minimum 3.0 overall undergraduate GPA, resume, three letters of recommendation, and an essay outlining career expectations and goals. Because of the importance of interpersonal skills in the field of human services, applicants whose documents indicate a potential for success will be invited for an interview with graduate program faculty.

**Projected Program Enrollment and Productivity**

The assumptions for productivity are based on full-time students completing the program in two years while part-time students will complete the program in three years. Full-time students are projected to enroll in nine credits per semester and part-time students will enroll in six credits.

Year	Full-Time Enrollment	Part-Time Enrollment	Total Headcount	Graduates
2016	8	6	14	--
2017	18	14	32	8
2018	20	22	42	16
2019	20	24	44	18
2020	20	24	44	18

**1.1.20D FACULTY:** The proposed program will be supported by the five graduate faculty members in the Department of Counseling and Human Services. Two additional faculty will be needed for the program and will be added in the first and third year of program implementation. One graduate assistant is requested and will assist faculty with organization and maintenance of online classes.

**1.1.20E LIBRARY RESOURCES:** The Sherrod Library at East Tennessee State University provides access to discipline-specific resources to support the proposed program. Because related programs in counseling, social work, psychology, and undergraduate human services are in place, library collections are strong in this field. Also, the library has a full-time Distance Education Librarian dedicated to helping online students with their research and ensuring students have the tools they need to succeed.

**1.1.20F ADMINISTRATION/ORGANIZATION:** The proposed Human Services MS program will be offered through the Claudius G. Clemmer College of Education, Department of Counseling and Human Services. A faculty member will receive course reassignment to serve as the graduate program coordinator for the proposed Human Services MS program.

**1.1.20G SUPPORT RESOURCES:** Students will have access to a wide range of support resources, including advising and mentoring support from faculty. The School of Graduate Studies provides a Graduate Program Specialist to assist students and the graduate program coordinator with admissions, matriculation and graduation.

**1.1.20H FACILITIES AND EQUIPMENT:** No additional facilities or equipment are needed for the proposed program.

**1.1.20I NEED AND DEMAND:** The establishment of the proposed Human Services MS program provides ETSU with a unique opportunity to develop a pool of well-trained human service managers. These managers will work in public and private human service agencies and organizations in positions such as child life specialists, family and patient advocates, and community health educators. Additionally, program graduates will be able to teach at community colleges to serve the large number of associate degree programs in Human Services.

According to the Bureau of Labor Statistics, employment projections for human service managers are expected to increase by 21 percent from 2012 to 2022. Additionally, the Bureau places human service employment categories in the top 30 fastest growing jobs for the next decade. In northeastern Tennessee, job openings in human services dominate advertising for all positions. Major employers of human service graduates such as Frontier Health, CRC Health Group and Youth Village have continuously advertised positions.

**1.1.20J NO UNNECESSARY DUPLICATION:** The proposed program will be the only Human Services MS program in Tennessee. According to the Human Services Educational Directory, this discipline is rapidly expanding with over 200 associate degree programs, 70 baccalaureate programs and 30 master's programs in the United States. Many states surrounding Tennessee have numerous associate and baccalaureate programs, offering opportunities for this state to provide education at the graduate level.

**1.1.20K COOPERATING INSTITUTIONS:** N/A

**1.1.20L DIVERSITY AND ACCESS:** East Tennessee State University aspires to be an institution that celebrates diversity by welcoming all students, faculty and staff as respected and valued participants in the University's educational mission. The Department of Counseling and Human Services has demonstrated an active commitment in providing campus diversity training and promoting diversity with the establishment of diversity awards.

**1.1.20M ASSESSMENT/EVALUATION AND ACCREDITATION:** The proposed Human Services MS program will seek accreditation from the Council on Standards for Human Service Education (CSHSE). In preparation for the self-study, program faculty will collect assessment results such as capstone performance, surveys, and course and faculty evaluations. The program will seek CSHSE accreditation after the program has completed the five-year post-approval monitoring.

**1.1.200 EXTERNAL JUDGMENT:** External review of the proposed Human Services MS program was conducted during an institution site visit on October 6-7, 2015. Dr. Kyra Osmus, Professor of Human Sciences in the Department of Counseling and Human Sciences at Mercer University, served as the external reviewer.

Dr. Osmus recommended approval of the program and stated that the “Department of Counseling and Human Services is poised to offer a well-designed and much-needed master’s degree in human services. The conversations with key people on the ETSU campus, as well as graduates of the undergraduate human services program who are employed in human services organizations were unanimous in their support for not only the department, but for the proposed program. The department has an excellent reputation in those circles.”

**1.1.20P COST/BENEFIT:** The proposed Human Services MS program will be funded through additional tuition revenues generated by the program and no institutional reallocation of funds is necessary for program implementation.

**1.1.30 POST APPROVAL MONITORING:** An annual performance review of the proposed program will be conducted for the first five years following program approval. The review will be based on benchmarks established in the approved proposal. At the end of this period, the campus, governing board and Commission staff will perform a summative evaluation. The benchmarks include, but are not limited to, enrollment and graduation, program cost, progress toward accreditation and other metrics set by the institution and agreed upon by governing board and Commission staff. If benchmarks are not met during the monitoring period, the Commission may recommend that the governing board terminate the program. If additional time is needed and requested by the governing board, the Commission may choose to extend the monitoring period.