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: Human Services Technology

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

Baseline: 9 # (*Average of total completers for the last three years – 2016-17; 2017-18; 2018-19*)
**Standard:** 10 #
Target: 11 #

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	Peer Mentor Program	Peer Mentor Program action item was accomplished and is ongoing. It is felt that this strategy is successful. However due to low enrollment, the baseline, standard, and target were not met.

Number of Completers *(unduplicated) – Graduation Year – Summer, Fall, Spring*				
Graduation Year	**Associate**	**Diploma**	**Certificate**	**Total**
2017-2018	15	0	0	15
2018-2019	4	0	0	4
2019-2020	6			6

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In 2019-20, Human Services Technology did not meet their baseline, standard, or target.

Target, 11
Standard, 10
Baseline, 9

6
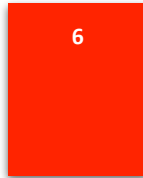
Provide narrative for analysis of completers *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

Enrollment rates were low over the 2017-2020 Graduation Years.   The baseline, standard, and target were not met.   It is expected that enrollment will increase over the next few years and that will affect the average of total 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.)*

We did not meet our standard or target. Most had issues with online learning, had gained employment and plan to return later, or had medical issues.

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.)

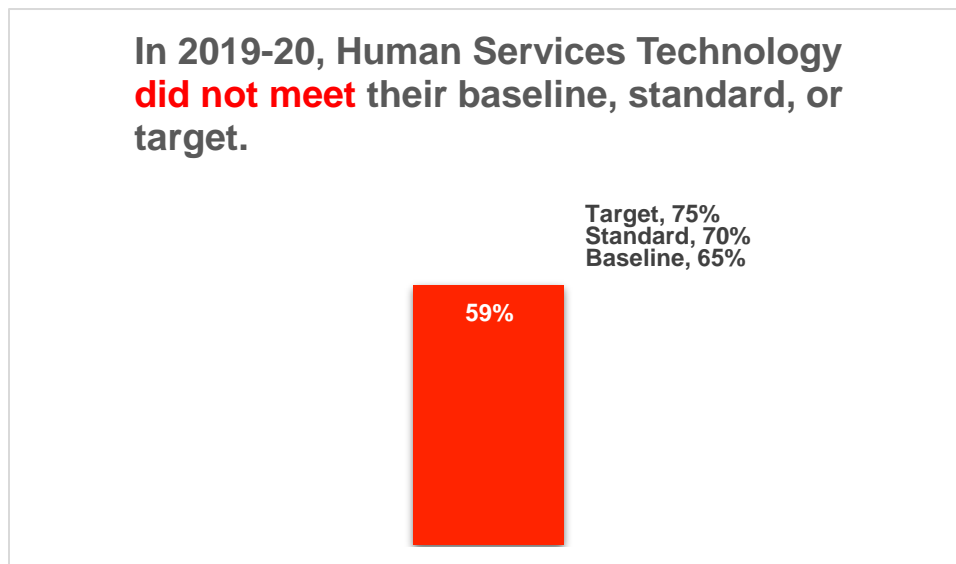| Item	Action / Strategy Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Encourage Achievement Coach Interactions	2021/2022 Academic Year	Data gathered by those who actively engage in their assigned achievement coach. Compare date of those who participate and those who do not.

Program Outcome #2: Program Retention, Fall to Fall

Baseline: 65 % (*Average of three years – 2016-17; 2017-18; 2018-19; fall-to-fall program retention*)
Standard: 70 % Fall to Fall
Target: 75 % 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	Semester assessment of non-completers/returners and follow-up with identified students.	Students were contacted and encouraged to return. Most had issues with online learning, had gained employment and plan to return later, or had medical issues. Several follow-ups did not respond.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
Fall 2017-Fall 2018	51	14	19	15	3	64.7%
Fall 2018-Fall 2019	35	4	22	9	0	74.3%
Fall 2019-Fall 2020	51	7	23	19	2	59%

In 2019-20, Human Services Technology did not meet their baseline, standard, or target.

Target, 75%
Standard, 70%
Baseline, 65%

59%

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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.)*

Retention rates increased between Fall 2017/Fall 2018 to Fall 2018/Fall 2019 by 9.6%. There was a 15.3% decline in retention rates from Fall 2018/Fall 2019 and Fall 2019/Fall 2020. This is perhaps in part due to student withdrawal in Spring 2020 as a result of the pandemic. The reasons for the stop outs are not in fact known. The goal is to resume the increase seen from Fall 2017-Fall 2019.

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.)*

We did not meet our standard and target. Data indicates that 19 students did not return. The factor may have been due to the pandemic.

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	Encourage Achievement Coach Interactions	2021-2022 Academic Year	Data gathered by those who actively engage in their assigned achievement coach. Compare date of those who participate and those who do not.

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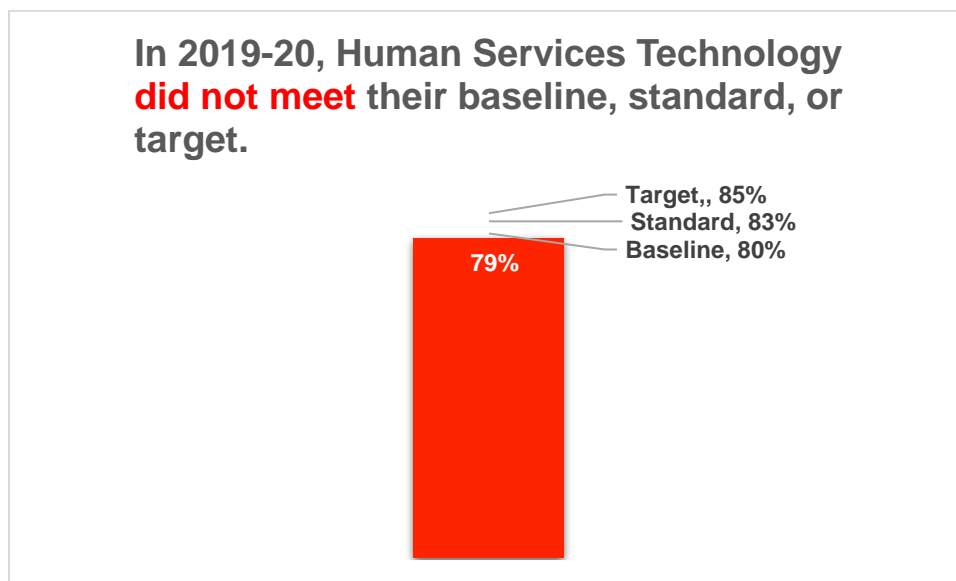
Program Outcome #7: Program Success Rate (all delivery methods)
(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)

Baseline: 80 % (*Average program success students for three years – 2016-17; 2017-18; 2018-19*)
Standard: 83 %
Target: 85 %

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	Increase student referral, such as Academic Skills, Computer Lab, Achievement Coach, etc.	Students scoring below a C were referred to Academic Skills, Computer Lab, and/or their designated Achievement Coach. Though baseline, standard and target were not met, this will continue to increase program success rates.
2	Implement peer tutoring program	Not completed due to student availability of program peers to tutor other students specifically in the Human Services courses.

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	120	102	85%
2018-2019	118	96	81%
2019-2020	124	98	79%

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

Target,, 85%
Standard, 83%
Baseline, 80%

79%

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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?)*

Students are more successful in face to face and hybrid courses. Over the past 3 semesters, students have been totally online or online synchronous. In the upcoming semesters, face to face and hybrid course offerings will be increased.

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.)*

Program success Standard and Target were accomplished for 2017-2018. The 2018 program success rate was above baseline but did not meet Standard or Target. The Baseline, Standard, nor Target were met in 2019-2020 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	Increase in face to face and hybrid course offerings to better meet the needs of students	2021-2022 academic year	This will be measured by the number of classes offered and comparison to student success.

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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