Program Outcome and Assessment(s)
2018-2019 Program Outcome (PO) Year End Reporting Form
Program Review Cycle – 2017-18

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

Name of Program: Office Administration

Mission/Purpose Statement: The mission of the Medical Office and Office Administration Department is to prepare graduates for employment as medical and administrative support professionals in the diversified healthcare and business industries.

**Outcome # 1: Program Retention, Fall to Fall**

Baseline: 38.8%   Fall to Fall (Average program retention – 2012-13; 2013-14; 2014-15)
Standard: 40.8%   Fall to Fall
Target: 42.8%   Fall to Fall

Data / Results:

Fall-to-Fall

Year	Fall Enrollment	Grads	Return	Non-Completers	Program Retention	Program Transfer	Institutional Retention
2009-2010	6	0	1	3	16.7%	2	50.0%
2010-2011	25	1	9	14	40.0%	1	44.0%
2011-2012	16	5	5	6	62.5%	0	62.5%
2012-2013	18	2	4	11	30.0%	1	38.9%
2013-2014	33	3	8	22	33.3%	0	33.3%
2014-2015	30	5	11	11	53.3%	3	63.3%
2015-2016	27	13	10	4	85.2%	0	85.2%
2016-2017	19	2	6	10	42.1%	1	47.4%
2017-2018	32	5	12	15	53.1%	0	53.1%

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

Fall to Fall Program and Institutional Retention, A25370
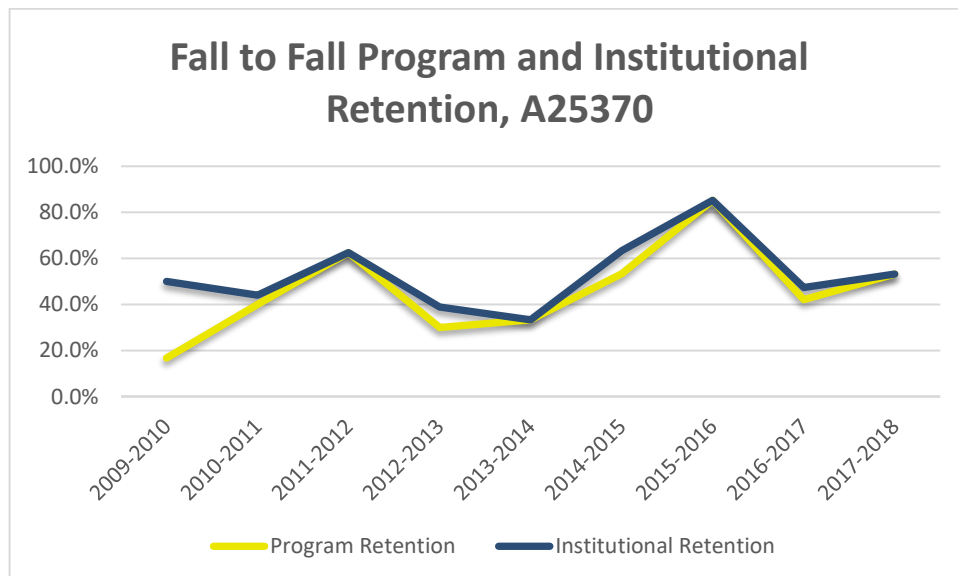
2018-2019 Strategies / Action Items:

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	Use the new Aviso software to reach out and connect with students/advisees using the many resources this software will offer.	The various features of the new Aviso software was used to connect with students and advisees to help them be successful in their courses. Instructors used Aviso to do the following: (1) Record attendance for each seated/hybrid course, (2) Send Early Alerts to students who were failing or in danger of failing a class, (3) Send texts to students/advisees, and (4) Send messages to students. By recording attendance with Aviso, instructors were able to show who was present, tardy, and absent. Instructors could see at a glance how many absences/tardies each student had accumulated. Early Alerts were sent to students to alert and notify them of missed assignments, low grades, excessive absences, etc. When an instructor sent a student an Early Alert, an electronic copy was also sent to the student's advisor; and more recently, an electronic copy was sent to our new achievement coach. The student's advisor and the achievement coach would then contact the student to try to discuss/encourage ways to help the student improve in the course. This was a double approach to help reach the students. Early Alerts were also used in a positive way such as to alert students to apply for graduation. While using this software, advisors noticed that after sending students a text that very often the student would reply immediately. At times, this seemed to work better than e-mail. Finally, advisors used Aviso to send messages to students. For example, advisors used Aviso to send a mass message to all their advisees on their caseload to remind them of priority and open registration dates and to remind them to schedule appointments with their advisor to process their Application for Graduation. Feedback from the Office Administration (OA) faculty revealed that using this

1		software has increased student interaction with their instructors and advisors. Each OA faculty used Aviso to help increase retention in our programs which resulted in a 100 percent participation rate.

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.)*

Within the Office Administration (OA) program, results show a positive trend in program retention from Fall 2017 to Fall 2018. There was an increase in Enrollment from Fall 2016-Fall 2017 to Fall 2017-Fall 2018 from 19 students to 32 students. There was an increase in Graduates from 2 to 5 students, and there was an increase from 6 to 12 students in the number of "Return" students from Fall 2016-2017 to Fall 2017-2018. The number of "Non-Completers" did increase a little from 10 to 15, but the number of Program Transfers decreased from 1 to 0. From Fall 2017 to Fall 2018, the OA program's Program Retention rate increased from 42.1% to 53.1%, and the Institutional Retention also increased from 47.4% to 53.1%.

Some reasons students did not complete the program include the following: Some students obtain employment during their educational journey at WCC and they need the income for their families, some students move/relocate especially if they are military or in a military family, some students lose their financial aid due to low grades and then cannot afford to pay for tuition and textbooks out of pocket, some students change their majors or just do not know what career they want to follow just yet, some have medical/health situations that result in them having to withdrawal, and some just have personal reasons that occur in their lives that result in them having to make the decision to stop attending at that time.

Some changes that the OA Department have been working on this year includes implementing a new Legal Assistant Certificate (C25370LA) effective Fall 2019. At times students enroll in programs at Wayne Community College with the goal of obtaining skills and seeking employment in a shorter amount of time. Certificates allow this avenue for students. A College and Career Promise (CCP) pathway was also created for the Legal Assistant Certificate and will also become effective Fall 2019. This will add a new pathway to the OA program. This addition will provide CCP students with another option for their CTE (Career Technical Education) pathway.

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.)*

The Fall-to-Fall Baseline of 38.8% for the OA program was met. The OA program actually increased Program Retention beyond the 38.8% Baseline to reach 53.1%. Both the Standard of 40.8% and the Target of 42.8% were also met. We are pleased with the results and will continue to strive toward meeting the target for Fall-to-Fall.

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	Make further use of the Aviso software to connect with students/advisees using the many resources this software	After using the new Aviso software in 2018-2019, the OA faculty plan to use

| | | offers. This software really became effective Fall 2018, and the OA department would like to use it more in-depth along with our new achievement coach to connect with students/advisees in order to help them be successful in their courses. | this software to connect with students/advisees using the various features/methods in order to keep students connected which will help continue to improve the program's retention. Assessment will be conducted by providing various reports the Aviso software provides. |