Program Outcomes Assessment Follow-Up
2023-2024 Program Outcome (PO) Year End Reporting Form

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: Associate in Arts

Outcome #1: Enrollment *(unduplicated)*

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: *(Action item identified in the 2022-23 program outcome year-end report.)*	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2024-2025 action items table below.)*
1	Continue to participate in marketing and recruiting events. (Assessed by: Attendance at Senior night and CCP showcase will be tracked.)	Senior Night • Spring 2022 – March 30 – 278 students attended. • Fall 2023 – November 1 – 182 students attended. CCP Showcase • Fall 2022 – no CCP Showcase was held since there were two in Fall 2021 – October 26 & 27 – 300 attended. • Spring 2023 – March 28 – 436 attended

Baseline: **1473 #** (*Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21*)
Standard: **1480 #**
Target: **1500 #**

Program Enrollment

Program Enrollment (unduplicated)	
Academic Year (Fall, Spring, Summer)	**Enrollment**
2020-2021	1,396
2021-2022	1,374
2022-2023	1,491

All Levels

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	198	14.2%	177	12.9%	184	12.3%
American Indian/Alaskan Native, Female	4	0.3%	6	0.4%	4	0.3%
Asian, Female	14	1.0%	10	0.7%	15	1.0%
Caucasian, Female	489	35.0%	489	35.6%	525	35.2%
Hawaiian/Other Pacific Islander, Female	2	0.1%	0	0.0%	0	0.0%
Hispanic/Latino, Female	194	13.9%	205	14.9%	214	14.4%
Two or More Races, Female	43	3.1%	36	2.6%	37	2.5%
Unknown, Female	14	1.0%	8	0.6%	8	0.5%
Female Total	958	68.6%	931	67.8%	987	66.2%
African American, Male	85	6.1%	94	6.8%	100	6.7%
American Indian/Alaskan Native, Male	0	0.0%	1	0.1%	2	0.1%
Asian, Male	13	0.9%	12	0.9%	10	0.7%
Caucasian, Male	254	18.2%	238	17.3%	289	19.4%
Hawaiian/Other Pacific Islander, Male	1	0.1%	1	0.1%	1	0.1%
Hispanic/Latino, Male	64	4.6%	73	5.3%	78	5.2%
Two or More Races, Male	12	0.9%	19	1.4%	18	1.2%
Unknown, Male	9	0.6%	5	0.4%	6	0.4%
Male Total	438	31.4%	443	32.2%	504	33.8%
Total	1,396	100.0%	1,374	100.0%	1,491	100.0%

Ethnicity & Age Range	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Under the age of 18	99	7.1%	88	6.4%	100	6.7%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	3	0.2%	3	0.2%
Asian, Under the age of 18	14	1.0%	10	0.7%	14	0.9%
Caucasian, Under the age of 18	307	22.0%	331	24.1%	385	25.8%
Hawaiian/Other Pacific Islander, Under the age of 18	1	0.1%	1	0.1%	1	0.1%
Hispanic/Latino, Under the age of 18	118	8.5%	122	8.9%	142	9.5%
Two or More Races, Under the age of 18	28	2.0%	29	2.1%	28	1.9%
Unknown, Under the age of 18	5	0.4%	4	0.3%	7	0.5%
Under the age of 18 Total	572	41.0%	588	42.8%	680	45.6%
African American, 18-24	124	8.9%	137	10.0%	149	10.0%
American Indian/Alaskan Native, 18-24	4	0.3%	1	0.1%	1	0.1%
Asian, 18-24	9	0.6%	9	0.7%	9	0.6%
Caucasian, 18-24	335	24.0%	326	23.7%	346	23.2%
Hawaiian/Other Pacific Islander, 18-24	2	0.1%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	117	8.4%	130	9.5%	130	8.7%
Two or More Races, 18-24	22	1.6%	20	1.5%	24	1.6%
Unknown, 18-24	12	0.9%	7	0.5%	6	0.4%
18-24 Total	625	44.8%	630	45.9%	665	44.6%
African American, 25-44	50	3.6%	42	3.1%	30	2.0%
American Indian/Alaskan Native, 25-44	0	0.0%	3	0.2%	2	0.1%
Asian, 25-44	4	0.3%	3	0.2%	2	0.1%
Caucasian, 25-44	93	6.7%	63	4.6%	74	5.0%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	22	1.6%	25	1.8%	20	1.3%
Two or More Races, 25-44	5	0.4%	6	0.4%	3	0.2%
Unknown, 25-44	6	0.4%	2	0.1%	1	0.1%
25-44 Total	180	12.9%	144	10.5%	132	8.9%
African American, 45-64	10	0.7%	3	0.2%	3	0.2%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	8	0.6%	7	0.5%	9	0.6%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	1	0.1%	1	0.1%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	19	1.4%	11	0.8%	12	0.8%
African American, 65+	0	0.0%	1	0.1%	2	0.1%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	1	0.1%	2	0.1%
Total	1,396	100.0%	1,374	100.0%	1,491	100.0%

Provide narrative for analysis of program enrollment. *(Is enrollment increasing or decreasing? What are possible reasons for increase/decrease? Describe any action plans to improve or increase program enrollment.)*

Our enrollment is increasing. We met our standard and came close to our target (9 more students). Our population is about 2/3 female and 1/3 male which is in line with national trends for the arts. We saw an increase in students under the age of 18, due to Career and College Promise Enrollments.

2024-2025 Action Items:

Item	Action Items *(What actions can be taken to increase enrollment in your program?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Continue to participate in marketing and recruiting events. Attendance at Senior night and CCP showcase will be tracked.	Assessed by: Attendance at Senior night and CCP showcase will be tracked.

Outcome #2: Retention

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: *(Action item identified in the 2022-23 program outcome year-end report.)*	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2024-2025 action items table below.)*
1	Continue to utilize the online appointment scheduler for advising and registration. (Assessed by: Determine the number of students that scheduled appointments rather than just showing up to wait in line for an advisor.)	The number of students who used Appointment Plus in the CTAC which advises AA, AS, AATP, ASTP, AGE and AGEN from October 2022 to June 30, 2023, was 659. Appointment Plus was implemented in October 2022.
2	Participate in and host activities for current students. (Assessed by: Determine the number of students that participate in events hosted on campus such as Math Busters Exam Review, Science Club water analysis, Global/Honors, and Fine Arts Festival.)	Math Busters Exam Review: 17 Science Club: 16 (9 female) Water Analysis Project: 7 Global/Honors Showcase: 79 presenters and 120 guests

Baseline: **53.4 %** (*Average of last three years – 2018-19; 2019-20; 2020-21; program retention*)
Standard: **55 %**
Target: **57 %**

Fall to Fall	Retention Rate
Fall 2020 to Fall 2021	53.1%
Fall 2021 to Fall 2022	53.0%
Fall 2022 to Fall 2023	55.7%

All Levels

Retention by Ethnicity, Gender, and Age

Ethnicity & Gender	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 2023	
	N	%	N	%	N	%
African American, Female	74	12.1%	65	11.6%	81	12.5%
American Indian/Alaskan Native, Female	1	0.2%	1	0.2%	1	0.2%
Asian, Female	7	1.1%	6	1.1%	6	0.9%
Caucasian, Female	217	35.6%	210	37.5%	213	33.0%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	91	14.9%	93	16.6%	115	17.8%
Two or More Races, Female	19	3.1%	17	3.0%	18	2.8%
Unknown, Female	7	1.1%	2	0.4%	4	0.6%
Female Total	416	68.2%	394	70.4%	438	67.8%
African American, Male	38	6.2%	27	4.8%	39	6.0%
American Indian/Alaskan Native, Male	0	0.0%	1	0.2%	1	0.2%
Asian, Male	7	1.1%	4	0.7%	6	0.9%
Caucasian, Male	106	17.4%	96	17.1%	112	17.3%
Hawaiian/Other Pacific Islander, Male	1	0.2%	0	0.0%	0	0.0%
Hispanic/Latino, Male	33	5.4%	30	5.4%	40	6.2%
Two or More Races, Male	6	1.0%	8	1.4%	7	1.1%
Unknown, Male	3	0.5%	0	0.0%	3	0.5%
Male Total	194	31.8%	166	29.6%	208	32.2%
Total	610	100.0%	560	100.0%	646	100.0%

Ethnicity & Age Range	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 2023	
	N	%	N	%	N	%
African American, Under the age of 18	54	8.9%	47	8.4%	54	8.4%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	1	0.2%	1	0.2%
Asian, Under the age of 18	6	1.0%	8	1.4%	8	1.2%
Caucasian, Under the age of 18	172	28.2%	192	34.3%	192	29.7%
Hawaiian/Other Pacific Islander, Under the age of 18	1	0.2%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	77	12.6%	85	15.2%	100	15.5%
Two or More Races, Under the age of 18	15	2.5%	17	3.0%	15	2.3%
Unknown, Under the age of 18	3	0.5%	0	0.0%	4	0.6%
Under the age of 18 Total	328	53.8%	350	62.5%	374	57.9%
African American, 18-24	43	7.0%	35	6.3%	53	8.2%
American Indian/Alaskan Native, 18-24	1	0.2%	0	0.0%	0	0.0%
Asian, 18-24	6	1.0%	2	0.4%	3	0.5%
Caucasian, 18-24	120	19.7%	94	16.8%	103	15.9%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	40	6.6%	31	5.5%	49	7.6%
Two or More Races, 18-24	9	1.5%	7	1.3%	10	1.5%
Unknown, 18-24	5	0.8%	1	0.2%	2	0.3%
18-24 Total	224	36.7%	170	30.4%	220	34.1%
African American, 25-44	10	1.6%	9	1.6%	12	1.9%
American Indian/Alaskan Native, 25-44	0	0.0%	1	0.2%	1	0.2%
Asian, 25-44	2	0.3%	0	0.0%	1	0.2%
Caucasian, 25-44	29	4.8%	19	3.4%	25	3.9%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	7	1.1%	6	1.1%	6	0.9%
Two or More Races, 25-44	1	0.2%	1	0.2%	0	0.0%
Unknown, 25-44	2	0.3%	1	0.2%	1	0.2%
25-44 Total	51	8.4%	37	6.6%	46	7.1%
African American, 45-64	5	0.8%	1	0.2%	0	0.0%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	2	0.3%	1	0.2%	5	0.8%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	1	0.2%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	7	1.1%	3	0.5%	5	0.8%
African American, 65+	0	0.0%	0	0.0%	1	0.2%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	0	0.0%	1	0.2%
Total	610	100.0%	560	100.0%	646	100.0%

Provide narrative for analysis of program retention data. *(Based on the data, provide a narrative of your analysis of retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)*

We met our standard and increased our retention by over 2.5%. Those students were males, Hispanic/Latino, African American, as well as Caucasian. This could be a result of focused male coaching and advising.

2024-2025 Action Items:

Item	Action Items *(What actions can be taken to increase program retention?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Continue to utilize the online appointment scheduler for advising and registration.	Determine the number of students that scheduled appointments rather than just showing up to wait in line for an advisor
2	Participate in and host activities for current students	Determine the number of students that participate in events hosted on campus such as Math Busters Exam Review, Science Club water analysis, Global/Honors, Fine Arts Festival and Vocal Fest.

Outcome #3: Completers *(unduplicated by highest level of attainment)*

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: *(Action item identified in the 2022-23 program outcome year-end report.)*	Results / Use of Results: *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2024-2025 action items table below.)*
1	Monitor the modality of classes and their success rates in selected classes in the division. (Assessed by: Determine the number of completers in each modality (hybrid, online, traditional) and look for trends.)	AA Completion Rates by Semester and Modality Success: A, AH, AG, B, BH, BG, C, CG, D, and P Fall 2022 • Blended: 73/87 = 84% • HyFlex: None enrolled • Hybrid: 223/305 = 73% • Online: 1024/1262 = 81% • Traditional: 643/766 = 84% Spring 2023 • Blended: 21/22 = 95% • HyFlex: 2/2 = 100% • Hybrid: 225/291 = 77% • Online: 919/1119 = 82% • Traditional: 746/849 = 88% Summer 2023 • Blended: 3/4 = 75% • HyFlex: None enrolled • Hybrid: 19/26 = 73% • Online: 549/636 = 86% • Traditional: 20/55 = 36% Sources: WCC's Headcount Datasets and WCC's End of Term Datasets

Baseline: **151 #** (*Average of total completers for the last three years – 2019-20; 2020-21; 2021-22*)
Standard: **160 #**
Target: **170 #**

Number of Completers (*unduplicated*) – Graduation Year – Summer, Fall, Spring	
Graduation Year	**Total Completers**
2021-2022	124
2022-2023	155
2023-2024	151

All Levels

Completers by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	2021-2022		2022-2023		2023-2024	
	N	%	N	%	N	%
African American, Female	19	15.3%	21	13.5%	25	16.6%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	2	1.3%	0	0.0%
Caucasian, Female	54	43.5%	53	34.2%	2	1.3%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	59	39.1%
Hispanic/Latino, Female	15	12.1%	27	17.4%	0	0.0%
Two or More Races, Female	4	3.2%	3	1.9%	15	9.9%
Unknown, Female	0	0.0%	1	0.6%	5	3.3%
Female Total	92	74.2%	107	69.0%	106	70.2%
African American, Male	8	6.5%	8	5.2%	10	6.6%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	1	0.7%
Asian, Male	0	0.0%	1	0.6%	0	0.0%
Caucasian, Male	18	14.5%	32	20.6%	25	16.6%
Hawaiian/Other Pacific Islander, Male	0	0.0%	1	0.6%	0	0.0%
Hispanic/Latino, Male	5	4.0%	6	3.9%	5	3.3%
Two or More Races, Male	1	0.8%	0	0.0%	4	2.6%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	32	25.8%	48	31.0%	45	29.8%
Total	124	100.0%	155	100.0%	151	100.0%

Ethnicity & Age Range Table

Ethnicity & Age Range Table	2021-2022		2022-2023		2023-2024	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	1	0.7%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	0	0.0%	1	0.7%
African American, 18-24	21	16.9%	24	15.5%	30	19.9%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	1	0.7%
Asian, 18-24	0	0.0%	2	1.3%	0	0.0%
Caucasian, 18-24	53	42.7%	63	40.6%	71	47.0%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	1	0.6%	0	0.0%
Hispanic/Latino, 18-24	16	12.9%	28	18.1%	19	12.6%
Two or More Races, 18-24	4	3.2%	3	1.9%	9	6.0%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	94	75.8%	121	78.1%	130	86.1%
African American, 25-44	5	4.0%	5	3.2%	4	2.6%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	1	0.7%
Asian, 25-44	0	0.0%	1	0.6%	1	0.7%
Caucasian, 25-44	13	10.5%	19	12.3%	11	7.3%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	4	3.2%	4	2.6%	1	0.7%
Two or More Races, 25-44	1	0.8%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	1	0.6%	0	0.0%
25-44 Total	23	18.5%	30	19.4%	18	11.9%
African American, 45-64	1	0.8%	0	0.0%	1	0.7%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	6	4.8%	1	0.6%	1	0.7%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	1	0.6%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	7	5.6%	2	1.3%	2	1.3%
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	2	1.3%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	2	1.3%	0	0.0%
Total	124	100.0%	155	100.0%	151	100.0%

Provide narrative for analysis of completers. *(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?)*

Our students are successful in all modalities. We have seen an increase in online course completion. In the fall and spring semesters, students are more successful in face-to-face classes. In the summer, students enroll in more online courses, perhaps due to the season.

2024-2025 Action Items:

Item	Action Items *(What actions can be taken to increase student completion in your program?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Monitor the modality of classes and their success rates in selected classes in the division.	Determine the number of completers in each modality (hybrid, online, traditional) and look for trends.

<u>Approvals</u>
1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: ___*Dorothy Moore*_____ 11/12/2024

Department Chair, Dean, Director, and/or AVP / Date: ___*Laura Buddin*_____ 11/12/2024