

Program Outcome and Assessment(s)
2020-21 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: Collision Repair and Refinishing Technology

Program Outcome #1: Program Retention, Fall to Fall

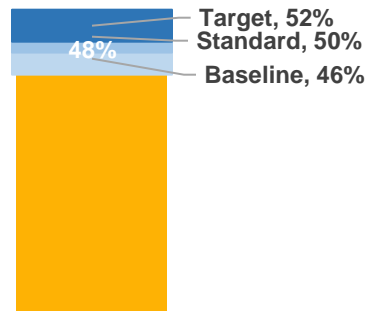
Baseline: 46 % (Average of three years – 2014-15; 2015-16; 2016-17; fall-to-fall program retention)
Standard: 50 % Fall to Fall
Target: 52 % Fall to Fall

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Other collision courses will be made into a hybrid format. The program layout will also be reviewed for any changes in curriculum that may enhance the program and make the students more successful.	All collision courses were made into hybrid format. This made scheduling more friendlier to student success. Curriculum changes were made but will not be available until 2021-22 catalog year. These results were probably affected by the pandemic issues.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs (non-completers)	Program Transfers	Program Retention
Fall 2017-Fall 2018	28	5	16	7	0	75.0%
Fall 2018-Fall 2019	25	6	15	4	0	84.0%
Fall 2019-Fall 2020	23	4	7	12	0	48%

In 2019-20, Collision Repair and Refinishing Technology met their baseline, but missed their standard and target.



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 make to improve retention.)*

Naturally the way our program is set up with different exit points we lose some because they are employed and never return for their 2yr. Due to COVID this year more students did not return.

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? State any changes you plan to make for continuous improvement.)*

No changes planned 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 to make improvements to hybrid platform and try to make it more flexible for the students with jobs and gain better retention.	5/2022	Percentage of the number of completers

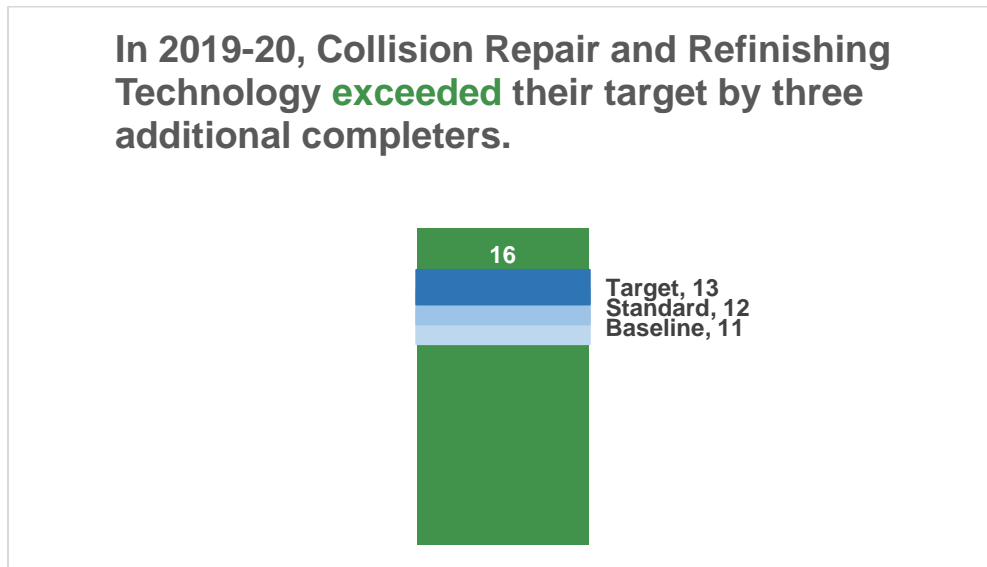
Program Outcome #2: Completions (*unduplicated*) (Degree level, highest level of attainment)

Baseline: 11 # (*Average of total completers for three years – 2015-16; 2016-17; 2017-18*)
Standard: 12 #
Target: 13 #

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Students receive their welding certification at the end of second year, as well as their I-CAR certification, which is currently completed in the last semester. We do not set up interviews with employers until the end of first year.	More students stayed with the program to complete at least diploma level to earn most all of the I-Car certification. Many students were not employed until mid-way through the second year so we did not lose many to full time work.
2	Advisors will use Self Service to track a student’s performance and help guide them to complete the program.	Advisors used self-service to better track a student’s progress. Students knew their path and could clearly see a clearer path to graduation.

Number of Completers (<i>unduplicated</i>) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018	5	0	10	15
2018-2019	7	2	9	18
2019-2020	4	4	8	16



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?)*

Collision exceeded the standard by 4 and is partly because they could clearly see their path. In the future we plan to continue with Self Service.

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? State any changes you plan to make for continuous improvement.)*

The standard and the target were met and exceeded we are going keep the standard and the target the same.

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 to make improvements to hybrid platform and try to make it more flexible for the students with jobs and gain better retention.	5/2022	Percentage of the number of completers

Program Outcome #3: Job Placement / Employment

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #4: Licensure and Certification Passing Rates (if applicable) (NCCCS Performance Measure)

Baselines were set based upon WCC's average college performance of the measure. Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.

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

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Not applicable.	

Licensure / Certification Exam – (Title of License or Exam)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16				
2018	2016-17				
2019	2017-18				
2020	2018-19				

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.)

Not applicable.

Provide narrative for analysis of licensure / certification passing rates standard/target (Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.)

Not applicable.

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 (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 (How will you assess the results of action items?)
1	Not applicable.		

Program Outcome #5: Third-Party Credentials (if applicable)

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #6: Other Assessment (if applicable)

Analysis of other assessments. *(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 outcome assessment follow-up.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Not applicable.	

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	Not applicable.		