

10 Program Outcome and Assessment(s)
2019-2020 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: Business Administration – Operations Management

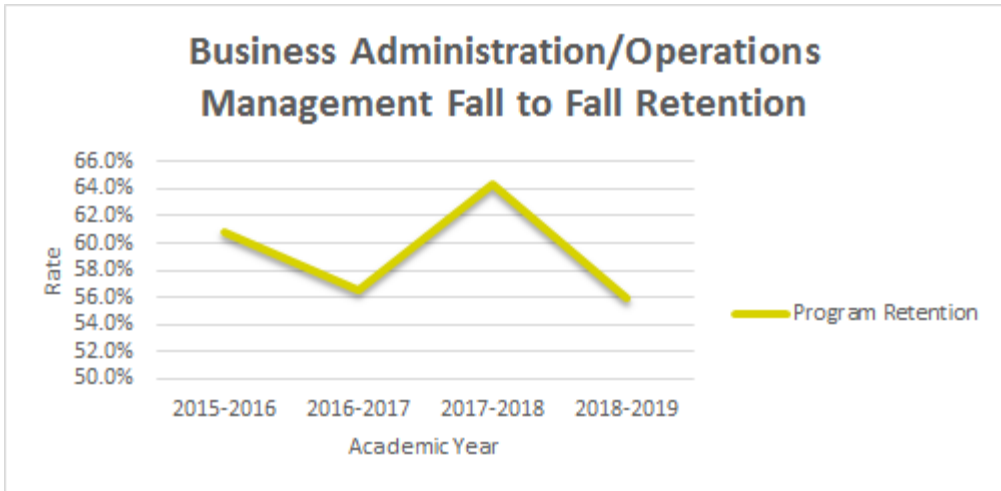
Program Outcome #1: Program Retention, Fall to Fall

Baseline: 55 % (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

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2018-19 program review.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? If not, did you want to continue this action / strategy going forward? If so, please include this action / strategy in the 2020-21 action / strategies table below.)
1	<p>Outcome: Inform students of the benefits of staying in the program.</p> <p>Action/Assessment: Dedicate part of OMT 110, Intro to Operations Mgmt. to explain the benefits of program completion and how that will affect the students long term earnings goal. Spend time explaining the services available through WCC’s Student Services to make students aware of available resources. We will then compare retention rates and assess this strategy.</p>	<p>As of now with the new explanation of the benefits of program completion there is no evidence of an increase. The results have remained consistent. We will continue with this strategy going forward and continue to monitor its outcomes.</p>

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2014-Fall 2015	63	9	21	29	4	47.6%
Fall 2015-Fall 2016	51	8	23	17	3	60.8%
Fall 2016-Fall 2017	46	4	22	20	0	56.5%
Fall 2017-Fall 2018	42	11	16	11	4	64.3%
Fall 2018-Fall 2019	34	5	14	15	0	55.9%



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 address for next year that may affect retention.)*

The retention data show an up and down pattern for the past 5 years. As to the nature of the student in this program this will constantly be an up and down battle due to the students work load and school load.

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? If you met your standard/target, what percentage would you like to increase your standard/target?)*

Retention has been up and down. The standard was 57%, just missed at 55.9%. Will continue with the same standard of 57% and target of 59%

2020-2021 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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	We will continue with the strategy of a description in the intro class to explain the importance of degree and certification completion going forward and continue to monitor its outcomes	Fall 2021	From Retention Data from fall to fall and compare with new baseline.

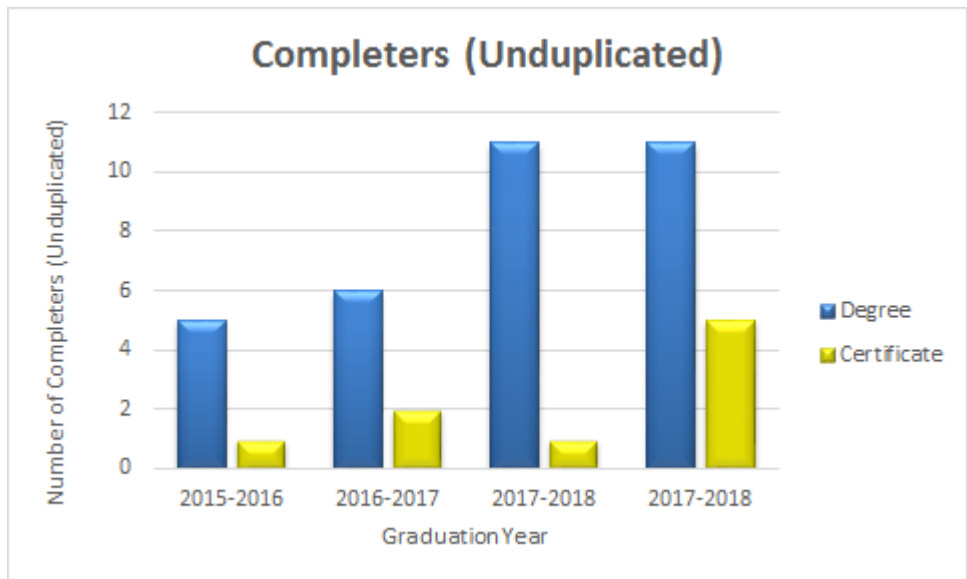
Program Outcome #2: Completions (Graduation) (unduplicated) (Summer, Fall, Spring)

Baseline: 9 # (Average of three years – 2015-16; 2016-17; 2017-18)
Standard: 10 #
Target: 11 #

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2018-19 program review.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? If not, did you want to continue this action / strategy going forward? If so, please include this action / strategy in the 2020-21 action / strategies table below.)
1	Outcome: Update certificates and add a diploma to the program to allow more paths to completion Action/Assessment: Program pathways have been updated and is being stressed to new or potential students. Classes are being offered geared toward specific certificates. We will review completion rates during the first two years of the change compared to the previous two years.	Utilize Self-Serve to identify graduates for AAS, Certificates and to create pathway plans to graduate

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring			
Graduation Year	Degree	Certificate	Total
2015-2016	5	1	6
2016-2017	6	2	8
2017-2018	11	1	12
2018-2019	11	5	16



Provide narrative for analysis of completion data *(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?)*

Degree and certificate completion were on target with an increase in the certificate completions. We will continue to focus on increasing degree and certificate completions.

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? If you met your standard/target, what percentage would you like to increase your standard/target?)*

Degree completion was right on target. Will continue to keep standard and target as is for the next year and revisit target after next year's data

2020-2021 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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	We will continue to identify potential graduates with certificates and AAS degrees.	Fall 2021	Utilize Self-Serve to identify graduates for AAS, Certificates and to create pathway plans to graduate or complete certificates.

Program Outcome #3: Job Placement / Employment

Baseline: 7 # (Average of three years – 2015-16; 2016-17; 2017-18 employed/more education)
Standard: 8 #
Target: 9 #

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2018-19 program review.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? If not, did you want to continue this action / strategy going forward? If so, please include this action / strategy in the 2020-21 action / strategies table below.)
1	Outcome: Continue visiting and speaking to area employers to strengthen the bond with WCC Action/Assessment: Visit local employers, as well as invite them to visit our labs and meet our students. Opening the lines of communication allows us to hear of job opportunities and builds trust, when we recommend a student for employment.	Continue to hold advisory board meetings, continued to make contact with industries and employers to increase job placement
2	Outcome: Continue visiting and speaking to area employers to strengthen the bond with WCC Action/Assessment: By being able to contact our alumni, we can get valuable feedback, as well as having a “person inside” when facilities are searching for employees.	Continue to hold advisory board meetings, continued to make contact with industries and employers to increase job placement

Employment Demand						
Year	Graduates	# Employed (within 1 Yr)	# Seeking More Education (within 1 Yr)	% Employed & Seeking More Education (add # employed and # seeking more education and divide by # of graduates)	Unknown	Other/Comments
2015-16	6	2	4	100%		
2016-17	8	6	2	100%		
2017-18	12	10	2	100%		
2018-19	16	16	2	113%		

Provide narrative for analysis of job placement/employment data *(Based on the data, provide a narrative of your analysis of job placement / employment. Indicate factors that may have affected job placement / employment. How can your program promote higher employment of students in the field?)*

Job placement and employment has continued to be high.

Provide narrative for analysis of job placement/employment standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)*

Yes, the target was met. We will continue with the current target.

2020-2021 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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	We will continue to work with industry contacts, employers, advisory committee members, and HR representatives. We will continue company visits to explain what we have to offer their employees	Fall 2021	Continue to monitor data from prior years to the current data.
2	We will continue to work with industry contacts, employers, advisory committee members, and HR representatives.	Fall 2021	Continue to monitor data from prior years to the current data.

Program Outcome #4: Licensure and Certification Passing Rates (if applicable) *Not applicable.*

Baseline: N/A % (Average of three years – identify last three licensure years)
Standard: N/A %
Target: N/A %

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2018-19 program review.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? If not, did you want to continue this action / strategy going forward? If so, please include this action / strategy in the 2020-21 action / strategies table below.)
1	Not applicable.	

Licensure / Certification Exam – Title

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2016	2014-15				
2017	2015-16				
2018	2016-17				
2019	2017-18				

Provide narrative for analysis of licensure / certification passing rates data (Based on the data, provide a narrative of your analysis of licensure / certification. Are you satisfied with your program licensure rates? State any changes you plan to address for licensure/certification passing rates.)

Not applicable.

Provide narrative for analysis of licensure / certification passing rates standard/target (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)

Not applicable.

2020-2021 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 (State the method of assessment; how you plan to evaluate/assess the results of the action items.)
1	Not applicable.		

Program Outcome #5: Third-Party Credentials (if applicable) *Not applicable.*

Baseline: N/A # (*Unable to set baseline until 3 years of data is available to average*)
Standard: N/A #
Target: N/A #

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: (<i>Actions / strategies identified in the 2018-19 program review.</i>)	Results / Use of Results: (<i>Provide results of the action / strategy identified. Was the action / strategy successful? If not, did you want to continue this action / strategy going forward? If so, please include this action / strategy in the 2020-21 action / strategies table below.</i>)
1	Outcome: Add new NC3 certificates as training and equipment become available Action/Assessment: Cross train instructors in order to integrate various NC3 certificates into more classes. We can compare certificate completions at the end of each semester.	Added NC3 certificates to the EGR 110 Classes. 100% of the classes are tested and passed.

Third-Party Credentials

Academic Year Fall, Spring, Summer	Credentials for Program of Study	# Tested (<i>duplicated</i>)	# Passed
2015-2016			
2016-2017			
2017-2018			
2018-2019	NC3 Electric & Electrical Safety	10	10
	NC3 Hand Tool Safety	10	10

Provide narrative for analysis of third-party credentials data (*Based on the data, provide a narrative of your analysis of third-party credentials. Are there other industry-recognized credentials that need to be addressed for the program of study? What are other means to promote program third-party credentials.*)

NC3 certificates added to the EGR 110 Classes. 100% of the classes are tested and passed. We will potentially add addition NC3 certifications in the future to help students with job enhancement.

Provide narrative for analysis of third-party credentials standard/target (*As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?*)

We met our target goal of having students earn 2 NC3 certificates. We had 100% of the students receive the certificates. In the future we hope to continue to have 100% receive these certificates.

2020-2021 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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Increase the use of Self Serve to help with student course planning and to have the students use this online resource to review their course plans	2021-2022	Observation of the use of Self Serve.

Program Outcome #6: Other Assessment (if applicable)

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2018-19 program review.)</i>	Results / Use of Results: <i>(Were outcomes met? Was the action / strategy successful? If not, what actions / strategies will you employ to reach the target outcome?)</i>
1	Not applicable.	

2020-2021 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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Not applicable.		