

CALIFORNIA STATE UNIVERSITY, EAST BAY

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TO: The Academic Senate

FROM: Committee on Academic Planning & Review (CAPR)

SUBJECT: Five-Year Program Review for Social Work Programs

PURPOSE: For Action by the Academic Senate

ACTION REQUESTED: Acceptance of the Five-Year Program Review of Social Work Program and approval of continuation of the program without modification

Executive Summary

- The Social Work Department offers a graduate program leading to the degree Master of Social Work (MSW). The program began in 2003, and was granted accreditation retroactive to the 2003-2004 academic year by the Council on Social Work Education; this accreditation remains in effect until 2010. This is the first review of the Social Work program at CSUEB.
- The program began with a total of 50 students at both the Hayward and Concord Campuses. Since then the program has grown annually and in 2007, the program had 207 students at both campuses. While the student enrollment grew four times as large, the tenure track faculty only grew from two to seven. This has put a strain on the program's resources.
- The Social Work program has a Mission Statement and Program goals and objectives that speak to graduating culturally competent social workers in the areas of Children, Youth and Families and Community Mental Health. The MSW is offered at both campuses.
- There are currently six tenured and tenure-track faculty. There are also six T-12 full-time lecturer positions and one T-12 .70 lecturer position, five annual lecturers, and 9 part-time lecturers. They are currently conducting a search to replace a faculty member (practice and research) who resigned in Spring 2007. External accreditation standards require all MSW departments to have a minimum of six full-time faculty and to maintain a faculty to student ratio of 1:12, the program's FS ratio is close to this ratio at 11.3.
- The program's external review is positive regarding the program's initial start and program development and anticipates improvement by the time of the next review. The program's five year plan is ambitious and reflects the need build the infrastructure to support the current future student population at both Hayward and Concord, and envisions growth in the area of gerontology concentration as well as the Concord program. There is also a need for a stand-alone program in Oakland (similar to that in Concord) that is only limited by the lack of faculty and staff resources.

2. CAPR Recommendation for Continuation of the Program

CAPR recommends the continuation of the Social Work program without modification. The date of the next Five-Year Review is 2012-2013.

CAPR Report

1. BACKGROUND

1.1 Overview description of the program

- The Social Work program is a relatively new stand-alone program having launched in 2003 after separation from the Sociology Program.
- The Social Work program offers graduate study leading to the degree Master of Social Work (MSW).
- The program is accredited by the Council on Social Work Education and is designed to train social workers for leadership and direct practice positions in the social work field.
- The Social Work program is a two year program for students who completed a baccalaureate program as well as for those persons who have been working in social work agencies and want to enhance their knowledge and professional skills.
- In a student's first year of the program, they study foundation social work policy, theory and practice, and participate in internships. In the second year, students select one of two options: the Community Mental Health or the Children, Youth and Families option.
- The Social Work program is offered at both the Hayward campus and Concord campus. Students enrolled at the Hayward campus attend classes and field internships during the traditional academic calendar year of Fall, Winter, and Spring for a total of six quarters. Students enrolled at the Concord campus attend a total of eight quarters of study including two summer sessions which last for 13 weeks each summer and include intensive training and study.
- The objective of the Social Work program is to train social workers who can work with individuals, families, groups and organizations and who are charged with responding to societal problems such as poverty, family issues, mental illness, child welfare, aging and other social issues.
- The program prepares individuals to be agents for change and to work effectively in an "increasingly complex, culturally and racially diverse society and to understand and respond to racism, sexism, homophobia and other forms of oppression that create and maintain barriers to an individual's well-being and effective participation in American society."
- The program began with two faculty moving over from the Sociology Program. Since then, it has built itself into a stable program with six tenure track faculty, a seventh Tenure Track position beginning in Fall 2008, and numerous lecturers.
- The number of students has grown from 50 students at both campuses in 2003, to 217 enrolled students in 2007. While student enrollment has shot up 450%, reflecting the pent up need for an accessible Social Work program in the East Bay, the tenure track faculty has increased only from 2-7 positions.
- Given the rapid growth and limited resources, the program decided to cap enrollment for the 2008-2009 academic year so that entering students will have reasonable access to faculty and staff resources in the program. Current resources have "proven to be inadequate to provide the quality teaching, supervision and overall management necessary to support additional enrollment growth."

1.2 **Overview of the documents submitted to CAPR:**

The report to CAPR included:

- A Self – Study “5-Year Program Review and Plan, 2003-2008”
- Department of Social Work Draft Five Year Plan
- CSU East Bay Masters of Social Work Program Response to Concerns of the Council on Social Education’s E Commission on Accreditation, April 1, 2008
- Report of the Commission on Accreditation
- Courses offered
- Institutional Data

2.0 **Self-study Report**

▪ *Summary*

Curriculum and Student Learning:

The Social Work program has a clear Mission Statement and Program goals that guide its work. The program’s Mission Statement states in part, “The California State University East Bay MSW program is committed to graduating culturally competent urban social workers in the areas of Children, Youth and Families and community Mental Health. Social work graduates are prepared to address individual, family, group and community needs caused by inequalities of class, ethnicity, gender, age, sexual orientation and other forms of social injustice.”

The program’s goal is to educate social workers who will be able to practice in increasingly complex, culturally and racially diverse communities. Students will develop skills to support and leverage their leadership roles in public social service organizations that address societal problems, to prepare social work practitioners who are capable of autonomous practice with diverse populations of individuals, families, groups, organizations, and communities, and to serve, advocate, empower and mobilize client communities to address the needs of underserved, poor communities. They also seek to provide social work graduates with a foundation in ethical urban advanced practice methodologies and demonstrate competence in addressing issues of race, culture, and class, sexual orientation, disability, gender and aging and to prepare social workers who are research-informed practitioners who critically evaluate ethical and scientific approaches to social work practice.

The program objectives include having students be able to integrate the principles, values and ethics of the social work profession into their practice, to demonstrate achievement of the professional use of self in practice, to apply critical thinking skills in professional context, and to analyze and apply knowledge to assessment and intervention in social work practice. Also, MSW students will be able to advocate effectively for social and economic justice, achieve competency in working with diverse populations, and be able to demonstrate oral, written, and interpersonal skills to communicate effectively at the individual, group, and community level.

The Social Work program is a graduate level program that leads to the degree of Master of Social Work (MSW). The degree program is designed to train students to become social workers and is accredited by the Council on Social Work Education. A hallmark of the program is that it has a multicultural focus which prepares social work students to

work in both non-profit and public agencies and to be proficient in working with diverse multicultural populations in urban and suburban communities.

The MSW program is a two year program with 88-89 quarter units of credit. The first year consists of foundation social work policy, theory, and internship classes. The second year is the advanced year where students select either the Community Mental Health or the Children, Youth, and Families option. Second year courses are based on the option selected by the students.

Students take foundational courses including: SW 6000 Human Behavior and Social Environment, SW 6001 Human Behavior and Social Environment II, SW 6010 Race, Gender, and Inequality in Social Work Practice, SW 6011/12/13 Generalist Practice I/II/III, SW 6020/21/22 Field Instruction I/II/III, SW 6030 Social Welfare Policy: History and Philosophy, SW 6032 Social Work Research. In the Second year in the Children, Youth and Families option, courses include various courses in Advanced Micro and Mezzo Practice, SW 6932 Qualitative and Quantitative Analysis, and an Integrative Seminar (Capstone) course. In the advanced year in Mental Health option, courses include SW 6405 Community Mental Health Seminar, various courses in Advanced Micro and Mezzo practice, additional field instruction, SW 6932 Qualitative and Quantitative Analysis, and SW 6959 Integrative Seminar (Capstone).

The MSW program is offered independently at both the Hayward campus and the Concord campus. At the Hayward campus, students attend classes and field internships fall, winter, and spring quarters for a total of six quarters. Students enrolled at the Concord campus attend classes in the evenings and complete a total of eight quarters of study (fall, winter, spring, and summer). In both summers, students attend field placements for 13 weeks of intensive training and study.

Students in the MSW program develop the analytical skills that are needed to explore new models of social work delivery and organizational design. In addition, they experience an intensive field work experience where they work with skilled professional social workers and apply the analytical and social work skills learned in the classroom.

Student, advising, and retention:

The program has grown from its original 50 students in 2003 to 207 in Fall 2007, an increase of 450 percent in five years. They awarded 30 degrees to the first cohort in 2005 and this has risen to 48 in 2006 and 102 in 2007 (80 at Hayward and 20 at Concord).

- The tenure track faculty grew from 2 to 7 or 250 percent during the same time period. The rapid expansion has been reconsidered and will be adjusted for the 2008-2009 academic year to cap the enrollment of the department to ensure entering students have reasonable access to faculty and staff resources in the department.
- The current enrollment and level of faculty support is “dangerously close to exceeding the Council on Social Work Education’s required ratio of 12 to 1. SFR has declined slightly from 12.5 in 2004 to 11.3 in 2006. The average section size was 18 in 2006 and the number of sections offered rose from 10 in 2003 to 22 in 2005 and 32 in 2006.
- As of Fall 2007, according to the most recent annual report dated 2006-2007, the program uses a variety of measures to monitor achievement of program objectives. Program objectives are achieved primarily through the delivery of foundation and advanced curriculum and field education. The program’s assessment plan evaluates student performance in terms of knowledge, values, and skill acquisition at both the foundational and advanced levels.

- The program also uses field instructor ratings of student performance in both years. The program also revised their departmental thesis with a capstone project. The faculty created a step-by-step guide to the capstone project in Spring 2007. They have also implemented various assessment methods around the capstone project which already has produced favorable results from student evaluations.
- The program also conducted an alumni survey of 60 graduates using Survey Monkey. This was conducted in January 2008. There were 30 responses (50% response rate). Alumni were asked if their education at CSUEB prepared them for their current job and 67 percent felt it did strongly, and another 26 percent indicated somewhat. 90 percent would recommend the program to someone interested in an MSW. In response to the seven core program objectives, the benchmark of 80 percent of respondents reported being excellently or well prepared in relation to advocacy and diversity objectives, and 65 percent reported they were well or excellently prepared in terms of social work values and ethics. As this was the first and only survey results, there further surveys of ongoing graduating classes will be conducted to compare these initial results to future responses.

Faculty:

- The Social Work Program currently consists of six tenured and tenure track faculty. They are involved with a search to replace a faculty member (research and practice) who resigned in Spring 2007. External accreditation standards require all MSW departments to have a minimum of six full time faculty members and to maintain a faculty to student ratio of 1:12. There is only one full professor and he plans to retire in a few years. In addition, the department has six T-12 full-time lecturer positions and one T-12 .70 lecturer position. They have five annual lecturers with entitlements, and nine rotating temporary lecturers.
- It is noted that compared to other universities in the area, the CSUEB tenure track cohort is smaller than other MSW programs and San Francisco State's program has twice the number of tenure track faculty as East Bay's program.

Resources:

- The program is in need of additional administrative assistance. There is currently only one 1.0 position supporting the entire program. The challenge this creates is indicated by this example: Applications for the MSW program have increased from 100 to 300 per year and each one requires three hours of handling time. Other areas of growth include increased number of field placements from 50 to 200. The Field director needs direct administrative support.
- The Title IV-E administrative Assistants (1.5) support the 60 students who are recipients of the Title IV-E grant, but they are limited in the amount of assistance they can provide to non-Title IV-E office functions. Compared to other universities, the program is understaffed.
- Concord Campus – while enrollment has grown steadily at the Concord Campus, they are limited in providing adequate services to the students who attend this stand-alone program due to the lack of a full-time T-12 faculty onsite and an administrative assistant. Currently, there is no one onsite to staff the MSW office, which is very frustrating to the students as they have no one to assist with onsite questions. There is an urgent need for additional faculty and administrative support services at the Concord campus.

Unit Requirements:

- The MSW degree program requires completion of 88 quarter units (89 quarter units for Title IV-E or Calswec II students), distributed among core courses, option courses, elective courses, and a graduate paper (Capstone or thesis).

2.2 Summary of supporting data

Statistical Analysis of the Program

Source of Data: CSUEB Institutional Data

A. Students	2003	2004	2005	2006	2007
1. Undergraduate	0	0	0	0	0
2. Graduate	50	96	117	169	207
3. Total Number of Students	50	96	117	169	207
4. FTES Generated	54.1	101.9	121.3	150.3	In process
B. Degrees Awarded	02-03	03-04	04-05	05-06	06-07 & 07 to date
1. Undergraduate	*	*	0	0	0
2. Graduate	*	*	30	48	82/20
3. Total	*	*	30	48	82/20
C. Faculty Information	2003	2004	2005	2006	2007
Tenured/Track Headcount					
1. Full-Time	2	5	5	7	6
2. Part-Time	-	-	0	0	0
3. Total Tenure Track	2	5	5	7	6
Lecturer Headcount					
4. Full-Time	-	-	3	5	-
5. Part-Time	6	6	6	9	-
6. Total Non-Tenure Track	6	6	9	14	-
7. Grand Total All Faculty	8	11	14	21	-
Instructional FTE Faculty					
8. Tenured/Track	1.3	4.3	5.0	6.0	-
9. Lecturer	1.9	3.9	5.4	7.3	-
10. Total Instructional FTEF	3.2	8.2	10.4	13.3	-
Lecturer Teaching					
11. % Lecturer/Total Instructional FT	58.3%	47.5%	51.7%	54.8%	-
12. FTES Taught by Lecturer	36.5	55.2	61.9	83.3	-
13. % FTES Lecture/FTES Generated	67.5%	54.2%	51.0%	55.5%	-
D. Student/Faculty Ratios	2003	2004	2005	2006	
1. Tenured/Track	13.2	10.9	11.9	11.2	
2. Lecturer	19.6	14.2	11.6	11.5	
3. SFR By Level (All Faculty)	17.0	12.5	11.7	11.3	
4. Number of Sections Offered	10	23	22	32	
8. Average Section Size	20	17	21	18	

Ethnicity of Students 2006-2007 (Source of Data: IPT CSWE Statistics Dept. Database)

Category	# of Students	% of Students
Female	171	82.61%
Male	36	17.39%
Native American	3	1.45%
Asian/Pacific Islander/Filipino	19	9.18%
African American	41	19.81%
Latino	33	15.94%
White	84	40.58%
Multi	4	1.93%
Other	16	7.73%
Unknown	7	3.38%

3. Five Year Plan

The Social Work program has great potential to grow in the next five years and is limited only by its lack of infrastructure support for development and growth. The program has several future tasks it wants to achieve:

Curriculum:

- For the next five years, the program seeks to grow its infrastructure to support its current student population. This would require building capacity for the Concord program by a) adding a full-time T-12 MSW lecturer who can become the Concord campus coordinator, outreach/admissions person, graduate advisor, and teach core courses and b) hiring additional office staff. The program also anticipates revising the Concord Campus model and developing Hybrid and Online Course offerings to better serve the needs of Concord campus students.
- The program also envisions increasing the course offerings and updating the descriptions of current course listings.
- Furthermore, the Human Services Directors in Alameda and Contra Costa Counties, who hire and employ many of the program's graduates, have requested several options for the Social Work program including online and hybrid courses for working students.
- The program is also in the process of developing a proposal to grow another track focused on gerontology. This track has been requested by Adult protective services in both Contra Costa and Alameda counties and they have pledged to send their bachelors level employees to CSUEB along with other potential students. Since at present there are no tenure track faculty with this specialization, this would require the hiring of two additional tenure track faculty and administrative support.

Preparing for Reaccreditation:

- The Social Work program is schedule for reaccreditation commencing fall 2010. This is a multiple year, costly effort that includes faculty and staff time devoted to preparation of various materials including development of preparation materials including self-study, hosting the site visit, development of accreditation review brief, and preparing a program response to the accreditation review.

Future Assessment Plans:

- The Social Work program plans to continue with its current assessment plan as approved by its external accrediting body. The program will update its assessment plans to address the new Educational Policy and Accreditation Standards passed in April 2008. This will require that the SW program continues to remain diligent on the assessment process and the continuation of assigned time to implement the assessment process.
- The SW program will convert most of its assessment documents to Survey Monkey to ensure ease in gathering data. They have purchased the program and are training its faculty to use it to conduct departmental and individual research.

Department Needs for Faculty and Resources:

- The SW program has both immediate and future needs:
- Immediate needs include contiguous office space to support the program's continued growth. One of the concerns of the Council on Accreditation was adequate space for faculty and staff. There is a need for at least two additional offices for the new TT position which starts in the Fall and the full-time MSW field liaison position.

- The SW program also needs additional positions in the following areas: a full-time T-12 MSW lecturer to coordinate the Concord campus; one additional administrative staff member on the Hayward campus to support field and faculty and the development and support of the Gerontology concentration; and one additional .50 staff on the Concord campus to support the Concord faculty, coordinator, and students.
- One Research TT faculty position with an aging sub-specialization in gerontology.
- One Gerontology TT faculty position to support the development of a core concentration and allow the program to increase its enrollment numbers.
- Future needs will include replacement of the only Full Professor in the program who has experience in administrative and curricular structure and may retire in the next five years. This would necessitate an open-rank hire of a TT professor with experience in race, gender, and inequality, community organization and advocacy.

4. OUTSIDE REVIEWER'S COMMENTS & THE DEPARTMENT'S RESPONSE

4.1 Outside Reviewer's Comments

- The Social Work program was established in the 2003-2004 academic year and granted accreditation retroactive to 2003-2004 by the Council on Social Work Education based on standards established by the CSWE Commission in 2006 after a site visit by the Commission. The SW program prepared for months for the site visit, which was the first onsite visit for the program.
- The program was reviewed by a site committee based on these standards and received a ranking of adequate, a concern, or a strength. In 2007, the CSWE identified eight areas of concern, which the program responded to in March 2007. The Commission on Accreditation reviewed this material and requested a second progress report with five areas of concern and requested the response by April 2008. The SW program responded in late March, 2008.

4.2 Program's response to outside reviewer's report

- The program addressed in depth the five CSWE concerns in a report prepared on April 1, 2008. The program responded with detailed responses to each of the five concerns.
- In regards to a concern that the program objectives were not aligned with Education Policy , Section 3, the program highlighted how each of the twelve Educational Policy, Section 3 objectives are reflected in the CSUEB MSW seven core objectives. In response to the concern that that program did not address how it taught communication skills, the program pointed out its seventh core objective is "communication" and illustrated the numerous ways the program emphasizes the role of communication.
- The program also addressed the concern of insufficient office space for faculty.
- In response to Accreditation Standards 8 regarding the need for the program to show how classroom assignments and field evaluation instruments are linked to specific program objectives, the program developed detailed tables to highlight how the program's objectives related to direct and indirect assessment measures. They also included a table that demonstrated benchmarks for direct and indirect assessment measures along with accompanying detailed explanations of the various assessment tools employed by the program, including revised plans for pre-post student surveys in the Field Seminar beginning in Spring 2008. The program has also shortened alumni surveys and will introduce a comprehensive alumni survey to all graduates upon the matriculation of the program's fifth graduating class beginning in late 2008 and subsequently every five years. They also are scheduled to develop an employer survey in 2010 to assess employer views of alumni preparedness.

- A final concern was that the MS program does not present findings on all of its measures. It only presents findings on the alumni survey and pre-test of students' assessment of program objectives, not the results of classroom assignments, nor does it present any post-tests of students' attainment of program objectives. The SW program demonstrated their compliance through a table of assessment outcomes by program objectives which illustrated the achievement of benchmarks on the program's core principles. The program also provided clarification of how course assignments intersect with overall program objectives through the use of a course syllabi matrix to monitor objective compliance for all courses and sections.
- The CSUEB MSW program will continue to use assessment data and feedback to strengthen its curriculum and program outcomes including the implementation of a Capstone Grading rubric, among other actions discussed above.

5. CAPR ANALYSIS OF THE PROGRAM'S FIVE-YEAR REVIEW

In the past five years the program has built an impressive program from scratch, imbuing the program with a strong emphasis on addressing critical social problems caused by historical inequalities. Starting with two faculty, the program has grown to seven tenure track and tenured faculty with over 200 students enrolled in 2007. This rapid growth has come at a cost, namely the ability of the program to provide the needed faculty and staff resources, particularly at the Concord campus stand alone program. Since the program's founding, it has been accredited by the Commission on Accreditation, the national accreditation for MSW programs, and has responded to the concerns of the Commission on Accreditation's initial eight concerns and subsequent five more concerns. They are enhancing and improving their delivery of a high quality social work program to their students. The two initial options and the proposal for a third option in Gerontology appear to be vital options to meet the needs of a rapidly growing complex service area.

Through assessment tools, students appear to be satisfied with the program's delivery of subject matter and hands on experience in the field that is critical for student success in the field of social work. The program is also sensitive to local employers of its students and has modified and adapted to meet these external needs while upholding a high standard of excellence.

Program changes and challenges

Program challenges include the need to develop new courses to reflect the myriad issues confronting the social work profession in the contemporary world. Another challenge is the need to modify the Concord campus model based on feedback from Concord students and develop hybrid and online course offerings which will be explored by the program and piloted as soon as Fall 2009. The impetus for these changes is feedback from students and employers in the CSUEB service region. Two large employers, in Alameda and Contra Costa Counties, have requested several new options, including a three year program, a downtown Oakland site, and tele-courses, both hybrid and on-line.

The program will continue with its current assessment plans as approved by its external accrediting body. They will also update their assessment plans to address the new Educational Policy and Accreditation Standards that started in April 2008

Resource challenges and needs

Resource challenges center on the lack of faculty and staff resources needed to sustain and grow the program. There is a need for two new faculty and staff for a new Gerontology option and there is an urgent need to have a consistent MSW faculty person (T-12 lecturer) at the Concord campus, in addition to support staff. Finding more office space to house its faculty is also an ongoing resource challenge. CAPR sees that the program has the potential to grow and expand, and to offer its program to more students in the university's regional service area. This, in turn, generates significant benefits to our community and to California as a whole.

6. CAPR RECOMMENDATION FOR CONTINUATION OF THE PROGRAM

CAPR recommends the continuation of the Social Work program without modification.

7. DATE OF THE PROGRAM'S NEXT FIVE-YEAR REVIEW

The next program review is scheduled for 2012-2013.