

Program Review and Outcome Assessments Guide

**Wayne Community College
2021-2022**

WCC Program Review and Outcome Assessments Process Overview

Wayne Community College's accrediting body, the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), requires institutions to be in compliance with institutional planning and effectiveness to assure that the institution has an appropriate broad-based approach to institution-wide effectiveness that supports its mission and serves as a framework for planning. "The institution engages in ongoing, comprehensive, and integrated research-based planning and evaluation processes that (a) focus on institutional quality and effectiveness and (b) incorporate a systematic review of institutional goals and outcomes consistent with its mission" (*Resource Manual for Principles of Accreditation: Foundations for Quality Enhancement, 2020 edition, p. 56*).

Institutional Effectiveness, as practiced at Wayne Community College, is more than assessment or evaluation; it is an institutional commitment that focuses on planning, assessment, evaluation, and improvement.

Institutionally, Wayne Community College's (WCC) mission is assessed through the college's strategic plan, which includes institutional goals, Key performance indicators, and strategic priorities.

Program and service reviews and outcome assessments at WCC serve as the instruments for assessing individual academic programs and service units.

Program reviews and outcome assessments are completed on a three-year cycle and are in-depth evaluations of the effectiveness of academic programs. Based on an analysis of the available data, program faculty, look critically at performance of all aspects of the academic program. The purpose of program reviews and outcome assessments is to identify areas of need in which to focus improvement efforts and resources.

Program review and outcome assessments are conducted by small committees consisting of the program chair, dean, and program faculty. This committee is co-chaired by the program.

The formal review cycle begins and ends during the fall semester. Each committee member individually analyzes the program data provided. The committees meet at least once formally to review available data and come to consensus on the conclusions drawn from the program data analysis. The program chair is responsible for submitting the review and outcome assessment report.

Action items for program improvement resulting from the review and outcome assessments are recorded in the outcome assessments. Following the formal review cycle, program outcomes are assessed annually in outcome follow-up reports.

Program Reviews

Allied Health and Public Services Division

- Associate Degree Nursing
- Dental Assisting
- Dental Hygiene
- Early Childhood Education – Career Track
- Early Childhood Education – Licensure Transfer Track
- Early Childhood Education – Non-Licensure Track
- Human Services Technology
- Medical Assisting
- Medical Laboratory Technology
- Pharmacy Technology
- Practical Nursing

Applied Technologies Division

- Agribusiness Technology
- Air Conditioning, Heating, and Refrigeration Technology
- Applied Animal Science Technology
- Automotive Systems Technology
- Aviation System Technology
- Business Administration – Operations Management
- Collision Repair and Refinishing Technology
- Computer-Integrated Machining
- Forest Management Technology
- Industrial Systems Technology
- Mechanical Engineering Technology
- Mechatronics Engineering Technology
- Sustainable Agriculture
- Swine Management Technology
- Turfgrass Management Technology
- Welding Technology

Arts and Science Division

- Associate in Arts
- Associate in Arts Teachers Preparation
- Associate in Engineering
- Associate in General Education
- Associate in General Education-Nursing
- Associate in Science
- Associate in Science Teachers Preparation

Business and Computer Technologies Division

- Accounting and Finance
- AI and Cloud Technologies
- Artificial Intelligence Engineer
- Artificial Intelligence and Automation Programming
- Business Administration

- Cybersecurity
- Entertainment Technologies
- Game and Automation Programming
- Game Art and Animation
- IT Business Support
- Medical Office Administration
- Network Management
- Office Administration
- Risk Management and Insurance
- Software Development

Public Safety Division

- Basic Law Enforcement Training
- Criminal Justice Technology
- Criminal Justice Technology – Forensic Sciences
- Emergency Management
- Public Safety Administration

Workforce Continuing Education Services

- Occupational Extension – Allied Health
- Occupational Extension – Applied Technologies
- Occupational Extension – Human Resource Development
- Occupational Extension – Public Safety
- Occupational Extension – Special Projects
- Transitional Programs for College and Career

Individual Committee Members' Responsibilities and Timeline

- The Office of Institutional Effectiveness (IE) provides materials and available data to Program Chairs (Program Department Chair) (July)
- The Office of Institutional Effectiveness provides workshop offerings to Program Chair and program faculty to review process, provide one-on-one assistance, and designated time to work on review with the oversight of IE (July-November)
- Program Chair (Program Department Chair) sets up initial committee meeting with program faculty to discuss the review process, analyze program data, improvements, advisory committee recommendations, industry trends, and outcome assessments (July/August)
- Program Chair may assign specific areas of the review to program faculty
- Committee examines review draft, provide recommendations on data analysis, and identify action items for outcome assessments (October)
- Program Chair monitors progress throughout process and reports any issues to the Office of Institutional Effectiveness
- Program Chair maintains and files meeting minutes (meetings can be electronic)
- Program Chair completes program/service review and outcome assessments form and submits to the Office of Institutional Effectiveness by November 18, 2022
- The Office of Institutional Effectiveness will review and may ask Program Chair to address any issues in the review before obtaining their electronic signature using DocuSign
- Once the Office of Institutional Effectiveness approves the program review, IE will then forward to the Vice President and ask them to read and approve the review and obtain their electronic signatures using DocuSign

Completing the Program Review and Outcome and Assessments Form

- Unless you are presenting data in a table or graph, all responses to the items need to be in narrative form, including correct grammar and appropriate formatting.
- Please be concise, positive, and objective in your narratives. Avoid giving opinions without justification utilizing data.
- Large tables of data should be added as attachments and referenced in the narrative.
- The form instructions that follow are not prescriptive, but should serve as a guide for responding to each item. Do not include the bulleted lists in your report as prompts.
- Each program is unique, and the form will fit in varying degrees. If an item doesn't apply to your program, state that fact. If you have more to include in a section than is suggested, please add all appropriate information.

Wayne Community College
Program Review and Outcome Assessments, 2021-22

Section 1: Program Overview

Name of Program

Mission/Purpose Statement Review: As part of the review cycle, services are asked to formally evaluate their mission/purpose statement.

Are you planning to revise your mission/purpose statement? If so, please provide your revised mission/purpose statement and reason for the change.

Describe how the program's mission aligns with the College's vision, mission, core values, and/or strategic goals. Identify which Institutional Goal(s) best align(s) with your service unit and explain why.

Goal 1: Increase Student Access

Goal 2: Ensure Program Excellence

Goal 3: Improve Student Success

Goal 4: Ensure Institutional Quality

Associates, Diplomas, Certificates, and Pathways Offered

List all associates, diplomas, certificates, and pathways offered in the program.

Activities to ensure program is current

- Have the program courses been reviewed for currency?
- Provide list of program curriculum changes, revisions, deletions for the last three years in table provided.
 - Include changes that went through the curriculum committee, as well as those that did not need committee approval.
 - Include changes made at the system office level or through CIPs.
- Provide an overview, narrative, of the significance of the program changes and student learning improvements that occurred over the past three years to include new courses, program degrees, certificates, diplomas, and/or delivery methods.

Advisory Committee: dates, summary of minutes, activities

- Provide summary of Advisory Committee Activities in table provided (meeting dates, recommendations, and activities).
- Describe advisory committee members', or other individuals', participation that may contribute to maintaining program relevance.
- File Advisory Committee Meeting Minutes for past three years in Program Review Attachment folder.

Analysis of trends in the field or industry (emerging needs)

- Describe emerging trends in the field or industry that may contribute to maintaining program relevance.
- Provide a narrative for analysis of trends in the field.
- Are there jobs available for your students in the field of study?
- Are there new technology/equipment that needs to be added to your program?
- What is happening in the field that will affect instruction or the program?

- Are local job opportunities increasing or decreasing?
- Are different credentials needed (ex. certificates)?
- Are you training students who are already employed in the field?
- Is technology in the field changing?

Section 2: Program Outcomes

All Program Outcomes are defined as program institutional outcomes

Outcome #1: Enrollment (*unduplicated*)

Baseline - determined using the average of the last three years of reported year data

Standard - acceptable performance as determined by program

Target - desired performance as determined by program

Data / Results provided by the Office of Institutional Effectiveness

Enrollment by Ethnicity, Gender, and Age is provided.

Analysis of program enrollment.

- Based on the data, how will you improve the outcome?
- Is enrollment increasing or decreasing?
- What are possible reasons for increase/decrease?
- Discuss any changes you intend to address that may improve the outcome.

Identify action items

- What actions can be taken to increase enrollment in your program?
- How will you assess the results of the action items?

Outcome #2: Retention

Baseline - determined using the average of the last three years of reported year data

Standard - acceptable performance as determined by program

Target - desired performance as determined by program

Data / Results provided by the Office of Institutional Effectiveness

Retention by Ethnicity, Gender, and Age is provided.

Analysis of program retention

- Based on the data, how will you improve the outcome?
- Indicate factors that may have affected your retention.
- State any changes you plan to make to improve retention.

Identify action items

- What actions can be taken to increase enrollment in your program?
- How will you assess the results of the action items?

Outcome #3: Completions (unduplicated; degree level, highest level of attainment)

Baseline - determined using the average of the last three years of reported year data

Standard - acceptable performance as determined by program

Target - desired performance as determined by program

Data / Results provided by the Office of Institutional Effectiveness

Completions by Ethnicity, Gender, and Age is provided.

Analysis of program completions

- Based on the data, how will you improve the outcome?
- Indicate factors that may have affected your completions.
- How might you increase the number of completers in your program?

Identify action items

- What actions can be taken to increase enrollment in your program?
- How will you assess the results of the action items?

Section 3: Other Assessments

Other Assessments

- Do you use other methods of assessment to evaluate the effectiveness of your program (surveys, self-assessments, student licensure/certification, or third-party credentials)?
- Explain how information is collected from these assessments will be used to improve the program.
- Provide data, tables/charts.
- Attach supporting information / documentation to the review.
- Contact the Office of Institutional Effectiveness for assistance in creating and administering survey assessments.

Planning Objectives

- Verify that the last three years of prioritized planning objective end-of-year status reports are filed in Program Review Planning Objective EOY Status Reports folder.
- Provide a summary of planning objectives submitted for the last three year, including the use of results of the planning objectives, in the table provided.

Resources

Program Resources

- What planning objectives (equipment, supplies, software, etc.) do you anticipate needing over the next three years? Justify the need.

Program Personnel

- What personnel (faculty and/or staff) do you anticipate needing over the next three years? Justify the need. Requires data to support.

Program Facilities

- Provide narrative for program facilities adequacy and/or needs.
- Where are the program's facilities located?
- Is there enough space?
 - If not, what type of space does your program need?
- Are the facilities adequate for student learning?
 - If not, how can the learning environment be improved?

Academic / Student Support Services

- Are services adequate to support your program?

Analysis of the strengths, weaknesses, and opportunities of the program

- Conduct informal internal and/or external SWOT (strengths, weaknesses, opportunities, and threats).
- What are the strengths, weaknesses, and opportunities of the program? (e.g., faculty, technology, facilities, workforce connections, enrollment, job placement, completions, etc.)

Review prepared and submitted by:**Approvals**

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Review when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Division Dean, Director, or AVP is asked to read and approve the Review.
3. Using DocuSign (electronic signature), appropriate Vice President/Associate Vice President is asked to read and approve the Review.

Outcome Assessment Follow-Ups

Outcome follow-up status reports to be addressed the next two years following the formal Review.