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: Medical Assisting

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

Baseline: 12 # (*Average of total completers for the last three years – 2016-17; 2017-18; 2018-19*)
**Standard:** 14 #
Target: 16 #

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 annual completion	For the 20-21 school year the number of completers is 12 which is an increase from the 2019-2020 school year.

Number of Completers *(unduplicated)* – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018	13			13
2018-2019	10			10
2019-2020	8		1	9

In 2019-20, Medical Assisting did not meet their baseline, standard, or target.

Target, 16

Standard, 14

Baseline, 12

9
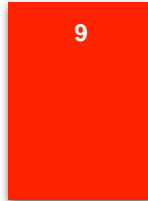
Provide narrative for analysis of completers *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

The medical assisting program saw a decrease in graduates this year. Many factors influenced this decrease. One of the major factors in the decrease in completers were financial factors. Many students after they enrolled into the program ended up having to withdraw before completion due to lack of funds to continue in school. Another factor was personal life issues that influenced the students not to complete their educational goals at this time. The only way to help with these issues is to refer them to financial aid and the foundation when Financial aid is unable to assist the students. For personal life issues we can try to refer them to counseling services and to the achievement coaches for assistance.

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 baseline based on a three-year average can be adjusted to 10 students, the Standard would then be adjusted to 12 and the Target to 14. The Medical assisting program did not meet the standard or target. The changes will be to advise students of financial aid and the foundation office to help with finances and the counseling/ achievement coaches to help the students with personal life issues that interfere with them completing 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.)

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	Refer students to the Financial aid office and the foundation office.	2022	By keeping track of the number of students that receive either financial

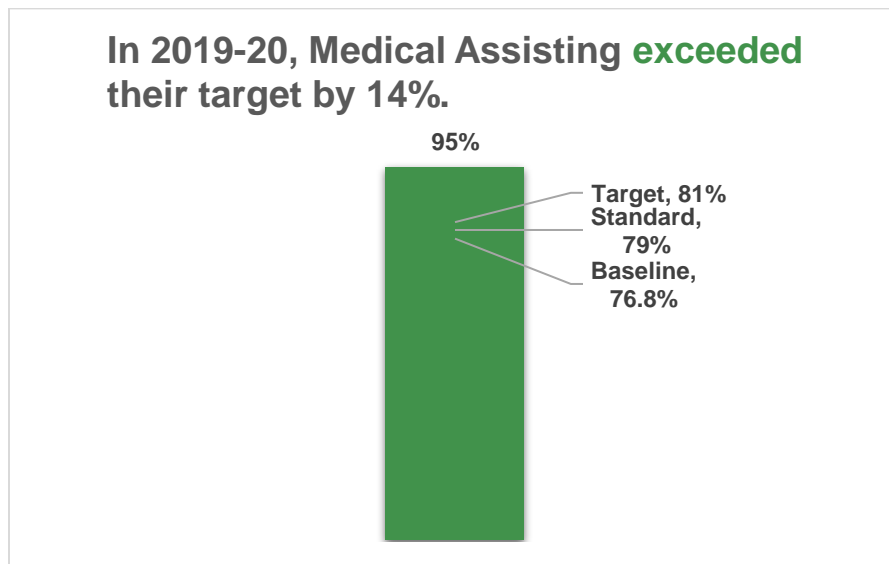|			aid or foundation assistance after referral over.
2	Refer students to the counseling department and achievement coaches for personal life issues	2022	By keeping track of the number of students that are referred to the different areas.

Program Outcome #2: Program Retention, Fall to Fall

Baseline: 76.8 % (*Average of three years – 2016-17; 2017-18; 2018-19; <u>fall-to-fall</u> program retention*)
Standard: 79 % Fall to Fall
Target: 81 % 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	Refer students to tutoring, Achievement Coaches to help with barriers	Referred student to achievement coaches for assistance with barriers. By utilizing aviso I was able to see when achievement coaches made contact with students in need.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
Fall 2017-Fall 2018	25	9	12	3	1	84.0%
Fall 2018-Fall 2019	26	12	8	5	1	76.9%
Fall 2019-Fall 2020	20	7	12	1	0	95%

In 2019-20, Medical Assisting **exceeded** their target by 14%.

95%

Target, 81%
Standard, 79%
Baseline, 76.8%

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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.)*

The program exceeded the target by 14%. The medical assisting program director is happy with the results so no additional changes are needed at this time.

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.)*

The program exceeded the Target and standard. No changes needed at this time.

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	Continue to refer students to tutoring, Achievement Coaches to help with barriers	2022	By keeping a log of the number of students that are referred to the different areas.

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: *(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)
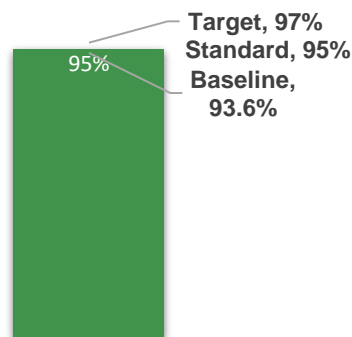
Baseline: 93.6 % (*Average program success students for three years – 2016-17; 2017-18; 2018-19*)
Standard: 95 %
Target: 97 %

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	Continue to monitor the program course success rate.	By monitoring the course success rate each semester by the retention rate form. The strategy was successful in helping to determine if course delivery method needs to be changed.

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	152	148	97%
2018-2019	149	138	93%
2019-2020	155	147	95%

In 2019-20, Medical Assisting met their baseline and standard but missed their target by 2%.

Target, 97%
Standard, 95%
Baseline, 93.6%

95%

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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?)*

After analyzing the data, it appears that the medical assisting program course success rate is a little different depending upon the delivery method. According to the data, the students tend to run into more difficulty in the blended format. The students also tend to do better in the face-to-face format. The medical Assisting program contains more hybrid courses at this time due to COVID.

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.)*

Currently, the medical assisting program contains more hybrid courses due to COVID and the current restrictions that are in place. No changes are taking place currently.

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	Continue to monitor the program course success rate	2022	Retention rate workbook

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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