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: Cybersecurity

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	For the Cybersecurity program to become CAE-CD designated (Center of Academic Excellence in Cyber Defense) (Assessed by: Earning the designation by NSA (National Security Agency))	Success: Wayne Community College has received its accreditations for the POS (Cybersecurity, Associate) as well as been designated as a National Center of Academic Excellence in Cyber Defense.
2	Work with the Marketing department on campus to target females to the field (Assessed by: If the campaign is successful, there will be an increase in female enrollment in the next cycle. The faculty can also focus on reaching out directly to females who have applied for enrollment in the Cybersecurity program to ensure they continue the admissions process and are registered)	This action item is still in progress. We will continue this action item going forward.

Baseline: **25** # (*Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21*)
Standard: **n/a** #
Target: **n/a** #

Program Enrollment

Program Enrollment (unduplicated)	
Academic Year (Fall, Spring, Summer)	**Enrollment**
2020-2021	37
2021-2022	46
2022-2023	70

All Levels

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	4	10.8%	4	8.7%	4	5.7%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	3	8.1%	5	10.9%	8	11.4%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	1	2.7%	1	2.2%	3	4.3%
Two or More Races, Female	1	2.7%	0	0.0%	0	0.0%
Unknown, Female	1	2.7%	0	0.0%	0	0.0%
Female Total	10	27.0%	10	21.7%	15	21.4%
African American, Male	11	29.7%	7	15.2%	10	14.3%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	1	2.2%	1	1.4%
Caucasian, Male	12	32.4%	21	45.7%	31	44.3%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	2	5.4%	4	8.7%	10	14.3%
Two or More Races, Male	0	0.0%	0	0.0%	3	4.3%
Unknown, Male	2	5.4%	3	6.5%	0	0.0%
Male Total	27	73.0%	36	78.3%	55	78.6%
Total	37	100.0%	46	100.0%	70	100.0%

Ethnicity & Age Range Table

Ethnicity & Age Range	2020-2021		2021-2022		2022-2023	
	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%	0	0.0%
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%	0	0.0%
African American, 18-24	9	24.3%	3	6.5%	7	10.0%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	1	2.2%	0	0.0%
Caucasian, 18-24	7	18.9%	9	19.6%	17	24.3%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	2	5.4%	3	6.5%	0	0.0%
Two or More Races, 18-24	0	0.0%	0	0.0%	11	15.7%
Unknown, 18-24	1	2.7%	1	2.2%	1	1.4%
18-24 Total	19	51.4%	17	37.0%	36	51.4%
African American, 25-44	6	16.2%	5	10.9%	3	4.3%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	1	1.4%
Caucasian, 25-44	6	16.2%	14	30.4%	18	25.7%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	1	2.7%	2	4.3%	1	1.4%
Two or More Races, 25-44	1	2.7%	0	0.0%	0	0.0%
Unknown, 25-44	1	2.7%	2	4.3%	2	2.9%
25-44 Total	15	40.5%	23	50.0%	25	35.7%
African American, 45-64	0	0.0%	3	6.5%	4	5.7%
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	2	5.4%	3	6.5%	4	5.7%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	1	1.4%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	1	2.7%	0	0.0%	0	0.0%
45-64 Total	3	8.1%	6	13.0%	9	12.9%
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%	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%	0	0.0%
Total	37	100.0%	46	100.0%	70	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.)*

The Cybersecurity program has grown by 24 students compared to the previous academic year. This steady growth can be attributed to its accreditation and ongoing marketing efforts. Additionally, recent upgrades to equipment and labs are expected to further strengthen the program.

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	Add required certification testing and new course content to SEC110 class curriculum.	Assessed by: Student will complete class and be able to test out of the Security+ industry certification.
2	Work with the Marketing department on campus to target females to the field.	Assessed by: If the campaign is successful, there will be an increase in female enrollment in the next cycle. The faculty can also focus on reaching out directly to females who have applied for enrollment in the Cybersecurity program to ensure they continue the admissions process and are registered

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	Inform students of the next credential eligibility to reinforce retention. (Assessed by: Faculty will create an advising sheet which will notify students of their earned credentials (certificates, diploma, or degree) each semester to motivate and encourage students to stay enrolled.)	This action is still in progress. We will continue this action item going forward.

Baseline: **66.7** % (*Average of last three years – 2018-19; 2019-20; 2020-21; program retention*)
Standard: **n/a** %
Target: **n/a** %

Fall to Fall	Retention Rate
Fall 2020 to Fall 2021	65.5%
Fall 2021 to Fall 2022	59.0%
Fall 2022 to Fall 2023	39.5%

All Levels

Retention by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 2023	
	N	%	N	%	N	%
African American, Female	2	10.5%	1	5.3%	0	0.0%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	2	10.5%	2	10.5%	4	23.5%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	1	5.3%	1	5.3%	0	0.0%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	1	5.3%	0	0.0%	0	0.0%
Female Total	6	31.6%	4	21.1%	4	23.5%
African American, Male	2	10.5%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	8	42.1%	10	52.6%	9	52.9%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	1	5.3%	2	10.5%	2	11.8%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	2	10.5%	3	15.8%	2	11.8%
Male Total	13	68.4%	15	78.9%	13	76.5%
Total	19	100.0%	19	100.0%	17	100.0%

Ethnicity & Age Range Table

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	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%	0	0.0%
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%	0	0.0%
African American, 18-24	3	15.8%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	2	10.5%	0	0.0%	6	35.3%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	1	5.3%	2	10.5%	2	11.8%
Two or More Races, 18-24	0	0.0%	0	0.0%	0	0.0%
Unknown, 18-24	1	5.3%	1	5.3%	1	5.9%
18-24 Total	7	36.8%	3	15.8%	9	52.9%
African American, 25-44	1	5.3%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	6	31.6%	10	52.6%	5	29.4%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	1	5.3%	1	5.3%	0	0.0%
Two or More Races, 25-44	0	0.0%	2	10.5%	0	0.0%
Unknown, 25-44	1	5.3%	0	0.0%	1	5.9%
25-44 Total	9	47.4%	13	68.4%	6	35.3%
African American, 45-64	0	0.0%	1	5.3%	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%	2	11.8%
Caucasian, 45-64	2	10.5%	2	10.5%	0	0.0%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	1	5.3%	0	0.0%	0	0.0%
45-64 Total	3	15.8%	3	15.8%	2	11.8%
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%	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%	0	0.0%
Total	19	100.0%	19	100.0%	17	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.)*

The Cybersecurity program has experienced a slight decrease in retention compared to the previous academic year. To address this, the program has expanded its hybrid course options, which are in high demand. These hybrid settings are designed to help students build a solid foundational understanding of networking, essential for success in Cybersecurity. Currently, the classroom for seated classes accommodates only 18 students. However, a new lab under development will increase capacity to 20 students. Expanding seated options will allow instructors to deliver course material more effectively and foster stronger engagement with students, ultimately supporting improved retention rates.

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	Inform students of the next credential eligibility to reinforce retention.	Assessed by: Faculty will create an advising sheet which will notify students of their earned credentials (certificates, diploma, or degree) each semester to motivate and encourage students to stay enrolled.

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	Implement Instructor checkpoints to verify student performance in classes (Assessed by: Faculty will continue to track and follow up on student alerts and reach out to students who are in danger of failing courses to advise on resources available.)	Still in progress. We will continue this action item going forward.

Baseline: **27** # *(Average of total completers for the last three years – 2019-20; 2020-21; 2021-22)*
Standard: **n/a** #
Target: **n/a** #

Number of Completers (*unduplicated*) – Graduation Year – Summer, Fall, Spring	
Graduation Year	**Total Completers**
2021-2022	30
2022-2023	25
2023-2024	31

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	2	6.7%	2	8.0%	1	3.2%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	4	13.3%	7	28.0%	6	19.4%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	2	6.7%	0	0.0%	1	3.2%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	8	26.7%	9	36.0%	8	25.8%
African American, Male	5	16.7%	3	12.0%	1	3.2%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	1	3.3%	0	0.0%	0	0.0%
Caucasian, Male	11	36.7%	9	36.0%	18	58.1%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	3	10.0%	2	8.0%	4	12.9%
Two or More Races, Male	2	6.7%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	2	8.0%	0	0.0%
Male Total	22	73.3%	16	64.0%	23	74.2%
Total	30	100.0%	25	100.0%	31	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%	0	0.0%
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%	0	0.0%
African American, 18-24	1	3.3%	3	12.0%	0	0.0%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	1	3.3%	0	0.0%	0	0.0%
Caucasian, 18-24	3	10.0%	10	40.0%	11	35.5%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	4	13.3%	2	8.0%	3	9.7%
Two or More Races, 18-24	1	3.3%	0	0.0%	0	0.0%
Unknown, 18-24	0	0.0%	1	4.0%	0	0.0%
18-24 Total	10	33.3%	16	64.0%	14	45.2%
African American, 25-44	6	20.0%	1	4.0%	2	6.5%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	10	33.3%	4	16.0%	10	32.3%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	1	3.3%	0	0.0%	2	6.5%
Two or More Races, 25-44	1	3.3%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	1	4.0%	0	0.0%
25-44 Total	18	60.0%	6	24.0%	14	45.2%
African American, 45-64	0	0.0%	1	4.0%	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	6.7%	2	8.0%	3	9.7%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	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	2	6.7%	3	12.0%	3	9.7%
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%	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%	0	0.0%
Total	30	100.0%	25	100.0%	31	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?)*

The Cybersecurity program has shown growth from the previous academic year. There was an increase of 6 students completing the program. Factors for non-completer students include employment-related changes, relocation due to military, as well as loss of financial aid.

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	Implement Instructor checkpoints to verify student performance in classes	Assessed by: Faculty will continue to track and follow up on student alerts and reach out to students who are in danger of failing courses to advise on resources available.

Approvals
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_____ 11/18/2024

Department Chair, Dean, Director, and/or AVP / Date: ___Jennifer Tyndall_____ 11/18/2024