

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: Industrial Systems Technology

Program Outcome #1: Program Retention, Fall to Fall

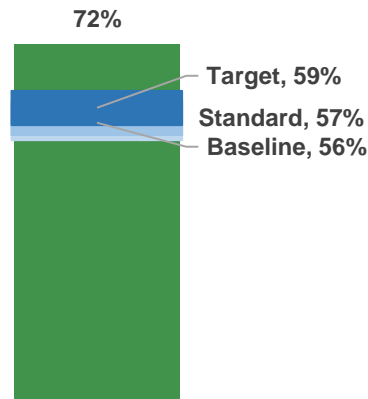
Baseline: 56 % (Average of three years – 2014-15; 2015-16; 2016-17; fall-to-fall program retention)
Standard: 57 % Fall to Fall
Target: 59 % Fall to Fall

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	Continue to emphasize the benefits of staying in the program.	With the steady increase in retention, we are pleased with our present strategies. We will, however, continue to explore opportunities to improve.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs (non-completers)	Program Transfers	Program Retention
Fall 2017-Fall 2018	26	6	10	9	1	61.5%
Fall 2018-Fall 2019	25	5	12	8	1	68.0%
Fall 2019-Fall 2020	32	3	20	9	0	72%

In 2019-20, Industrial Systems Technology exceeded their target by 13%.



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.)*

Emphasis on program completion in early classes seems to have affected retention rates. In addition, many of our area employers have begun putting a higher value on their employee’s education. This has motivated students to remain in their program, instead of prematurely moving into the job market.

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 are pleased with our present strategies, in that both the standard and target goals were exceeded for the past three years. With this in mind, we will plan to raise our standard with the next review cycle.

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 with the present strategies.	2021-2022	By looking at program retention percentages.
2	Invite representatives from local industries to visit our classes and speak to our students.	2022 – 2023 (dependent upon Covid restrictions)	By looking at program retention percentages.

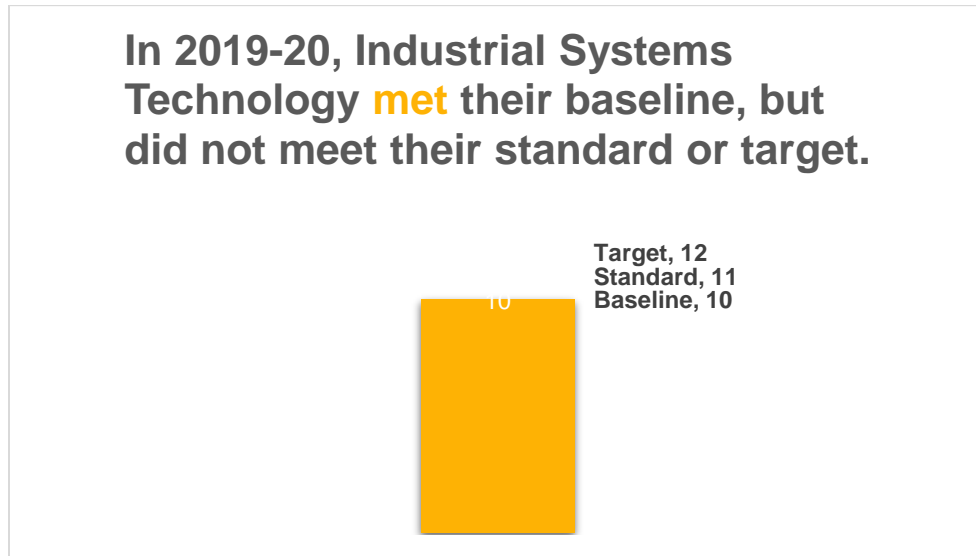
Program Outcome #2: Completions (*unduplicated*) (Degree level, highest level of attainment)

Baseline: 10 (*Average of total completers for three years – 2015-16; 2016-17; 2017-18*)
Standard: 11
Target: 12

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	The same strategies will remain in effect for a longer observation period.	The three year average for total completers has increased from the '15 through '18 numbers. We will continue with the same strategies, with expected fluctuations in the completion numbers.

Number of Completers (<i>unduplicated</i>) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018	7		2	9
2018-2019	7		11	18
2019-2020	3		7	10



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?*)

Our completion numbers were affected by the move to online/hybrid courses. This move was in response to the Covid-19 pandemic. Most losses were during the '20 spring semester. Students that had registered for in person classes were disappointment in the loss of “hands on” opportunities that they were expecting.

There were also students that faced economic hardships during this period. They found it necessary to put their educational goals on hold for the time being.

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.)*

Although the standard nor target was met this past year, we will not change them at this time. Looking at our three year average, we feel that they are still viable. We will continue with our present strategies, with the additions below.

We are aware that this number is highly contingent on retention and recruitment. As increases in these areas are observed, they should carry over into completion numbers.

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	Expansion and renovation of lab, and classroom space	Begin 2021 with completion by 2023. (Contingent upon budget priorities.)	A better, more spacious learning environment will enhance the learning experience. If students feel that the institution supports them, and are comfortable in the lab/ classroom, they will be more willing to invest their time in to completing their program of study. We will look for an increase in the completion numbers as verification.
2	Capitalize on industry apprenticeship programs	Our first full cohort should graduate in the spring of '23.	By meeting the needs of industry apprenticeship programs, we will give students a new path to program completion. Completion numbers should show a direct correlation.

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	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	Not applicable.		