

**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:

Turfgrass Management Technology

**Program Outcome #1: Program Retention, Fall to Fall**

**Baseline:** 64 % (Average of three years – 2014-15; 2015-16; 2016-17; fall-to-fall program retention)

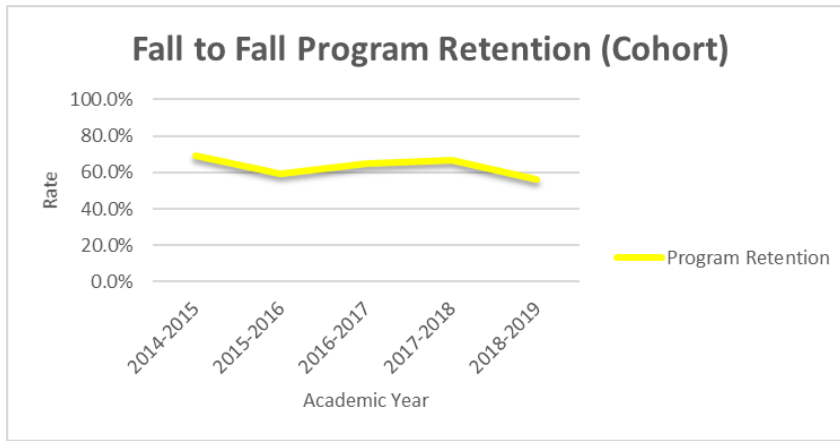
**Standard:** 71 % Fall to Fall

**Target:** 75 % 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	Continue to use Aviso to identify students who may be at risk. Continue to actively advise students for course selections and registration.	Aviso has been a good tool for identifying students at risk. I feel this has helped instructors to make contact earlier before students get too far behind.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2014-Fall 2015	29	8	12	8	1	69.0%
Fall 2015-Fall 2016	22	3	10	9	0	59.1%
Fall 2016-Fall 2017	20	1	12	6	1	65.0%
Fall 2017-Fall 2018	21	6	8	7	0	66.7%
Fall 2018-Fall 2019	25	6	8	11	1	56.0%



**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.)*

I had students start the Turfgrass Management program and decide to go to work fulltime instead of staying in school. In a couple of instance's students said they were going to return at a later semester. This fall I will encourage students to be completers.

**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?)*

I feel the target should still be 71% and with the turfgrass diploma being added for the fall of 2020 I will be able to obtain that goal in the future.

**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	Instructors will identify students early in the semester that need help with moodle portion of classes.	Fall 2021	Advisees and students will be tracked for attendance and grades using Aviso software and will be contacted when necessary

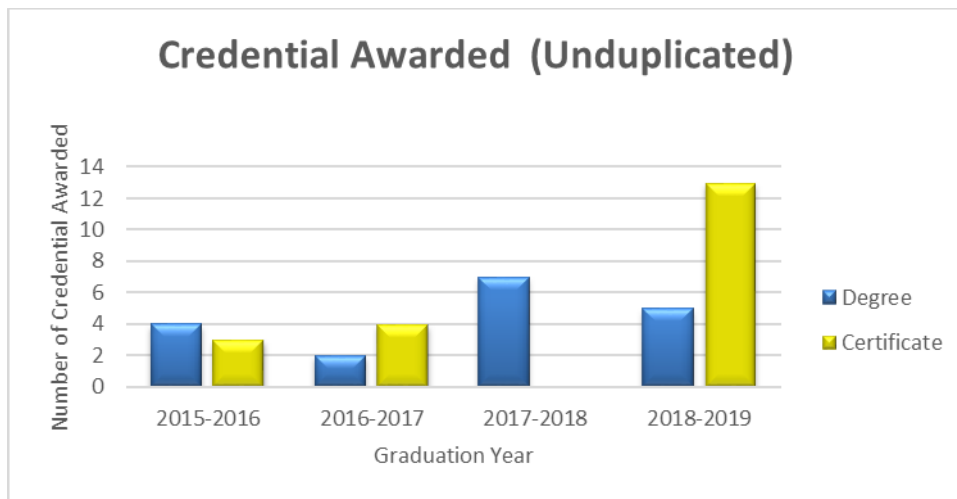
**Program Outcome #2: Completions (Graduation) (unduplicated)**

**Baseline:** 7 # (Average of three years – 2015-16; 2016-17; 2017-18)  
**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	Continue to encourage student to become completers if that is not an option I will steer them towards the certificate instead of leaving with no degree.	I have since added a turfgrass diploma to help students become completers.

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Degree	Diploma	Certificate	Total
2015-2016	4		3	7
2016-2017	2		4	6
2017-2018	7		0	7
2018-2019	5		13	18



**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?)

The number of completions will increase now there is a turfgrass diploma. Some students struggled with completing two englishes in the associate degree program.

**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?)*

Met standard and 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.)*

<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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Continue to identify potential graduates in certificate and AAS degree along with active advising of students.	Fall 2021	Use of Self Service and pre-emptive advising to monitor students grades and create program timelines for graduation

**Program Outcome #3: Job Placement / Employment**

**Baseline:** 98 % (Average of three years – 2015-16; 2016-17; 2017-18 employed/more education)  
**Standard:** 99 %  
**Target:** 100%

**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	Continue to work with industry contacts, employers, HR representatives and advisory committee members to assist students in finding jobs.	Graduates have had many opportunities recently because I have reached out to more contacts in Eastern North Carolina.

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	7	4	5	129%		
2016-17	6	2	2	67%		
2017-18	7	5	2	100%		
2018-19	18	18	0	100%		

**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?)

The turfgrass market remains to be strong. There is still plenty of opportunity in the turfgrass field. Any student graduating has successfully gained employment.

**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?)

The target is 98% and last year we were at 100%.

**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.)*

<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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Continue to work with industry contacts, employers, HR representatives and advisory committee members to assist students in finding jobs.	Fall 2021	Work with Advisory Committee and local industry to maintain job opportunities and employment for graduates

**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 # (Average of three years – 2015-16; 2016-17; 2017-18)

**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.	

**Third-Party Credentials**

Academic Year Fall, Spring, Summer	Credentials for Program of Study	# Tested (duplicated)	# Passed
2015-2016			
2016-2017			
2017-2018			
2018-2019			

**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.)

Not applicable.

**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?)

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 #6: Other Assessment (if applicable)**

**2019-2020 Action / Strategy Items:**

<b>Item #</b>	<b>Action / Strategy Items:</b> <i>(Actions / strategies identified in the 2018-19 program review.)</i>	<b>Results / Use of Results:</b> <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	Revise program learning outcomes.	Program learning outcomes were revised in Fall of 2019.

**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.)*

<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>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	I removed and consolidated PLO's from seven to three.	Fall 2020	We will continue our PLO cycle to assess student success.