

**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:** Criminal Justice Technology

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

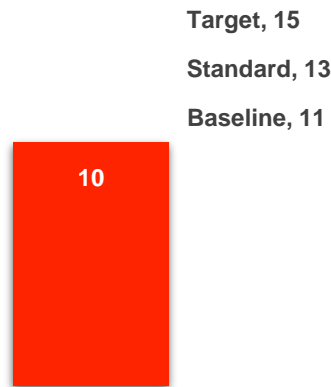
**Baseline:** 11 # (Average of total completers for the last three years – 2016-17; 2017-18; 2018-19)  
**Standard:** 13 #  
**Target:** 15 #

**2020-2021 Action / Strategy Items:**

| Item # | Action / Strategy Items:<br>(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 a partnership with local agencies and officer to have more direct involvement with the program core and the students enrolled within the program. | The proposed strategy was not successful as intended because of the COVID-19 shutdown and restrictions placed upon the school and its stakeholders. |

| <b>Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring</b> |           |         |             |       |
|---|-----------|---------|-------------|-------|
| Graduation Year   | Associate | Diploma | Certificate | Total |
| 2017-2018   | 9         | 0       | 2           | 11    |
| 2018-2019   | 11        | 0       | 3           | 14    |
| 2019-2020   | 7         |         | 3           | 10    |

**In 2019-20, Criminal Justice Technology **did not meet** their baseline, standard, or target.**



**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?)

COVID-19 shutdowns and restrictions placed upon the school and its stakeholders hindered the direct involvement of outside agencies and its officers. As restrictions are being relieved allowing more access to outside agencies and officers will allow a closer working relationship.

**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 were not met at this period. The college will once again gain access to departments for students to have better interactions with professional working in the career field of criminal justice. No changes for the standard or target during this 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    | Action item will be the same in implement a partnership with local agencies and officer to have more direct involvement with the program core and the students enrolled within the program. | Fall 2021   | Measurable Data   |

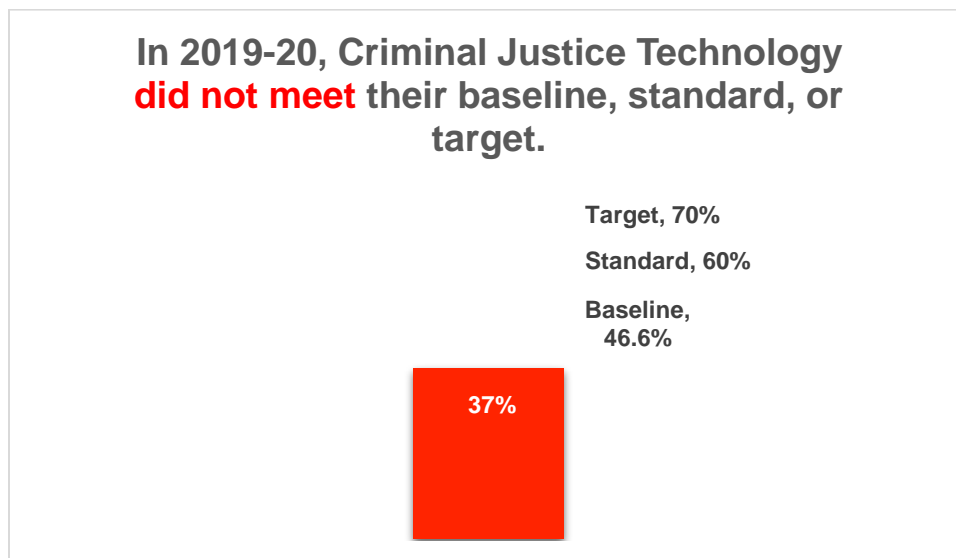
**Program Outcome #2: Program Retention, Fall to Fall**

**Baseline:** 46.6 % (Average of three years – 2016-17; 2017-18; 2018-19; fall-to-fall program retention)  
**Standard:** 60 % Fall to Fall  
**Target:** 70 % Fall to Fall

**2020-2021 Action / Strategy Items:**

| Item # | Action / Strategy Items:<br>(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      | Updating course material as courses are being offered to students.  | Updating course material has had an impact on the students as they are now receiving more current items of study that are related to things that are found out in the field. |
| 2      | Provide students more opportunities to interact with current Criminal Justice Professionals.                        | The proposed strategy was not successful as intended because of the COVID-19 shutdown and restrictions placed upon the school and its stakeholders.                          |

| Year (Fall to Fall) | Program Fall Enrollment Cohort | Program Completers | Program Retained | Program Stop Outs | Program Transfers | Program Retention Rate |
|---------------------|--------------------------------|--------------------|------------------|-------------------|-------------------|------------------------|
| Fall 2017-Fall 2018 | 49                             | 8                  | 17               | 21                | 3                 | 51.0%                  |
| Fall 2018-Fall 2019 | 54                             | 8                  | 15               | 29                | 2                 | 42.6%                  |
| Fall 2019-Fall 2020 | 49                             | 5                  | 13               | 21                | 10                | 37%                    |



**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.)*

COVID-19 placed many restrictions on educational institutions, which had an impact on how material was taught to student and how students learned new material. Without having students on campus in a controlled environment some students were dropping classes due to falling behind on classwork. Some students are not good self-learners and need the seated portion of classes to have face to face interaction.

**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.)*

No, the standard/target was not met during this period. Now that COVID-19 shutdowns and restrictions placed upon the school and its stakeholders are beginning to be lifted so has the access and direct involvement of outside agencies and its officers.

**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.)*

| <b>Item</b> | <b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i> | <b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i> | <b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>   |
|-------------|---|---|---|
| 1           | Provide students more opportunities to interact with current Criminal Justice Professionals.                  | Fall 2021   | Based on the student cohort information and feedback, data will be collected and reviewed to determine if the students were satisfied with the exposure and interaction to criminal justice professionals and met their expectations and needs for successful completion of the course. |

**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 measure. Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.*

**Baseline:** N/A % (Average of three years – identify last three licensure years)  
**Standard:** N/A %  
**Target:** N/A %

**2020-2021 Action / Strategy Items:**

| Item # | Action / Strategy Items:<br>(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      | Not applicable.   |   |

**Licensure / Certification Exam – (Title of License or Exam)**

| NCCCS Report | Exam Year | # Tested | # Passed | % Passing | Index Score |
|--------------|-----------|----------|----------|-----------|-------------|
| 2017         | 2015-16   |          |          |           |             |
| 2018         | 2016-17   |          |          |           |             |
| 2019         | 2017-18   |          |          |           |             |
| 2020         | 2018-19   |          |          |           |             |

**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.)

Not applicable.

**Provide narrative for analysis of licensure / certification passing rates standard/target** (Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.)

Not applicable.

**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    | Not applicable.   |   |   |

**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.*

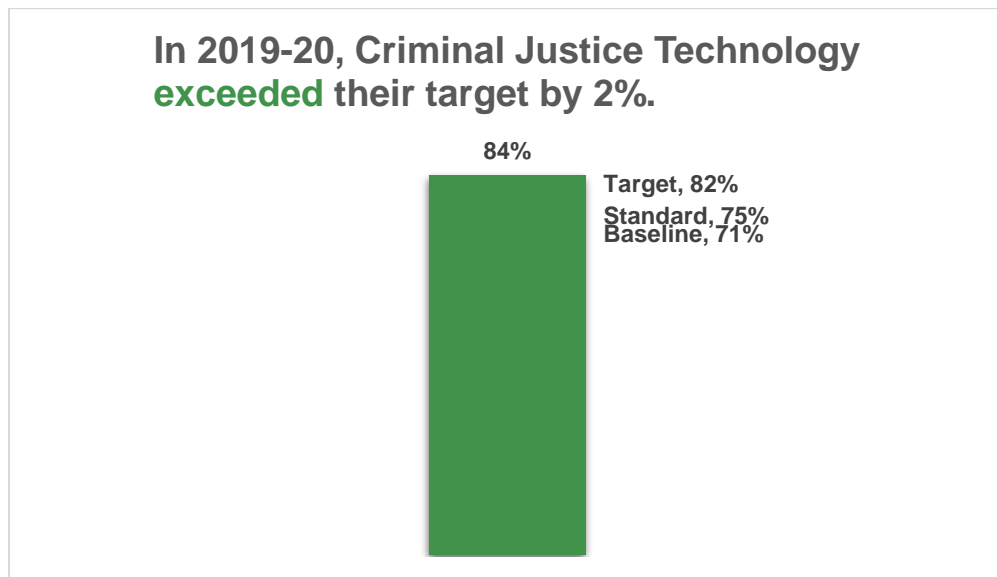
**Program Outcome #7: Program Success Rate (all delivery methods)**  
*(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)*

**Baseline:** 71 % (Average program success students for three years – 2016-17; 2017-18; 2018-19)  
**Standard:** 75 %  
**Target:** 82 %

**2020-2021 Action / Strategy Items:**

| Item # | Action / Strategy Items:<br><i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i> | Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>  |
|--------|--|---|
| 1      | Updating course material within courses that are being offered to current and future students.                             | Updating course material has had an impact on the students as they are now receiving more current items of study that are related to things that are found out in the field. Based on the data received from student cohort information and feedback, data will be collected and reviewed to determine if the students were satisfied with the course materials and met their expectations and needs for successful completion of the course. |

| Academic Year<br>Fall, Spring, Summer | Program Enrolled Students | Program Success Students | Program Success Rate |
|---------------------------------------|---------------------------|--------------------------|----------------------|
| 2017-2018                             | 241                       | 182                      | 76%                  |
| 2018-2019                             | 245                       | 175                      | 71%                  |
| 2019-2020                             | 234                       | 196                      | 84%                  |





**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?)*

The courses that are involved in the degree program are offered both online and in hybrid format for the students that wish to have face to face interaction. The program has no plans to change its delivery method.

**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.)*

Yes, the program met and exceeded both the target and standard. To continue to improve upon the program it will continue updating course material within courses that are being offered to current and future students. The program will also continue its partnerships with local agencies and officer to have more direct involvement with the program core and the students enrolled within the program.

**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.)*

| <b>Item</b> | <b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i> | <b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i> | <b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>   |
|-------------|---|---|---|
| 1           | Updating course material as courses are being offered to students.  | Fall 2021   | Based on the student cohort information and feedback, data will be collected and reviewed to determine if the students were satisfied with the exposure and interaction to criminal justice professionals and met their expectations and needs for successful completion of the course. |
| 2           | Provide students more opportunities to interact with current Criminal Justice Professionals.                  | Fall 2021   | Based on the student cohort information and feedback, data will be collected and reviewed to determine if the students were satisfied with the exposure and interaction to criminal justice professionals and met their expectations and needs for successful completion of the course. |

**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:<br><i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i> | Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i> |
|--------|--|--|
| 1      | Not applicable.  |  |

**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 <i>(Identify action items as a result of your program outcome assessment.)</i> | Target Date <i>(Identify your projected target date for completion of action items.)</i> | Assessment of Action Items <i>(How will you assess the results of action items?)</i>  |
|------|--|--|---|
| 1    | Updating course material as courses are being offered to students.                                     | Fall 2021  | Based on the data received from student cohort information and feedback, data will be collected and reviewed to determine if the students were satisfied with the course materials and met their expectations and needs for successful completion of the course.                        |
| 2    | Provide students more opportunities to interact with current Criminal Justice Professionals.           | Fall 2021  | Based on the student cohort information and feedback, data will be collected and reviewed to determine if the students were satisfied with the exposure and interaction to criminal justice professionals and met their expectations and needs for successful completion of the course. |