

**Workforce Continuing Education Services – Occupational Extension
Program Outcome and Assessment(s)
2020-21 Program Outcome Assessments Year-End Reporting Form
Program Review Cycle - 2020-21**

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 Special Programs

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

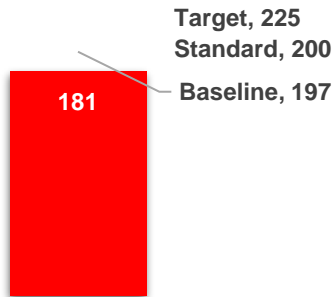
Baseline: 197 # (Average of three years – 2016-17; 2017-18; 2018-19)
Standard: 200 #
Target: 225 #

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	Identify high demand certification or licensure and offer prep courses for them	Strategy unsuccessful due to COVID-19
2	Research other institution offerings	Full research of other institutional offerings incomplete due to COVID-19

Reporting Year	Course Offerings	Sections Offered
2016-17	33	207
2017-18	35	218
2018-19	41	166
2019-20	40	181

In 2019-20, Occupational Extension - Special Programs **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?)*

Courses that were normally offered were not due to COVID-19. Some courses were offered virtually. Courses are being offered based on the number and delivery type of sections needed for enrollment.

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 standard/target due to COVID-19. We will keep the intended target of 225 course section offerings.

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	Continue identifying high demand certification or licensure and offer prep courses for them	Spring 2022	Connect with NCWorks/WIOA and request list of high demand jobs in the area
2	Continue researching other institution offerings	Spring 2022	Track the institution that have been contacted

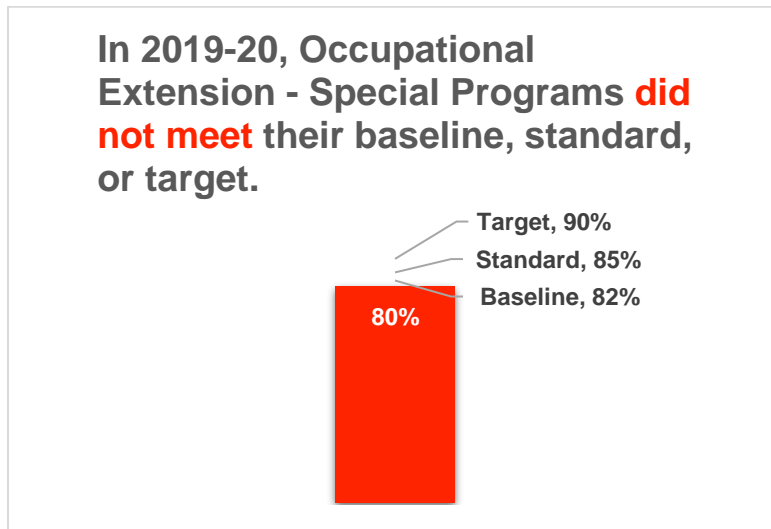
Program Outcome #2: Course Success Rate (all delivery methods)

Baseline: 82 % (Average of three years – 2016-17; 2017-18; 2018-19)
Standard: 85 %
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	Tracking for student certification pass rate	Incomplete due to COVID-19

Reporting Year	Registered Students	Registered Success Students	Course Success Rate
2016-17	844	692	82%
2017-18	771	666	86%
2018-19	711	570	80%
2019-20	691	551	80%



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?)

Due to COVID-19 some students struggled with online learning. We plan to continue with the variety of face-to-face, online, hybrid or blended methods of delivery, considering that all students learn different.

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 our target. We will keep the 90% target. Once the pandemic is allowing for traditional learning to fully continue we will offer more face-to-face class offerings.

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	Create 1-2 certificate programs (Entrepreneur Cert Program/Amend AA Cert Program)	Spring 2022	Review current certificate program offering and revise or update as needed.
2	Offer more 3 rd party credentialing courses	Spring 2022	Review current certification and pre-licensing course offerings and revise or update as needed.

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 individual licensure and/or certification exam. Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.

Baseline: 41 % *(Average % passing for three years – 2017, 2018, 2019; Real Estate Exam Performance)*
Standard: 45 %
Target: 50 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment and 2019-20 performance measure year-end report.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Work with instructors on reviewing class information for certification prep and pre-licensing courses. <i>(Program Review and Outcome Assessment)</i>	Strategy was successful. I met with the instructors that teach certification prep and pre-licensing courses. We revisited the course layout and altered some class times and class topics to better assist the students.
2	Incorporate additional student quizzes throughout the course to enhance student learning and to track student progress. <i>(Performance Measure Year-End Report)</i>	We’ve incorporated pop quizzes (verbal /written/online) to assist with student retaining class information at the beginning of classes.
3	Increase class hours from 80 hours to approximately 90 hours which gives students more time to study and master class materials and information prior to the final exam. <i>(Performance Measure Year-End Report)</i>	For this particular course we increased class hours to 84 and added the pop quizzes which allowed the students more time.

Licensure / Certification Exam – (Real Estate)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2016	2014-15	0	0	0%	
2017	2015-16	4	1	25%	
2018	2016-17	1	0	0%	
2019	2017-18	4	4	100%	1.5
2020	2018-19	9	6	67%	1.13

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.)*

Real Estate Sales licensure / certification exam was identified by the NCCCS as an exam to be measured in 2019. At that time, the Planning Council’s Performance Measures Licensure and Certification Passing Rate Subcommittee Chair identified a representative from the Workforce Continuing Education Services Special

Projects Occupational Extension Programs to address the Real Estate Sales measure. No 2019-2020 action/strategy items were identified at that time.

No Changes for the 2019-2020 academic year since this is a new performance measure. The pass rate for this program needs to be reviewed and possibly gain a better insight as to how to improve the overall pass rates for the state certification exam. New action/strategy items were developed for the 2020-2021 academic year.

Provide narrative for analysis of licensure / certification passing rates standard/target *(Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.)*

Baselines were set based upon WCC's average college performance of the individual licensure and/or certification exam. Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.

The standard has been set at 45 % and the target at 50% The standard and target were set by the program responsible for the individual licensure and/or certification exam performance.

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. The action items mirror those identified in the licensure/certification performance measure.)</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	Exam successful pass reduced to 75%	Spring 2022	Track performance measure
2	Exam retake: only offered to students who score 70-74% on the final exam	Spring 2022	Track students who qualify for exam retake and successfully pass

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	Establish a local test site on campus for students test for the certification and pre-licensing courses in program area	Strategy not successful 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 <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	Continue working on establishing a local test site on campus for students test for the certification and pre-licensing courses in program area	Spring 2022	Connect with exam provider for instructions and implement the process.