

# Social Service Worker

## Program Overview

Langara's [Social Services Department](#) offers a [Social Service Worker Certificate and a Social Service Worker Diploma](#), which are pathways into the workplace in as little as nine months, or to transfer to university to complete an undergraduate degree.

The Social Service Worker Certificate Program prepares students for immediate entry into all social service sectors, as well as for further education in Social Work and other helping professions. In addition to a Social Service Worker Certificate, students can also complete a Coordinated Social Service Worker Diploma by adding 30 Arts and Sciences credits to the Certificate.

## Self-Study

Social Service Worker launched its program review in academic year 2022/23 with a Self-Study. The primary Self-Study writer was Margo Nelson, Department Chair of Social Services. Additional support was provided by:

- Melissa Roberts (Division Chair, Community Programs)
- Elizabeth Barbeau (Dean, Faculty of Social Sciences and Community Programs)
- Sunita Wiebe (Director, Office of Academic Quality Assurance)
- Roshni Riar (Department Assistant, Office of Academic Quality Assurance)
- Pennie Poon (Manager, Office of Academic Quality Assurance)
- Institutional Research analysts

Data sources for the Self-Study included:

- Institutional Research-compiled student administrative data (e.g., headcounts, retention, satisfaction)
- Student survey
- Alumni survey
- Faculty survey
- Industry Partners and PAC survey

The Self-Study was completed in October 2022.

## External Review

Social Service Worker's external review took place on November 28<sup>th</sup>, 2022. The External Review Team consisted of:

- Jennifer Erickson, Department Chair, Education Assistant Program, Langara College (External Review Chair)
- Casey Vickers, Program Manager, Vancouver Women's Health Collective Society
- Dr. Louise Stern, Chair/Professor, Social Work Programs, Vancouver Island University

### Action Plan Goals

In response to the Self-Study and External Review, Social Service Worker created an Action Plan with these goals:

- Goal 1: Evaluate existing recruitment and enrollment strategies and outcomes for the SSRV program.
- Goal 2: Develop an ongoing process of program and curriculum renewal.
- Goal 3: Evaluate, improve, and expand the ways in which the program supports student success.
- Goal 4: Continue to work towards Indigenization and globalization of the SSRV program and to evaluate and improve representation and diversity of faculty, guest speakers, and students.
- Goal 5: Evaluate, improve, and expand the ways in which the SSRV program of strengthening relationships with the community outside of the college.

### Examples of Post-Review Successes

Forthcoming.