Institutional Goal 2: Increase Student Access
Institutional Goal 3: Improve Student Success

Name of Program / Service: Network Management

Mission/Purpose Statement: The mission of the Information Systems Technology Department is to provide graduates the skills for employment in diverse computer technology environments.

Outcome # 1: Program Retention, Fall to Fall

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Baseline:	Unable to set baseline, new program for 2016-17;
	Set baseline once 3 years of program retention data is achieved in 2018-19 (2019-20 report)
Standard:	Not applicable
Target:	Not applicable

Data / Results:
Fall-to-Fall

Fall-to-Fall Program Retention A25590 (Cohort)							
Year	Fall Enrollment	Grads	Return	Non-Completers	Program Retention	Program Transfer	Institutional Retention
2016-2017	9	0	5	3	55.6%	1	66.7%
2017-2018	20	6	8	5	70.0%	1	75.0%

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA) and Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code

Fall to Fall Retention A25590N (Cohort)
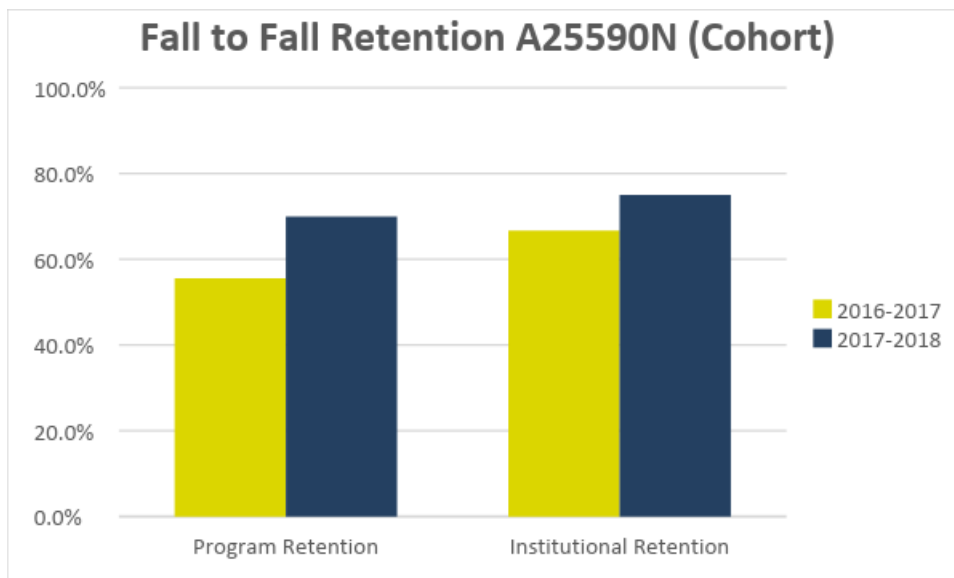
2018-2019 Strategies / Action Items:

Item #	Strategies / Action Items *(Action items identified in the 2017-18 year-end report)*	Results *(State the progress/results of the action items identified based on your method of assessment. Provide number/percent accomplished.)*
1	Ensure that the days, times, and delivery methods for course offerings are consistent with student needs, based on student feedback provided via a department-level survey.	From August 31, 2018, to October 4, 2018, a department-wide student scheduling survey was conducted to gather feedback about course times and formats that would best enable students to complete their programs as soon as possible. 9% of the participants indicated a preference for courses after 5pm. 75% of the students who prefer after 5pm also prefer day-time courses. 14% of participants prefer online-only. All other participants prefer either day or online delivery methods.

Provide narrative for analysis of program retention. *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect / increase your retention.)*

Fall-to-fall retention increased from 55.6% in 2016-17 to 70% in 2017-18.

Provide narrative for analysis of standard/target. *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target? Please provide an overall analysis of the results of your standard/target. Provide percentage of increase/decrease.)*

Not applicable, new program for 2016-17.

2019-2020 Strategies / Action Items: *(Identify new action items as a results of your review and assessment of previous year data and action item results.)*

Item #	Action Items *(Identify action items as a result of your program outcome assessment.)*	Assessment of Action Items *(State the method of assessment; how you plan to evaluate/assess the results of the action items.)*
1	Provide opportunities for online and hybrid students to gain access to Spruce 202's simulation lab to complete assignments.	Faculty will monitor the participation and measure participants' performance in relation to use of the lab.