

**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 – Human Resource Development

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

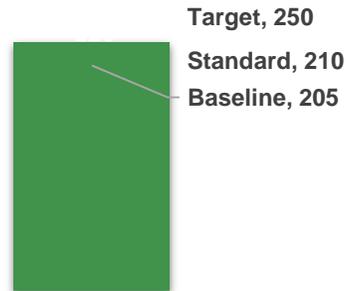
Baseline: 205 # (Average of three years – 2016-17; 2017-18; 2018-19)
Standard: 210 #
Target: 250 #

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 more courses in the community.	Started a new course, The W.E.L.L.. It was offered on campus and in the Rosewood community to assist in increasing access to employment. We also offered several HRD workshops at the Grands housing development.

Reporting Year	Course Offerings	Sections Offered
2016-17	5	149
2017-18	7	225
2018-19	6	243
2019-20	6	226

In 2019-20, Occupational Extension - Human Resource Development (HRD) met their baseline and standard.



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?)*

Course sections offered were in line with previous years. Courses are being offered to cover the need and delivery type of course sections needed at this current time.

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 were able to meet our baseline and standard. The global pandemic came as we were concluding the final semester of the academic program year and it halted all courses. It will take some time to get to the level of section offerings to meet the baseline and standard next year. We will lower the standard to 100.

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	Offer more courses in the community	6-30-2022	#of courses offered

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

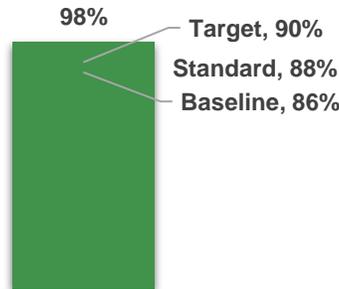
Baseline: 86 % (Average of three years – 2016-17; 2017-18; 2018-19)
Standard: 88 %
Target: 90 %

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	Potentially add online courses.	In 2019-20 instructors developed the following online courses: Get Hired, Working Smart, Money Smart, Resumes that Work, Thrive: Next Level Success, and HRD NCRC Success Lab)

Reporting Year	Registered Students	Registered Success Students	Course Success Rate
2016-17	2247	1864	83%
2017-18	3007	2636	88%
2018-19	2998	2665	89%
2019-20	3039	2968	98%

In 2019-20, Occupational Extension - Human Resource Development (HRD) exceeded their baseline, standard, and 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?)*

HRD students are more comfortable with face to face courses. We did not have success offering courses online. We do believe it is wise to have online options in cases of emergency, but the majority of courses will likely be held face to face. The HRD NCRC Success Lab had some success in an online format. Overall, students who completed the courses were successful.

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 met the standard and target for 2019-20. While the numbers of students registered has greatly decreased this year as a result of COVID, the standard and target should not be adversely affected. We will keep the standard and target the same.

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	Increase the # of students enrolled in online courses	6-30-20252	# students enrolled in online courses.

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:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</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.		