Program Outcome and Assessment(s)
2020-21 Program Outcome Assessments Year-End Reporting Form
Program Review Cycle –2019-20

In response to SACSCOC 8.2, *"The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results …"*

Name of Program: Basic Law Enforcement Training (BLET)

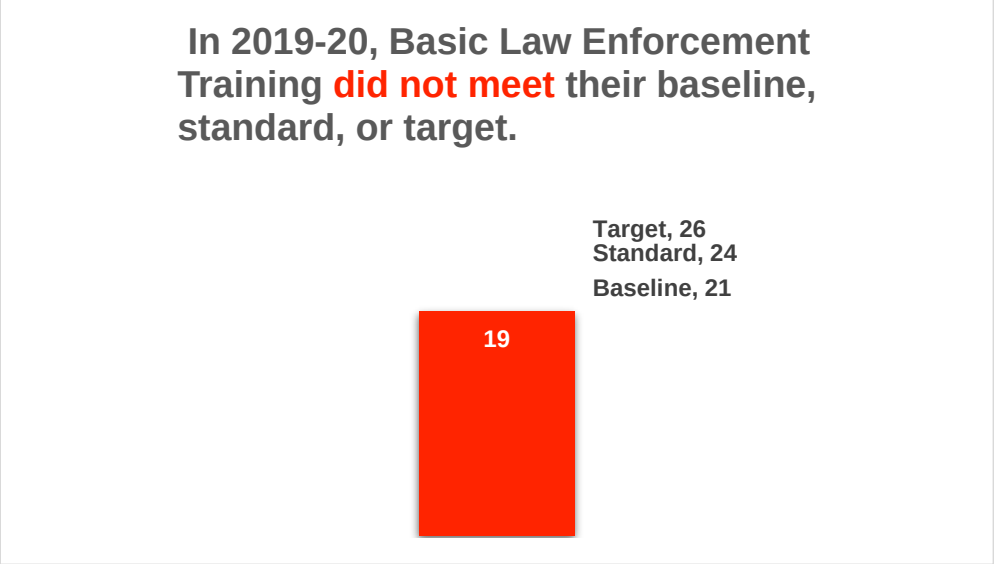
Program Outcome #1: Completers (*unduplicated*) (Degree level, highest level of attainment)

Baseline: 21 # (*Average of total completers for the last three years – 2016-17; 2017-18; 2018-19*)
Standard: 24 #
Target: 26 #

2020-2021 Action / Strategy Items:

Item #	**Action / Strategy Items:** *(Actions / strategies identified in the 2019-20 program review and outcome assessment.)*	**Results / Use of Results:** *(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)*
1	Implement mandatory written assignments to enhance study skills for individual block testing in an effort to increase retention, success, and program completion.	100% of the students were provided with the course objectives relating to the specific block of instruction. All students were required to complete the course objectives prior to testing on each block of instruction. This action/strategy has increased the success rate on block testing throughout the program.

Number of Completers *(unduplicated) – Graduation Year – Summer, Fall, Spring*				
Graduation Year	**Associate**	**Diploma**	**Certificate**	**Total**
2017-2018			23	23
2018-2019			20	20
2019-2020			19	19



Provide narrative for analysis of completers *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

Enrollment has decreased due to several factors, class capacities were limited, decreased applications for admission to the program, and a decreased interest in the overall profession of law enforcement.

Provide narrative for analysis of completer standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

The standard, target, or baseline was not met for 2019-2020 due to decreased enrollment based on the factors above. No change will be implemented for the baseline, standard, or target for the program during the 2021-2022 academic year.

2021-2022 Action / Strategy Items:
(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	**Action / Strategy Items** *(Identify action items as a result of your program outcome assessment.)*	**Target Date** *(Identify your projected target date for completion of action items.)*	**Assessment of Action Items** *(How will you assess the results of action items?)*
1	Continue to mandate written assignments to enhance study skills for individual block testing in an effort to increase retention, success, and program completion.	July 2022	Written assignment developed and implemented in the coursework. Report on success of assignment and enhanced study skills.

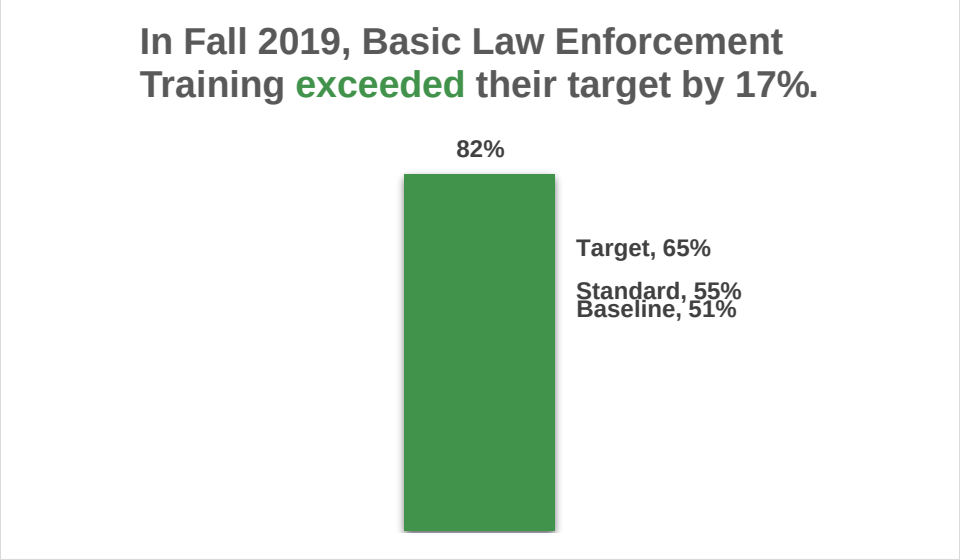
Program Outcome #2: Program Retention

Baseline: 51% Fall Cohort (Program retention Fall 2016; cohorts are established each semester)
62% Spring Cohort (Program retention Spring 2017; cohorts are established each semester)
Standard: 55% (Annually, Fall)
65% (Annually, Spring)
Target: 65% (Annually, Fall)
70% (Annually, Spring)

2020-2021 Action / Strategy Items:

Item #	**Action / Strategy Items:** *(Actions / strategies identified in the 2019-20 program review and outcome assessment.)*	**Results / Use of Results:** *(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)*
1	Integrate multiple levels of training with other levels of public safety and community service projects for entry level law enforcement students to achieve a better understanding of the duties and responsibilities of all public safety sectors.	100% of the students participated in Community Service projects for the Summer 2020 and Fall 2020 class. The Summer 2020 class participated in a joint community service project with Goldsboro Police Department and the Fall 2020 class implemented a community service project – a car wash to raise money for Hope for Goldsboro to feed the homeless. 100% of the students volunteered their time on Thanksgiving Day 2020 to assist preparing food and feeding people in need.

Cohort Semester	Program Enrollment Cohort	Program Completers	Program Non-Completers	Program Completion**
Fall 2016	18	6	11	33.3%
Spring 2017	15	11	2	73.3%
Fall 2017	16	10	4	62.5%
Spring 2018	17	10	6	58.8%
Fall 2018	16	9	5	56.3%
Spring 2019	19	10	9	52.6%
Fall 2019	11	9	2	82%



Provide narrative for analysis of program retention data *(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 make to improve retention.)*

100% of the students were provided with the course objectives relating to the specific block of instruction. All students were required to complete the course objectives prior to testing on each block of instruction. This action/strategy has increased the success and retention rate on block testing throughout the program.

Provide narrative for analysis of program retention standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

The target set for BLET retention was met during the 2019-2020 academic year.
Based on the current data, the baseline should be increased to 55%, the standard should be increased to 60%, and the target should be increased to 70%.

2021-2022 Action / Strategy Items:
(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	**Action / Strategy Items** *(Identify action items as a result of your program outcome assessment.)*	**Target Date** *(Identify your projected target date for completion of action items.)*	**Assessment of Action Items** *(How will you assess the results of action items?)*
1	Integrate multiple levels of training with other levels of public safety and community service projects for entry level law enforcement students to achieve a better understanding of the duties and responsibilities of all public safety sectors.	July 2022	Assess 100% of the students to determine the effectiveness of cross training with other sectors of the public safety profession. Gain feedback from students and instructors.

Program Outcome #3: Job Placement / Employment

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #4: Labor Market Data

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #5: Licensure and Certification Passing Rates (if applicable) (NCCCS Performance Measure)

Baselines were set based upon WCC's average college performance of the individual licensure and/or certification exam. Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.

Baseline: 90 % (*Average % passing for last three years NCCCS Reports; 2017, 2018, and 2019; BLET performance*)
Standard: 93 %
Target: 96.5 %

2020-2021 Action / Strategy Items:

Item #	**Action / Strategy Items:** *(Actions / strategies identified in the 2019-20 program review and outcome assessment and 2019-20 performance measure year-end report.)*	**Results / Use of Results:** *(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)*
1	Implement a mandatory comprehensive review of the overall program prior to the state certification exam for all students. *(Program Review and Outcome Assessment)*	A mandatory comprehensive exam and review was implemented for the Summer 2020 and Fall 2020 session. 82.9% of the students achieved a passing score on the state certification examination.
2	Implement various instructional strategies to ensure that recruits are trained in cultural sensitivity, implicit bias, discrimination recognition, and chronic and mental illness recognition. *(Performance Measure Year-End Report)*	Various instructional strategies were implemented and were combined with critical thinking scenarios that 100% of the students were required to participate in. 100% of the BLET faculty and students expressed satisfaction and a greater understanding of the current concepts of implicit bias, and recognition of mental illness.
3	Documenting what happens when officers encounter the public is one of the most critical skills in law enforcement. Implement the hypothetical scenario based situations to enhance report writing skills. *(Performance Measure Year-End Report)*	Various scenarios were implemented into the Report Writing block of instruction for 100% of the students, i.e. encountering a mentally ill subject, a homeless subject, and a subject who alleged that the officer was prejudiced.

4	Implement critical thinking exercises so that the students will develop a better understanding of the central core of the program directed towards one becoming a law enforcement officer. *(Performance Measure Year-End Report)*	This action strategy was incorporated into #2.

Licensure / Certification Exam – (Basic Law Enforcement Training)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16	27	25	93%	
2018	2016-17	27	25	93%	
2019	2017-18	23	19	83%	1.11
2020	2018-19	33	21	64%	0.68

Provide narrative for analysis of licensure / certification passing rates data *(Based on the performance measure data, provide a narrative of your analysis of licensure / certification. Are you satisfied with your program licensure or certification rates? State any changes you plan to make for continuous improvement.)*

The data shows WCC the BLET Success to be .68 (643%). We are inconversation with the N.C. Department of Justice who reported the data to the NCCCS due to the fact that we have the documentation that the reported data is incorrect. Reported data indicates that there were 33 students that were tested and only 21 students passed. The correct number of students that tested in this reporting year was 21 students total, with 4 deficiencies on the first attempt. The Summer 2019 class had to be regraded due to a statewide discrepancy on the state exam results and the validation of the state exam questions.

One strategy for achieving that higher success rate is to allow instructors to be able to spend more time assessing students' needs and weaknesses so that they implement instruction focused on solving problems and increasing students' success. Success may also improve by encouraging students to dedicate a minimum of 2 hours per week to study the material they have covered. At the beginning of each week, instructors can reassess students to evaluate the students ability to recall the information the students had received previously in a manner to develop stronger study skills and critical thinking in relation to their profession.

Provide narrative for analysis of licensure / certification passing rates standard/target *(Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.)*

Baselines were set based upon WCC's average college performance of the individual licensure and/or certification exam. Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.

The standard has been set at 93 % and the target at 96.5% The standard and target were set by the program responsible for the individual licensure and/or certification exam performance.

2021-2022 Action / Strategy Items:
(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	**Action / Strategy Items** *(Identify action items as a result of your program outcome assessment. The action items mirror those identified in*	**Target Date** *(Identify your projected target date for completion of action items.)*	**Assessment of Action Items** *(How will you assess the results of action items?)*

	the licensure/certification performance measure.)		
1	Implement a mandatory comprehensive review of the overall program prior to the state certification exam for all students. *(Program Review and Outcome Assessment)*	July 2022	Assess 100% of the students to determine the effectiveness of a comprehensive review. Gain feedback from students upon completion of the state certification exam.
2	Implement various instructional strategies to ensure that recruits are trained in cultural sensitivity, implicit bias, discrimination recognition, and chronic and mental illness recognition.	July 2022	Assess 100% of the students to determine the effectiveness and benefits the additional training Gain oral and/or written feedback from students and instructors.

Program Outcome #6: Third-Party Credentials (if applicable)

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

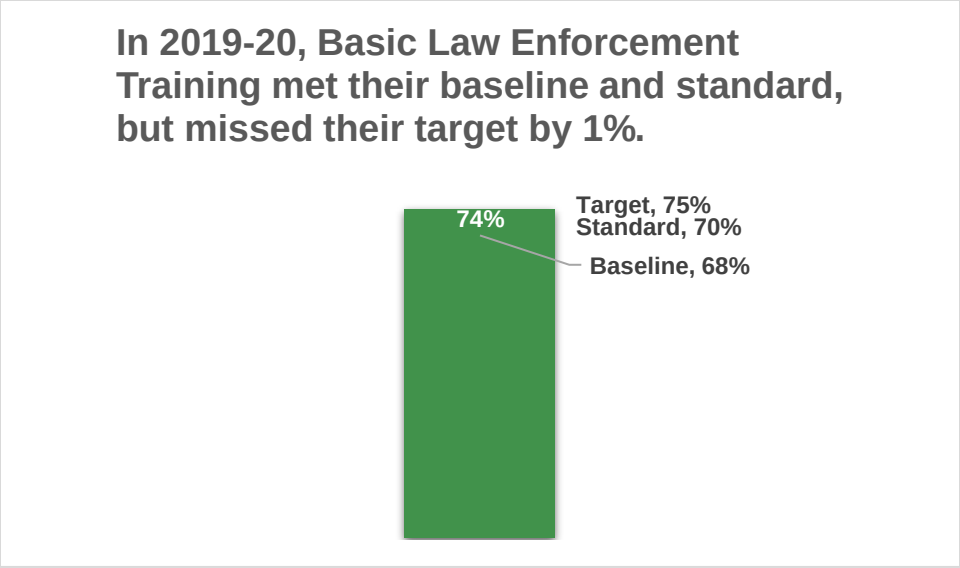
Program Outcome #7: Program Success Rate (all delivery methods)
(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)

Baseline: 68 % (*Average program success students for three years – 2016-17; 2017-18; 2018-19*)
Standard: 70 %
Target: 75 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: *(Actions / strategies identified in the 2019-20 program review and outcome assessment.)*	Results / Use of Results: *(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)*
1	Integrate multiple levels of training with other levels of public safety and community service projects for entry level law enforcement students to achieve a better understanding of the duties and responsibilities of all public safety sectors.	100% of the students participated in Community Service projects for the Summer 2020 and Fall 2020 class. The Summer 2020 class participated in a joint community service project with Goldsboro Police Department and the Fall 2020 class implemented a community service project – a car wash to raise money for Hope for Goldsboro to feed the homeless. 100% of the students volunteered their time on Thanksgiving Day 2020 to assist preparing food and feeding people in need.

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	31	23	74%
2018-2019	37	23	62%
2019-2020	23	17	74%



Provide narrative for analysis of student success in program courses *(Are students more successful in program courses in face-to-face, online, hybrid, or blended methods of course delivery? Do you plan to make any changes to course offerings based upon your analysis of the data?)*

BLET is not allowed to be offered in any format other than a traditional format by the external accrediting agency.

Provide narrative for analysis of student success in program courses standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

BLET was successful in meeting the baseline and standard, but did meet the target that had been set for performance measures.

2021-2022 Action / Strategy Items:
(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	**Action / Strategy Items** *(Identify action items as a result of your program outcome assessment.)*	**Target Date** *(Identify your projected target date for completion of action items.)*	**Assessment of Action Items** *(How will you assess the results of action items?)*
1	Continue to implement a comprehensive review and practice exams in an effort to increase the pass rate for BLET.	July 2022	Assess 100% of the students to determine the effectiveness of a comprehensive review. Gain feedback from students upon completion of the state certification exam.

Program Outcome #8: Other Assessment (if applicable)

Analysis of other assessments. *(Have you performed other assessments to evaluate the effectiveness of your program, to include surveys, self-assessments, or other assessment instruments used to evaluate the program. If so, please explain how information collected from the(se) assessments will be used to improve the program.)*

2020-2021 Action / Strategy Items:

Item #	**Action / Strategy Items:** *(Actions / strategies identified in the 2019-20 program review and outcome assessment.)*	**Results / Use of Results:** *(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)*
1	Maintain accreditation standards to comply with the NC Department of Justice – Criminal Justice Training and Standards Education Commission.	Accreditation standards are complied with by ensuring that all instructors retain their current certification and meet the mandated requirements by the N.C. C. J. Training and Standards Education Commission.

2021-2022 Action / Strategy Items:

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	**Action / Strategy Items** *(Identify action items as a result of your program outcome assessment.)*	**Target Date** *(Identify your projected target date for completion of action items.)*	**Assessment of Action Items** *(How will you assess the results of action items?)*
1	Maintain accreditation standards to comply with the NC Department of Justice – Criminal Justice Training and Standards Education Commission.	July 2022	Provide written documentation from the N.C. Criminal Justice Training & Standards Commission that Wayne CC in in compliance with the accreditation standards.