



Council for Standards in Human Service Education

*Assuring best practices in Human Service Education through
evidence-based standards and a peer-review accreditation process*

<https://cshse.org>

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October 30, 2022

Dr. Tracee Washington, Academic Program Director
Mark Sweeney, Accreditation Specialist
Capella University
School of Public Service and Education
Master of Science Human Service program
225 South 6th St.
Minneapolis, MN 55402

Re: CSHSE Board Decision- Approved Initial Accreditation

Dear Dr. Washington and Mr. Mark Sweeney,

As CSHSE Vice President of Accreditation, I am pleased to inform you that the Human Services Master's program at Capella University has been approved for initial accreditation by the CSHSE Board at its October 2022 board meeting. The Human Services Master's degree program is accredited with no conditions from October 2022-October 2027.

The Readers noted many strengths of the Program:

- The master's program is based on a strong competency based standardized curriculum, which is enhanced by faculty's work experience and knowledge through the discussion board, emails, text, and other communication software.
- Course development focuses on learning outcomes based on the research of external validation alignments (accreditation standards, statistical data on professional skills, etc.) and determines the relevancy and current needs of the subject/topics to include in the course. All course designs and redesign are substantiated with documented reasons before a change is made. CSHSE standards and the National Organization of Human Services code of ethics are used in course development and course instruction.
- The program offers an optional internship course for those students who are entering the program and who have limited experiences in the human services field.
- The Program offers two tracks, Leadership & Organizational Management and Social & Community Services, both which require a capstone project for graduation. Both programs require courses in theory and application, effective use of analytics, ethical practice, diversity and inclusion, and leadership.
- Capella University offers a strong technical help system for both students and faculty.



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- The program is strong in the reading and narrative written response delivery mode and is intentionally increasing initiatives with multimedia and synchronous learning delivery.
- The library offers online service hours days, nights, and weekends. The online library is designed to promote effective research for both students and faculty. Students are also supported by the Student Writing Center.
- The program is intentionally recruiting professionals from across the United States for the advisory committee to support the learning of the diverse student residences in the program.

Additional Reader Recommendations not required by or related to the Standards.

- The program is initiating more synchronous learning and use of multimedia materials in the course curriculum. CSHSE encourages the program to continue embedding more synchronous and multimedia delivery approaches in both curriculum development and student assessments.
- CSHSE encourages the program to continue adding membership from other disciplines, researchers, legislators, and practitioners, faculty from feeder programs to help support the program with current trends in the field as another layer of external validation.
- Although the program offers an internship course for students who have little to no experience in the human services field, it is a student option. CSHSE encourages the program to establish policies and procedures to assess and evaluate a student's background experience with an option for the program to require an internship course, if deemed necessary.

The next accreditation cycle will be an Interim Report and Review with no site visit and must be completed for the October 2027 Board review. Effective November 8, 2022, the CSHSE Board approved virtual site visits for total online programs that do not have a student main campus. This decision negates the discussion between the Program Administrators and site visitors regarding a required on-site visit in five years. The Program will follow the regular ten-year accreditation cycle as defined in the 2022 Membership Handbook. **A copy of this letter must be included in your next self-study.**

As an accredited program, the Program must regularly review information on the CSHSE website, <https://cshse.org>, for any new changes in policies and standards. Your program must use the standards that are in effect at the time when the application is submitted for the next cycle.

During this accreditation cycle, your accredited program has the responsibility to maintain active CSHSE membership each year of the accreditation cycle for the accreditation status to remain in good standing. Refer to Member Handbook, Accreditation and Self-Study Guidelines for updated information. Additionally, the accredited program shall ensure that the program representative contact information remains current with CSHSE and is updated as needed.



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Please refer to the Board actions for maintaining accreditation in Appendix I of the Member Handbook. Your Program must ensure that program and student achievement indicators on the CSHSE website remain accurate (within 2 years of the current academic year) and the hyperlinks remain active. The CSHSE will review this information at each board meeting during the year: February, June, and October. Contact the CSHSE VPA if a hyperlink must be revised so that our website is current with your program information.

Congratulations on becoming an accredited program with the Council for Standards in Human Service Education and supporting quality and excellence in human service education.

A formal certificate, signed by our President, Dr. Yvonne Chase, will be forthcoming.

Sincerely,

Winona Schappell

Winona Schappell, M.Ed., HS-BCP
CSHSE Vice President of Accreditation

Cc: Dr. Heather Welzant, Dean School of Public Service and Education
Dr. Constance St. German, Provost
Dr. Yvonne Chase, CSHSE President
Dr. Susan Kinsella, CSHSE VP of Publications, Lead Reader
Dr. Julia Bernard, CSHSE Secretary, serving as Board Member-at-Large consultant