

Program Outcome and Assessment(s)
2020-21 Program Outcome Assessments Year-End Reporting Form
Program Review Cycle - 2018-19

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: Air Conditioning, Heating, and Refrigeration

Program Outcome #1: Program Retention, Fall to Summer

Baseline: 63 % (Average of three years –2015-16; 2016-17; 2017-18 fall-to-summer program retention)

Standard: 65 % Fall to Summer

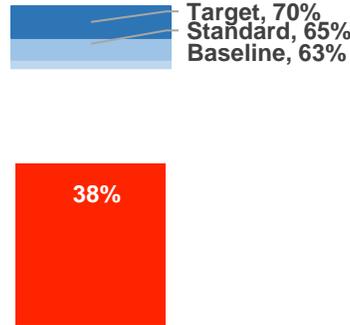
Target: 70 % Fall to Summer

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	We will continue to encourage employers and students to the importance of completing the program	We encourage our student to complete the program. Even though the end result was below baseline the strategy seem to be working until Covid-19 forced us online.
2	Use Fall to Summer Program Retention Data for analysis of Program Assessment	By using the data we are able to see how we need to improve our strategy to increase our number of program completers

Year (Fall to Summer)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs (non-completers)	Program Transfers	Program Retention
FA 2017-SU 2018	18	1	14	3	0	83%
FA 2018-SU 2019	17	8	2	3	4	59%
FA 2019-SU 2020	16	6	0	8	2	38%

In 2019-20, Air Conditioning, Heating, and Refrigeration Technology **did not meet their baseline by 32%.**



Provide narrative for analysis of program retention data *(Based on the data, provide a narrative of your analysis of fall to summer retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)*

Due to the Covid-19 pandemic in the spring of 2020 the college had to go to online/hybrid courses many students didn't like the change due to lack of shop hours as well as the uncertainty of when the college would be able to go back to face to face learning. Those factors were the main cause for such a high program stop outs (non-completers). As the college has and will continue to open and ease Covid-19 related restrictions I feel the programs enrollment and retention numbers will go back up to post Covid-19 levels.

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.)*

Even though we fell short of the target and standard this year we feel keeping the target and standard where there at will be good as we rebuild our program after the pandemic we feel we will be able to get back to our baseline and even exceed our target goals as we continue to encourage our students to complete the program and use the Fall to Summer program retention data to gauge our progress.

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	We will continue to encourage employers and students to the importance of completing the program	Summer 2021	We will talk to each student make sure there on track and encouraged to complete the program and to earn their diploma and certificates by showing them the benefits of earning each

2	Use our Advisory board and other local companies to have career opportunities available upon completion of program	Summer 2021	By having access to career opportunities for our students upon completion of our program it will provide motivation to complete program.
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Program Outcome #2: Completions (unduplicated) (Degree level, highest level of attainment)

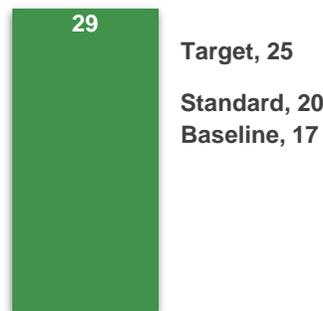
Baseline: 17 # (Average of total completers for three years – 2015-16; 2016-17; 2017-18)
Standard: 20 #
Target: 25 #

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Completion rates have improved. We will continue with these strategies as positive results are observed.	We will continue to use this strategy as we were able to exceed our target goal.
2	We will continue to encourage employers and students to the importance of completing the program to increase retention data.	We will continue to use this strategy as well as we were able to exceed our target goal this time.

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018		5	18	23
2018-2019		12	21	33
2019-2020		13	16	29

In 2019-20, Air Conditioning, Heating, and Refrigeration Technology exceeded their target by four additional completers.



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?)

We will continue to incorporate our strategies because even through the Covid-19 pandemic we were able to encourage and motivate our students to complete the program and achieve the diploma and certificates and

show them the benefits of doing so we exceeded our target goal so these strategies are working and will continue to use them.

Provide narrative for analysis of completion 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.)*

Even though we exceeded our target goal we feel we need to try and do more recruiting online as well as in person at local high schools once the Covid-19 restrictions begin to lift over the summer and we will use the number as an encouraging sign we know these numbers can increase as our number of students increase but we will use our strategies to ensure success of these new students.

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	Make sure our students are successful by developing an individual plan of success with each student	Summer 2021	By working with each student and having a success plan in place they will know what is required to be successful and will be able to track progress to make sure they understand all requirements for completion
2	Encourage and show students examples of success they can have upon completions of program and importance of diploma and certificates	Summer 2021	Through out there time in the program we will show examples of successful careers that can be achieved when completing this program as encouragement and motivation

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: 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 outcome assessment follow-up.)	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 #5: 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 #6: 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: <i>(Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Continue to incorporate Moodle as a supplemental instruction resource	Due to Covid-19 we had to go completely online during the Spring 2020 and Summer 2020. We were successful in providing quality online instruction during that time
2	Utilize mini-split refrigeration trainer planning objective when on site	By using our mini-split refrigeration trainer the students had a better understanding of a refrigeration system and it was important to their development

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	Utilize our new residential mini split heat pump trainer in our labs	Summer 2021	We will be able to see the progression of our students knowledge as we use this trainer to get them prepared for their potential future careers