

**Program Outcomes Assessment Follow-Up  
2022-2023 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:** Air Conditioning, Heating, and Refrigeration Technology

**Outcome #1: Enrollment (*unduplicated*)**

**Action Items from Program Review:**

| <b>Item #</b> | <b>Action Items:</b> <i>(Action item identified in the 2021-22 program review.)</i>   | <b>Results / Use of Results:</b> <i>(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 2023-2025 action items table below.)</i> |
|---------------|---|---|
| 1             | Attending more recruitment events.<br>(Assessed by: Check enrollment numbers to see if it increases after events)                         | By being present and more active at recruitment events we were able to increase our enrollment numbers.   |
| 2             | Increased program presence on social media (Assessed by: Check enrollment numbers after social media post to determine interest to post.) | We increased our social media post from different events as well as program specific post has helped increase enrollment numbers.   |

**Baseline:** 18 # *(Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21)*

**Standard:** 19 #

**Target:** 20 #

**Program Enrollment**

| <b>Program Enrollment (unduplicated)</b>    |                   |
|---|-------------------|
| <b>Academic Year (Fall, Spring, Summer)</b> | <b>Enrollment</b> |
| 2019-2020                                   | 21                |
| 2020-2021                                   | 12                |
| 2021-2022                                   | 23                |

**All Levels**

**Enrollment by Ethnicity, Gender, and Age**

| Ethnicity & Gender                      | 2019-2020 |               | 2020-2021 |               | 2021-2022 |               |
|---|-----------|---------------|-----------|---------------|-----------|---------------|
|   | N         | %             | N         | %             | N         | %             |
| African American, Female                | 0         | 0.0%          | 0         | 0.0%          | 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                       | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hawaiian/Other Pacific Islander, Female | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, Female                 | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| 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%          |
| <b>Female Total</b>                     | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   |
| African American, Male                  | 7         | 33.3%         | 4         | 33.3%         | 6         | 26.1%         |
| American Indian/Alaskan Native, Male    | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Asian, Male                             | 1         | 4.8%          | 1         | 8.3%          | 0         | 0.0%          |
| Caucasian, Male                         | 9         | 42.9%         | 5         | 41.7%         | 11        | 47.8%         |
| Hawaiian/Other Pacific Islander, Male   | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, Male                   | 3         | 14.3%         | 2         | 16.7%         | 5         | 21.7%         |
| Two or More Races, Male                 | 0         | 0.0%          | 0         | 0.0%          | 1         | 4.3%          |
| Unknown, Male                           | 1         | 4.8%          | 0         | 0.0%          | 0         | 0.0%          |
| <b>Male Total</b>                       | <b>21</b> | <b>100.0%</b> | <b>12</b> | <b>100.0%</b> | <b>23</b> | <b>100.0%</b> |
| <b>Total</b>                            | <b>21</b> | <b>100.0%</b> | <b>12</b> | <b>100.0%</b> | <b>23</b> | <b>100.0%</b> |

| Ethnicity & Age Range                                | 2019-2020 |               | 2020-2021 |               | 2021-2022 |               |
|--|-----------|---------------|-----------|---------------|-----------|---------------|
|  | 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%          |
| <b>Under the age of 18 Total</b>                     | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   |
| African American, 18-24                              | 5         | 23.8%         | 2         | 16.7%         | 1         | 4.3%          |
| 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                                     | 5         | 23.8%         | 4         | 33.3%         | 7         | 30.4%         |
| Hawaiian/Other Pacific Islander, 18-24               | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, 18-24                               | 3         | 14.3%         | 2         | 16.7%         | 5         | 21.7%         |
| Two or More Races, 18-24                             | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Unknown, 18-24                                       | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| <b>18-24 Total</b>                                   | <b>13</b> | <b>61.9%</b>  | <b>8</b>  | <b>66.7%</b>  | <b>13</b> | <b>56.5%</b>  |
| African American, 25-44                              | 1         | 4.8%          | 2         | 16.7%         | 5         | 21.7%         |
| 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                                     | 3         | 14.3%         | 1         | 8.3%          | 2         | 8.7%          |
| Hawaiian/Other Pacific Islander, 25-44               | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, 25-44                               | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Two or More Races, 25-44                             | 0         | 0.0%          | 0         | 0.0%          | 1         | 4.3%          |
| Unknown, 25-44                                       | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| <b>25-44 Total</b>                                   | <b>4</b>  | <b>19.0%</b>  | <b>3</b>  | <b>25.0%</b>  | <b>8</b>  | <b>34.8%</b>  |
| African American, 45-64                              | 1         | 4.8%          | 0         | 0.0%          | 0         | 0.0%          |
| American Indian/Alaskan Native, 45-64                | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Asian, 45-64   | 0         | 0.0%          | 1         | 8.3%          | 0         | 0.0%          |
| Caucasian, 45-64                                     | 1         | 4.8%          | 0         | 0.0%          | 2         | 8.7%          |
| 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                                       | 1         | 4.8%          | 0         | 0.0%          | 0         | 0.0%          |
| <b>45-64 Total</b>                                   | <b>3</b>  | <b>14.3%</b>  | <b>1</b>  | <b>8.3%</b>   | <b>2</b>  | <b>8.7%</b>   |
| 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+   | 1         | 4.8%          | 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%          |
| <b>65+ Total</b>                                     | <b>1</b>  | <b>4.8%</b>   | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   |
| <b>Total</b>   | <b>21</b> | <b>100.0%</b> | <b>12</b> | <b>100.0%</b> | <b>23</b> | <b>100.0%</b> |

**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 HVAC Program has shown an increase in enrollment due to the increase in recruitment events and more advertising on social media. We also updated our program flyers and them seem to help our enrollment as well.

**2023-2025 Action Items:**

| <b>Item</b> | <b>Action Items</b> <i>(What actions can be taken to increase enrollment in your program?)</i>                          | <b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>  |
|-------------|---|--|
| 1           | Schedule more engagement opportunities with local high schools, campus tours, recruitment events.                       | Compare numbers from previous years and compare to see if enrollment increases   |
| 2           | Increase the number of local HVAC companies to come speak to students to increase their knowledge of the HVAC industry. | This should give students a better understanding of what companies are looking for to help students transition into the workforce with more success. |

**Outcome #2: Retention****Action Items from Program Review:**

| <b>Item #</b> | <b>Action Items:</b> <i>(Action item identified in the 2021-22 program review.)</i>   | <b>Results / Use of Results:</b> <i>(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 2023-2025 action items table below.)</i> |
|---------------|---|---|
| 1             | Implement activities for student engagement (Assessed by: Interview students towards the end of semester to see if activities were effective)                                   | After interviewing students, they gave positive feedback regarding the activities and said it helped to keep them focused and made class more enjoyable. They enjoyed group related activities the best.  |
| 2             | Offer more 1 on 1 training for students. (Assessed by: Offer students 1 on 1 training so they can better understand the material, which will lead to better retention numbers.) | After offering more 1 on 1 training some students didn't take advantage but the ones that did were found to have better scores and overall knowledge compared to the ones who did not.  |

**Baseline:** 75.9 % *(Average of last three years – 2018-19; 2019-20; 2020-21; program retention)*

**Standard:** 80 %

**Target:** 85 %

| <b>Fall to Fall</b>    | <b>Retention Rate</b> |
|------------------------|-----------------------|
| Fall 2019 to Fall 2020 | 62.5%                 |
| Fall 2020 to Fall 2021 | 71.4%                 |
| Fall 2021 to Fall 2022 | 65.0%                 |

**All Levels**

**Retention by Ethnicity, Gender, and Age**

| Ethnicity & Gender                      | Fall 2019 to Fall 2020 |               | Fall 2020 to Fall 2021 |               | Fall 2021 to Fall 2022 |               |
|---|------------------------|---------------|------------------------|---------------|------------------------|---------------|
|   | N                      | %             | N                      | %             | N                      | %             |
| African American, Female                | 0                      | 0.0%          | 0                      | 0.0%          | 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                       | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Hawaiian/Other Pacific Islander, Female | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Hispanic/Latino, Female                 | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| 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%          |
| <b>Female Total</b>                     | <b>0</b>               | <b>0.0%</b>   | <b>0</b>               | <b>0.0%</b>   | <b>0</b>               | <b>0.0%</b>   |
| African American, Male                  | 2                      | 20.0%         | 1                      | 20.0%         | 3                      | 27.3%         |
| American Indian/Alaskan Native, Male    | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Asian, Male                             | 1                      | 10.0%         | 0                      | 0.0%          | 0                      | 0.0%          |
| Caucasian, Male                         | 6                      | 60.0%         | 3                      | 60.0%         | 7                      | 63.6%         |
| Hawaiian/Other Pacific Islander, Male   | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Hispanic/Latino, Male                   | 1                      | 10.0%         | 1                      | 20.0%         | 1                      | 9.1%          |
| Two or More Races, Male                 | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Unknown, Male                           | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| <b>Male Total</b>                       | <b>10</b>              | <b>100.0%</b> | <b>5</b>               | <b>100.0%</b> | <b>11</b>              | <b>100.0%</b> |
| <b>Total</b>                            | <b>10</b>              | <b>100.0%</b> | <b>5</b>               | <b>100.0%</b> | <b>11</b>              | <b>100.0%</b> |

| Ethnicity & Age Range                                | Fall 2019 to Fall 2020 |               | Fall 2020 to Fall 2021 |               | Fall 2021 to Fall 2022 |               |
|--|------------------------|---------------|------------------------|---------------|------------------------|---------------|
|  | 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%          |
| <b>Under the age of 18 Total</b>                     | <b>0</b>               | <b>0.0%</b>   | <b>0</b>               | <b>0.0%</b>   | <b>0</b>               | <b>0.0%</b>   |
| African American, 18-24                              | 2                      | 20.0%         | 1                      | 20.0%         | 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                                     | 3                      | 30.0%         | 2                      | 40.0%         | 4                      | 36.4%         |
| Hawaiian/Other Pacific Islander, 18-24               | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Hispanic/Latino, 18-24                               | 1                      | 10.0%         | 1                      | 20.0%         | 1                      | 9.1%          |
| Two or More Races, 18-24                             | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Unknown, 18-24                                       | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| <b>18-24 Total</b>                                   | <b>6</b>               | <b>60.0%</b>  | <b>4</b>               | <b>80.0%</b>  | <b>5</b>               | <b>45.5%</b>  |
| African American, 25-44                              | 0                      | 0.0%          | 0                      | 0.0%          | 3                      | 27.3%         |
| American Indian/Alaskan Native, 25-44                | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Asian, 25-44   | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Caucasian, 25-44                                     | 2                      | 20.0%         | 1                      | 20.0%         | 1                      | 9.1%          |
| Hawaiian/Other Pacific Islander, 25-44               | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Hispanic/Latino, 25-44                               | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Two or More Races, 25-44                             | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| Unknown, 25-44                                       | 0                      | 0.0%          | 0                      | 0.0%          | 0                      | 0.0%          |
| <b>25-44 Total</b>                                   | <b>2</b>               | <b>20.0%</b>  | <b>1</b>               | <b>20.0%</b>  | <b>4</b>               | <b>36.4%</b>  |
| African American, 45-64                              | 0                      | 0.0%          | 0                      | 0.0%          | 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                                     | 1                      | 10.0%         | 0                      | 0.0%          | 2                      | 18.2%         |
| 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%          |
| <b>45-64 Total</b>                                   | <b>1</b>               | <b>10.0%</b>  | <b>0</b>               | <b>0.0%</b>   | <b>2</b>               | <b>18.2%</b>  |
| 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+   | 1                      | 10.0%         | 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%          |
| <b>65+ Total</b>                                     | <b>1</b>               | <b>10.0%</b>  | <b>0</b>               | <b>0.0%</b>   | <b>0</b>               | <b>0.0%</b>   |
| <b>Total</b>   | <b>10</b>              | <b>100.0%</b> | <b>5</b>               | <b>100.0%</b> | <b>11</b>              | <b>100.0%</b> |

**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 HVAC program retention rate didn't reach our target of 85% but overall, our retention rate is good, but we can improve. If we increase more 1 on1 training with students and keep the students more engaged, I believe we can hit our target numbers.

**2023-2025 Action Items:**

| <b>Item</b> | <b>Action Items</b> <i>(What actions can be taken to increase program retention?)</i> | <b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>  |
|-------------|---|--|
| 1           | Identify struggling students and give them extra resources and lab time.              | Some students struggle at first and become overwhelmed by identifying them quicker and giving them extra resources and lab time, this should lead to a higher retention rate |
| 2           | Provide more after class review opportunities for the students                        | Set up more after class time for students that show signs of struggling to help them catch up and not fall behind. This should increase our retention numbers.               |



**Outcome #3: Completers (unduplicated by highest level of attainment)****Action Items from Program Review:**

| <b>Item #</b> | <b>Action Items:</b> (Action item identified in the 2021-22 program review.)   | <b>Results / Use of Results:</b> (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 2023-2025 action items table below.) |
|---------------|--|--|
| 1             | Meet with students weekly to review their progress. (Assessed by: Seeing if we have an increase in completers at the end of the semester.) | By meeting with students weekly it helped identify why the student was struggling and allowed us to give students the necessary resources to help learn the material.  |

**Baseline:** 21 # (Average of total completers for the last three years – 2019-20; 2020-21; 2021-22)  
**Standard:** 22 #  
**Target:** 23 #

| <b>Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring</b> |                         |
|---|-------------------------|
| <b>Graduation Year</b>  | <b>Total Completers</b> |
| 2020-2021   | 15                      |
| 2021-2022   | 20                      |
| 2022-2023   | 18                      |

**All Levels**

**Completers by Ethnicity, Gender, and Age**

| Ethnicity & Gender                      | 2020-2021 |               | 2021-2022 |               | 2022-2023 |               |
|---|-----------|---------------|-----------|---------------|-----------|---------------|
|   | N         | %             | N         | %             | N         | %             |
| African American, Female                | 0         | 0.0%          | 0         | 0.0%          | 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                       | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hawaiian/Other Pacific Islander, Female | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, Female                 | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| 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%          |
| <b>Female Total</b>                     | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   |
| African American, Male                  | 3         | 20.0%         | 4         | 20.0%         | 5         | 27.8%         |
| American Indian/Alaskan Native, Male    | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Asian, Male                             | 1         | 6.7%          | 1         | 5.0%          | 0         | 0.0%          |
| Caucasian, Male                         | 8         | 53.3%         | 12        | 60.0%         | 10        | 55.6%         |
| Hawaiian/Other Pacific Islander, Male   | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, Male                   | 3         | 20.0%         | 3         | 15.0%         | 1         | 5.6%          |
| Two or More Races, Male                 | 0         | 0.0%          | 0         | 0.0%          | 1         | 5.6%          |
| Unknown, Male                           | 0         | 0.0%          | 0         | 0.0%          | 1         | 5.6%          |
| <b>Male Total</b>                       | <b>15</b> | <b>100.0%</b> | <b>20</b> | <b>100.0%</b> | <b>18</b> | <b>100.0%</b> |
| <b>Total</b>                            | <b>15</b> | <b>100.0%</b> | <b>20</b> | <b>100.0%</b> | <b>18</b> | <b>100.0%</b> |

| Ethnicity & Age Range Table                          | 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                 | 1         | 6.7%          | 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%          |
| <b>Under the age of 18 Total</b>                     | <b>1</b>  | <b>6.7%</b>   | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   |
| African American, 18-24                              | 2         | 13.3%         | 1         | 5.0%          | 1         | 5.6%          |
| 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                                     | 3         | 20.0%         | 7         | 35.0%         | 7         | 38.9%         |
| Hawaiian/Other Pacific Islander, 18-24               | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, 18-24                               | 2         | 13.3%         | 3         | 15.0%         | 1         | 5.6%          |
| Two or More Races, 18-24                             | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Unknown, 18-24                                       | 0         | 0.0%          | 0         | 0.0%          | 1         | 5.6%          |
| <b>18-24 Total</b>                                   | <b>7</b>  | <b>46.7%</b>  | <b>11</b> | <b>55.0%</b>  | <b>10</b> | <b>55.6%</b>  |
| African American, 25-44                              | 1         | 6.7%          | 3         | 15.0%         | 4         | 22.2%         |
| American Indian/Alaskan Native, 25-44                | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Asian, 25-44   | 4         | 26.7%         | 1         | 5.0%          | 0         | 0.0%          |
| Caucasian, 25-44                                     | 0         | 0.0%          | 3         | 15.0%         | 1         | 5.6%          |
| Hawaiian/Other Pacific Islander, 25-44               | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Hispanic/Latino, 25-44                               | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| Two or More Races, 25-44                             | 0         | 0.0%          | 0         | 0.0%          | 1         | 5.6%          |
| Unknown, 25-44                                       | 0         | 0.0%          | 0         | 0.0%          | 0         | 0.0%          |
| <b>25-44 Total</b>                                   | <b>5</b>  | <b>33.3%</b>  | <b>7</b>  | <b>35.0%</b>  | <b>6</b>  | <b>33.3%</b>  |
| African American, 45-64                              | 0         | 0.0%          | 0         | 0.0%          | 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                                     | 1         | 6.7%          | 2         | 10.0%         | 2         | 11.1%         |
| 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%          |
| <b>45-64 Total</b>                                   | <b>1</b>  | <b>6.7%</b>   | <b>2</b>  | <b>10.0%</b>  | <b>2</b>  | <b>11.1%</b>  |
| 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+   | 1         | 6.7%          | 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%          |
| <b>65+ Total</b>                                     | <b>1</b>  | <b>6.7%</b>   | <b>0</b>  | <b>0.0%</b>   | <b>0</b>  | <b>0.0%</b>   |
| <b>Total</b>   | <b>15</b> | <b>100.0%</b> | <b>20</b> | <b>100.0%</b> | <b>18</b> | <b>100.0%</b> |

**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?)*

Even though we are happy with our number of completers we did not meet our target of 23. We attribute that to students only taking a few classes to see if they like it and others have schedule conflicts that arise, and they must leave the program. Outside of that we have a very high completion rate

**2023-2025 Action Items:**

| <b>Item</b> | <b>Action Items</b> <i>(What actions can be taken to increase student completion in your program?)</i> | <b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i> |
|-------------|--|---|
| 1           | Help students better schedule their classes to avoid schedule conflicts later.                         | Compare the numbers from previous years and see there is an increase in completers.         |
| 2           | Discuss with the students the importance of completing the diploma.                                    | Compare the numbers from previous years and see if there is an increase in completers.      |

**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 11/28/2023

**Department Chair, Dean, Director, and/or AVP / Date:** \_\_\_\_\_ Steven Reese 11/28/2023