

Department: Vice President for Continuing Education

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance with the NCCCS Performance Measures and Standards of the students that entered into the Basic Skills Program.

Assessment Criteria: The minimum percentage of students who progress is seventy-five percent. This is based on three measures: (1) progressing within level, (2) completing the level entered or a pre-determined goal, and (3) completing the level entered and advancing to a higher level.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: While complete and accurate data is not available at this time, a small sampling in three measured areas indicate that we are on track to meet the established goals. Complete supporting data will not be available until Summer 2004.

End-of-Year Assessment Results: The number of students progressing as reflected by the 2002-2003 NCCCS Performance Measures was 89%.

Use of Results: The practices we have in place to obtain these standards will be continued.

Department: Vice President for Academic Affairs and Student Services

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance with the NCCCS Performance Measures and Standards for college transfer students.

Assessment Criteria: Equivalent GPA of Native UNC Sophomores and Juniors.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: College Transfer report for 2001-2002 graduates transferring to UNC institutions is not available at this time. Information will be provided at the end of year.

End-of-Year Assessment Results: The college exceeded the performance standard with 91% of the students enrolled attaining at least a 2.0 GPA compared to the native UNC student at 86%.

Use of Results: Although this is the first time the college has met this standard, we will continue to track student progress.

Department: Vice President for Academic Affairs and Student Services &
Vice President for Continuing Education

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance (Continuing Education - EMT, Life and Health, Property and Liability) with the NCCCS Performance Measures and Standards on passing rates for licensure and certification exams.

Assessment Criteria: An aggregate institutional passing rate of eighty percent for all first time test takers of licensure/certification examinations plus no passing rate falling below seventy percent for any single examination.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: For the period of January 1, 2003 thru December 2003, EMT had 79 percent passing rate. There were no classes offered in Life and Health/Property and Liability insurance.

End-of-Year Assessment Results: EMT had a passing rate of 74% with EMT-I reflecting 9 out of 21 (43%) passing the EMT test. In addition, the BLET program resulted in 14 of 22 (64%) passing the BLET test. Consequently, the overall aggregate passing rate for all (curriculum and continuing education) licensure programs was 82%.

Use of Results: The initiatives that we have put in place to improve test taking results will be continued as this is leading to students passing state exam and thus being qualified to be employed.

Department: Vice President for Academic Affairs and Student Services

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance with the NCCCS Performance Measures and Standards of a seventy percent passing rate for all developmental courses.

Assessment Criteria: Passing rates will be calculated on those students enrolled in developmental courses and an overall passing rate will be computed.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: Report on status of developmental courses will be reported at the end of year.

End-of-Year Assessment Results: We are unable to report on this measure until the program for extracting this data is written for the Datatel system.

Use of Results: Carry forward to the 2004-2005 Plan.

Department: Vice President for Academic Affairs and Student Services

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance with the NCCCS Performance Measures and Standards that no statistically significant difference occurs in the proportion of developmental students as compared to non-developmental students who obtain cumulative GPA's of 2.0 or higher.

Assessment Criteria: A computer program developed by the NCCCS will identify developmental courses and students enrolled in these courses and will track cohorts of developmental students and compare cumulative GPA's with non-developmental students.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: Report on status of developmental courses will be reported at the end of year.

End-of-Year Assessment Results: We are unable to report on this measure until the program for extracting this data is written for the Datatel system.

Use of Results: Carry forward to the 2004-2005 Plan.

Department: Vice President for Academic Affairs and Student Services

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance with the NCCCS Performance Measures and Standards of an average of ten students enrolled in a curriculum program based on a three year, annual unduplicated head count.

Assessment Criteria: The standard of an average of ten students over a three year period.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: It appears at this time the college is meeting the standard.

End-of-Year Assessment Results: The college met this standard.

Use of Results: No action required.

Department: Director of Planning and Research

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: Ensure the college is in compliance with the NCCCS Performance Measures and Standard of ninety percent of the combined respondents will report being satisfied with the quality of the college's programs and services.

Assessment Criteria: Data are collected by survey using a standard set of questions with a fifty percent response rate for completers and a minimum of fifteen respondents. No response rate required for non-completers.

Resources: Departmental Budget

Target Date: Annually in October

Mid-Year Status Report: The Completer/Non-Completer surveys indicate a very high degree of satisfaction (99% and 98% respectively) with the quality of the college's programs and services.

End-of-Year Assessment Results: The college met this standard.

Use of Results: No action required.

Department: Director of Planning & Research

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: By October 2004, ensure the college is in compliance with the NCCCS Performance Measures and Standard that ninety-five percent of program completers will report goal completion.

Assessment Criteria: The proportion of graduates of certificate, diploma, and degree programs who report that their primary goal in attending has been met. The data are collected by survey with a fifty percent response rate with a minimum of fifteen respondents.

Resources: Departmental Budget

Target Date: Annually in October

Mid-Year Status Report: One hundred percent of the program completers reported accomplishing their goals.

End-of-Year Assessment Results: The college met this standard.

Use of Results: No action required.

Department: Director of Planning & Research

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: By June 2003, ensure the college is in compliance with the NCCCS Performance Measures and Standard for curriculum student progress and success. Sixty percent of the defined cohort will graduate, be retained, or report goal completion.

Assessment Criteria: A composite of three measures will be used: (1) number completing a curriculum program with a certificate, diploma, or degree, (2) number who have not completed a program but who are continuing enrollment in either curriculum or occupational extension programs, (3) of the remaining non-completers, the number responding to a survey that they have met their primary goal for attending college. The sum of the three will be divided by the total curriculum students in the cohort to compute an indicator of curriculum student program and success.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: Currently the college's retention rate is 61%. The one percent drop from last year is a result of 125 military and dependent students who did not re-enroll because of the military obligations.

End-of-Year Assessment Results: The college met this standard.

Use of Results: No action required.

Department: Director of Planning & Research

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: By June 2004, ensure the college is in compliance with the NCCCS Performance Measures and Standard that addresses that eighty-five percent of the employers will report being satisfied with the preparation of WCC graduates.

Assessment Criteria: The percentage of a sample of businesses who employ WCC students will indicate that their expectations of graduate performance has been met. The data are collected by standard survey questions with a fifty percent response rate with a minimum of fifteen respondents.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: This will be reported at end of year.

End-of-Year Assessment Results: Ninety-three percent of employers expressed satisfaction with our graduates.

Use of Results: No action required.

Department: Director of Planning & Research

Long Range Goal #2: Provide opportunities for excellence in learning through accessible, high quality educational experiences.

Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: By June 2003, ensure the college is in compliance with the NCCCS Performance Measures and Standard that ninety-five percent of the community college completers achieving a marketable skill, will obtain employment or increase their earnings within one year of last attendance.

Assessment Criteria: The data in the Common Follow-up System maintained by the Employment Security Commission will be analyzed by the system office and results reported to each college.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: This will be reported at end of year.

End-of-Year Assessment Results: One hundred percent of business clients surveyed indicated a high degree of satisfaction with customized training received.

Use of Results: No action required.

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Short Range Goal #2.1: Improve current educational programs through continuous planning and evaluation.

Objective/Intended Outcome: By June 2004, ensure the college is in compliance with the NCCCS Performance Measures and Standard that indicate ninety-percent of the businesses that were provided services through the new and expanding industry program will indicate being satisfied with those services.

Assessment Criteria: The college will survey clients of customized training services annually utilizing specific questions developed by the Economic Development Section at the NCCCS.

Resources: Departmental Budget

Target Date: June 2004

Mid-Year Status Report: There is no training active in the New and Expanding Industries.

End-of-Year Assessment Results: There were no NEIT projects for this reporting period.

Use of Results: We will continue to encourage local businesses to take advantage of the NEIT assistance where it is appropriate for their business.