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:

Collision Repair and Refinishing Technology

Program Outcome #1: Program Retention, Fall to Fall

Baseline: 46 % (*Average of three years – 2014-15; 2015-16; 2016-18; fall-to-fall program retention*)
**Standard:** 50 % Fall to Fall
Target: 52 % 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	The addition of hybrid courses should increase retention.	This action item was successful. Based on Fall 18 to Fall 19 retention data, making the courses hybrid helped to keep students in the program. This strategy will be carried forward for next cycle.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2014-Fall 2015	28	2	9	17	0	39.3%
Fall 2015-Fall 2016	18	1	5	12	0	33.3%
Fall 2016-Fall 2017	17	2	9	6	0	64.7%
Fall 2017-Fall 2018	28	5	16	7	0	75.0%
Fall 2018-Fall 2019	25	6	15	4	0	84.0%

Collision Repair and Refinishing Technology Fall to Fall Retention
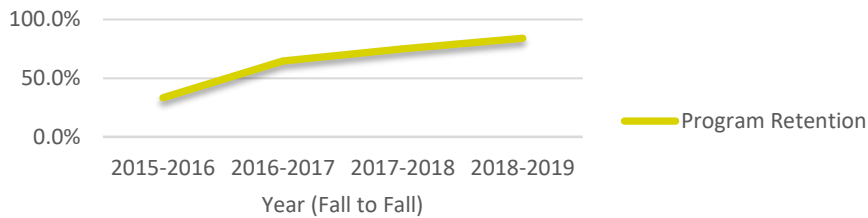
Provide narrative for analysis of program retention data *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect retention.)*

Based on retention data provided, making many of the collision courses hybrid helped students complete the classes. By reducing the number of hours a student is in class and giving them more time to spend at their jobs, it seems this has helped retention in the program.

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?)*

The 18-19 retention data was 84 percent. This far exceeded the standard and the target. Given the program retention has increased over the past couple of reporting cycle, the standard can change to 60 and the target can change to 65.

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	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.	Fall 2021	With the addition of more hybrid courses and possible curriculum changes, it is expected the retention rates would continue to increase.

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

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

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	Students receive their welding certification at end of second year, as well as their I-CAR certification is now completed last semester. We do not set up interviews with employers until the end of first year. The applied technologies division has a new full-time achievement coach who are helping to increase student retention and completion.	By not awarding manufacturer certifications until the end of the program, this entices the student to complete the program and graduate. This could be a factor in seeing an increase in completion rates.

Number of Completers *(unduplicated)* – Graduation Year – Summer, Fall, Spring				
Graduation Year	**Degree**	**Diploma**	**Certificate**	**Total**
2015-2016	0	1	7	8
2016-2017	3	0	6	9
2017-2018	5	0	10	15
2018-2019	7	2	9	18
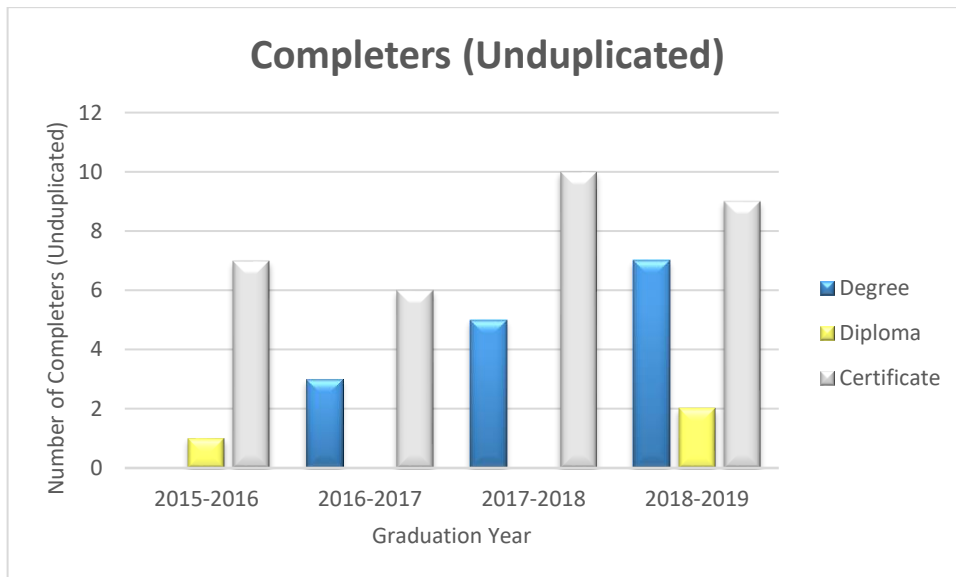
Provide narrative for analysis of completion data *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

Based on the competition data, the number of students competing the program has increased. We would like to see this numbers to continue to increase. An action item/strategy will be added to include the use of self service to help keep students on track to graduate.

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?)*

The target and standard were met. We would like to increase the standard to 13 and the target to 15.

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	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.	Fall 2021	We should continue to see higher completion rates as students complete the program to receive any manufacturer certifications.
2	Advisors will use Self Service to track a students performance and help guide them to complete the program.	Fall 2021	The use of self service will allow an advisor to register, advise and track a students performance in order to help them complete the program.

Program Outcome #3: Job Placement / Employment

Baseline: 83 % (*Average of three years – 2015-16; 2016-17; 2017-18 employed/more education*)
Standard: 85 %
Target: 89 %

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	We will continue working with students and employers to find job placement.	Based on 17-18 data, the strategy was not successful. This strategy will be modified for the next reporting cycle.

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	8	6	6	150%	0	
2016-17	9	8	3	122%	0	
2017-18	15	13	10	153%	0	
2018-19	18	7	9	89%	11	

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?*)

Studies indicate there are jobs available for the field of study in the area. Plans to promote more involvement with business partners and participating in activities such as job fairs, we expect to see employment numbers increase. A better method of tracking student/graduate employment will be needed for more accurate future reporting.

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 standard and target were not met. (based on 17-18 data). We do not wish to change the standard or target value this cycle.

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	The collision repair advisory board will be updated to replace/add members from the local workforce.	Fall 2021	Having advisory board members from the local workforce involved with the program should help advisors make contacts to attempt at placing a student in a job position.
2	Collision Repair students will be involved with any job fair and job recruiting events held on campus.	Fall 2021	Inviting employers that are hiring collision repair technicians to campus job fairs with help with getting students placed in a position.

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:

Item #	Action / Strategy Items: *(Actions / strategies identified in the 2018-19 program review.)*	Results / Use of Results: *(Were outcomes met? Was the action / strategy successful? If not, what actions / strategies will you employ to reach the target outcome?)*
1	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.		