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:

IT Business Support

Program Outcome #1: Program Retention, Fall to Fall

Baseline: 58.1 % (*Average of three years – 2016-17, 2017-18, 2018-19; <u>fall-to-fall</u> program retention*)
New program 2016-17
Standard: 59.3 % Fall to Fall *(2% increase from baseline)*
**Target:**   60.5 % Fall to Fall *(2% increase from standard)*

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: *(Actions / strategies identified in the 2018-19 year-end report.)*	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	Provide opportunities for online and hybrid students to gain access to Spruce 202's simulation lab to complete assignments.	Numerous ITBS students benefited from the simulation lab. The lab was open daily to students and a work study student was hired to assist with tutoring. Typically, the lab sees the most traffic from mid to end of the spring semester. Spring access to the lab was impacted by closure related to COVID-19. Barring the closure, overall, the lab was a success.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2016-Fall2017	55	14	14	24	3	50.9%
Fall 2017-Fall 2018	27	7	10	17	4	63.0%
Fall 2018-Fall 2019	33	10	10	10	9	60.6%

Fall Enrollment Cohort contains students with the following codes A25590I and A25260.

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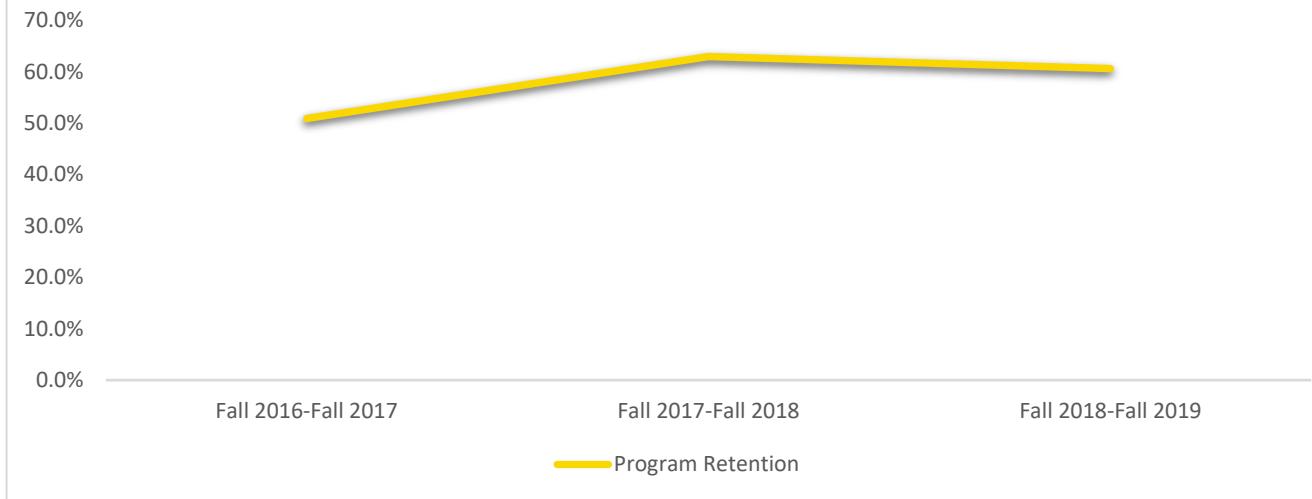
Provide narrative for analysis of program retention data *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect retention.)*

The 60.6% Fall 2018-Fall 2019 retention is above the 59.3% standard and 60.5% target.

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?)*

Since Fall 2018-Fall retention is barely above the baseline, standard, and target, the standard and target values should remain the same.

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	Implement more live and recorded lectures in online courses.	Spring 2021	Faculty will monitor student participation and measure participants' performance in relation to lecture attendance and access.