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: Emergency Management 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: *(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	Conduct a thorough review of curriculum with professionals who currently serve on the advisory committee and in the emergency management field who are graduates of the program to determine if the program meets the needs of employers.	Program is meeting needs of employers and is garnering additional attention of public safety agencies for enrollment in management certificate programs.

Number of Completers *(unduplicated) – Graduation Year – Summer, Fall, Spring*				
Graduation Year	**Associate**	**Diploma**	**Certificate**	**Total**
2017-2018	10		0	10
2018-2019	4		9	13
2019-2020	4		0	4

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In 2019-20, Emergency Management did not meet their baseline, standard, or target.

Target, 15

Standard, 13

Baseline, 11

4

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?)*

Completer numbers are tied to enrollment and retention numbers and over the past few years there have been many faculty changes as noted in the 2019-20 program review which has affected overall program numbers. Also, some students were not aware of the certificate program offerings and were not placed in them. These were lost opportunities for students to be completers.

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.)*

Current new enrollment trends are increasing and suggest no need to adjust standard and target. This cycle seems to be indicative of a downturn in program participation which is currently improving. Also all new students are enrolling in the various certificates and completing them enroute to their degree.

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.)

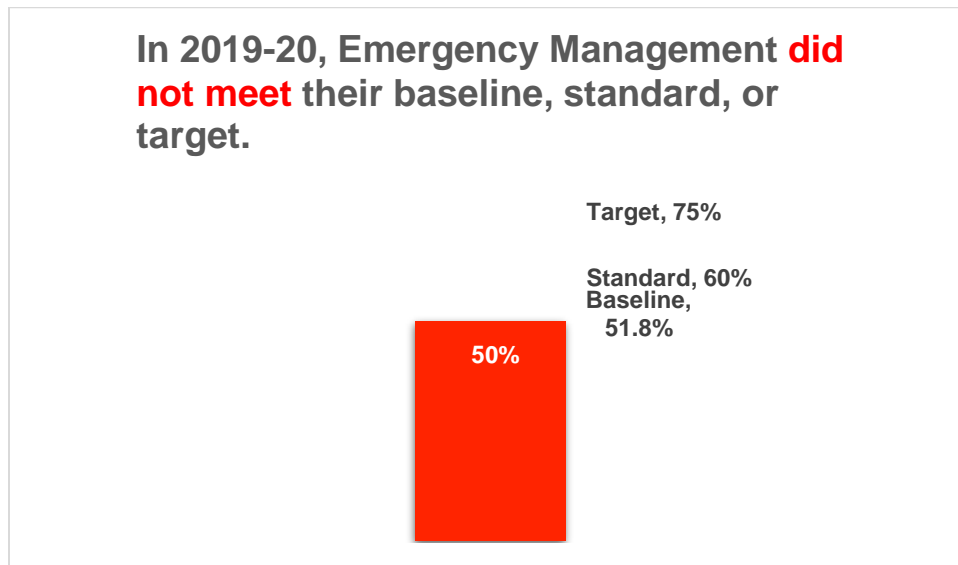| Item	Action / Strategy Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Ensure all students are aware and enrolled in certification programs	December 2021	Review all current students and enrollees for Fall 2021 cohort to ensure they are aware and enrolled in applicable certificate program and progressing in Associates Degree pathway.

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Program Outcome #2: Program Retention, Fall to Fall

Baseline: 51.8 % (*Average of three years – 2016-17; 2017-18; 2018-19; <u>fall-to-fall</u> program retention*)
Standard: 60.0 % Fall to Fall
Target: 75.0 % Fall to Fall

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	Develop a stronger partnership with current local public safety agencies to enhance employment opportunities.	COVID 19 has hampered outreach efforts and agency leadership changes have compounded this issue. Enrollment demographics suggest continued interest from local agencies.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
Fall 2017-Fall 2018	27	8	7	12	0	55.6%
Fall 2018-Fall 2019	22	4	5	12	1	40.9%
Fall 2019-Fall 2020	14	2	5	6	1	50%

In 2019-20, Emergency Management did not meet their baseline, standard, or target.

Target, 75%

Standard, 60%
Baseline,
 51.8%

50%

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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.)*

Very close to meeting baseline. Stability in program advising and faculty should help to identify and help prevent retention issues. Note: there was a 10% improvement compared to Fall 2018-2019 and an additional 10% improvement in next cycle will place us at standard level.

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 changes in this cycle as these current numbers will provide a sustainable pathway in the future. Currently working to maintain and improve retention through advisor and student interaction.

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	Advisor engaging students monthly to identify issues and provide assistance	December 2021	Increase in fall-to-fall retention based on data provided by the Institutional Effectiveness data collected

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.

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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: *(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.		

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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.

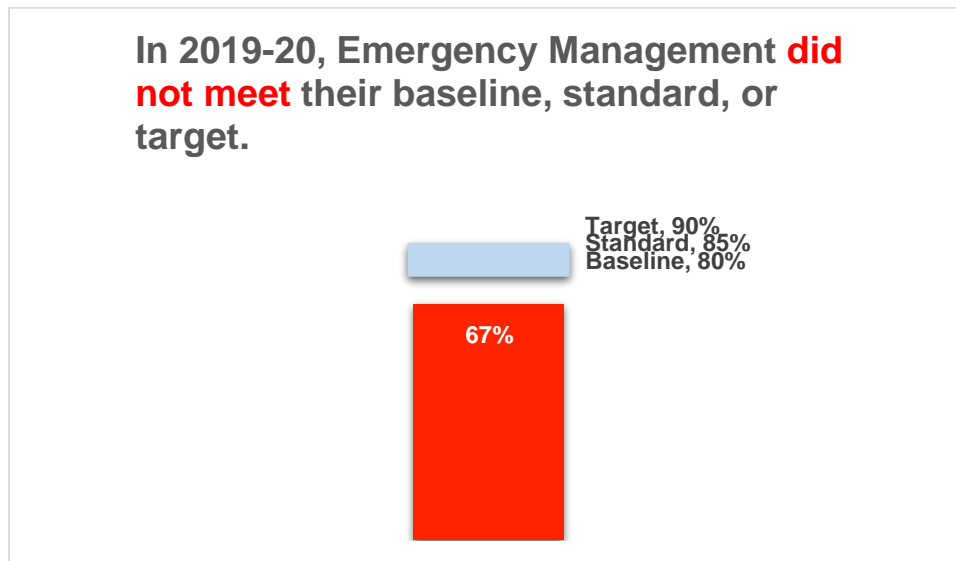**Program Outcome #7: Program Success Rate (all delivery methods)**
(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)

Baseline: 80 % (*Average program success students for three years – 2016-17; 2017-18; 2018-19*)
Standard: 85 %
Target: 90 %

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	Provide students resources for academic assistance during their enrollment within the program.	COVID 19 negatively impacted our efforts especially in second half of assessment period due to dispersal of students and faculty.

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	104	79	76%
2018-2019	73	60	82%
2019-2020	58	39	67%

In 2019-20, Emergency Management **did not meet** their baseline, standard, or target.

Target, 90%
Standard, 85%
Baseline, 80%

67%

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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?)*

Many students are working professionals or those with delays from high school to college enrollment. This does affect course success. Students are encouraged to take general education courses that may be challenging in a face to face or hybrid environment. This is however a barrier for our students who are predominantly public safety employees working non-standard work hours. Program offering will continue to be online with support services identified and provided to students.

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.)*

No changes to standard and target as we will work to provide students with resources needed to ensure success. Covid 19 also has provided opportunity for students to take many developmental courses online and should be a positive contributing factor moving forward.

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	Develop handout/informational item to advise our student specifically of support available.	December 2021	Based on the data provided by Institutional Effectiveness, data will provide increased student success rates across all modalities of instruction.

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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	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.		

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