

**Workforce Continuing Education Services – Occupational Extension  
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:** Workforce Continuing Education Services Occupational Extension – Advanced Manufacturing / Applied Technologies

**Program Outcome #1: Course Section Offerings (all delivery methods)**

**Baseline:** 46 # (Average of three years – 2016-17; 2017-18; 2018-19)

**Standard:** 48 #

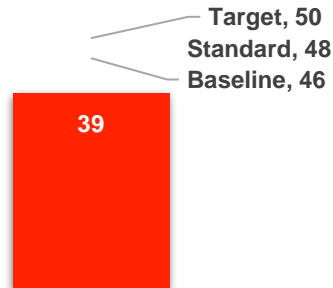
**Target:** 50 #

**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	Offer additional sections of truck driver training each semester.	We were not able to offer additional sections. In order to do so, we would need to hire more instructors and secure dedicated classroom space during the daytime. Due to COVID -19, we were unable to recruit new instructors.

Reporting Year	Course Offerings	Sections Offered
2016-17	8	47
2017-18	12	49
2018-19	13	44
2019-20	7	39

In 2019-20, Occupational Extension-Advanced Manufacturing / Applied Technologies **did not meet** their baseline, standard, or target.



**Provide narrative for analysis of course section offerings** (Based on the data, provide a narrative of your analysis of course section offerings. Are courses being offered based on the number and delivery type of sections needed for enrollment?)

All classes were suspended in March 2020, and some resumed in April. Classes that we did not cancel had hours remaining before completion. Several of these were not completed within the summer semester and were extended into the fall. We were able to offer a few classes. The classroom size became limited to 10 students due to the COVID precautions for face-to-face classes. The following courses show the remaining hours needed to complete before the shutdown and how some were affected by it.

**Advanced Welding** – 54.00

**Truck Driver Training** - 9.50

**HVAC** - 28.00 hours

**Basic Welding** – The scheduled class had 14 students enrolled. The class was canceled due to the shutdown. We did not offer another class until the fall semester.

**NCDMV Inspection Classes are mandate by NCDMV** – online course offerings were not an option, Inspectors were given extensions from the DMV, and classes were not allowed to resume until June 2020.

We hope we will be able to offer additional courses in the upcoming year as precautions allow.

**Provide narrative for analysis of course section offerings standard/target** (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If so, do you intend to try to increase the number or type of course section offerings?)

We did not meet the target due to needing to decrease course offerings as a result of COVID-19 and the shutdown. -Strategies have been implemented-to attract potential students by increasing hours of HVAC courses, adding an Automotive Boot Camp, 3rd party testing to the TDT Program, and a Boiler Systems Operator course.

**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.)*

<b>Item</b>	<b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i>	<b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Request more space for the Boiler systems Operator course.	Spring 2022	Utilization of the space and student completion
2	Offer more 96-hour courses	Spring 2022	Number of 96 hour Courses created

**Program Outcome #2: Course Success Rate (all delivery methods)**

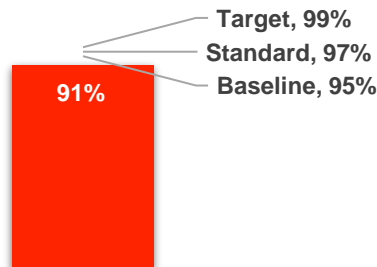
**Baseline:** 95 % (Average of three years – 2016-17; 2017-18; 2018-19)  
**Standard:** 97 %  
**Target:** 99 %

**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 offering face to face courses.	Stay within the Colleges guidelines for student enrollment. Eighty-two face to face courses were offered in the 2019-20 academic year.

Reporting Year	Registered Students	Registered Success Students	Course Success Rate
2016-17	593	565	95%
2017-18	542	514	95%
2018-19	286	273	95%
2019-20	335	305	91%

**In 2019-20, Occupational Extension - Advanced Manufacturing / Applied Technologies **did not meet** their baseline, standard, or target.**



**Provide narrative for analysis of course success rates** (Based on the data, provide a narrative of your analysis of course success rates. Are students more successful in courses: face-to-face, online, hybrid, or blended methods of course delivery? In evaluating the methods of delivery, should certain methods of delivery be considered for addition, deletion, or modification?)

The majority of our students are working adult students and most of our courses are face-to-face. The current method of delivery is adequate.

**Provide narrative for analysis of course success rates standard/target** (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If so, how do you plan to further increase course success rates?)

We did not meet the standard/target. Some students decided not to return to complete their course due to COVID-19.

**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.)

<b>Item</b>	<b>Action / Strategy Items</b> (Identify action items as a result of your program outcome assessment.)	<b>Target Date</b> (Identify your projected target date for completion of action items.)	<b>Assessment of Action Items</b> (How will you assess the results of action items?)
1	Increase the number of students that successfully pass courses by implementing additional hands-on activities.	Summer 2022	Number of students that successfully complete

**Program Outcome #3: 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 NCCCS Performance Measures 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
2016	2014-15				
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 #4: Other Assessment (if applicable)**

**Analysis of other assessment:** *(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:**

<b>Item #</b>	<b>Action / Strategy Items:</b> <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	<b>Results / Use of Results:</b> <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Schedule an Advisory Committee Meeting.	A virtual Occupational Extension meeting was held on Thursday, December 17, 2021.

**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.)*

<b>Item</b>	<b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i>	<b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Recruit additional Advisory Committee members	Summer 2022	The number of new members on the Advisory Committee