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: | Industrial Systems Technology

Program Outcome #1: Program Retention, Fall to Fall

Baseline: 56 % (*Average of three years – 2014-15; 2015-16; 2016-17; fall-to-fall program retention*)
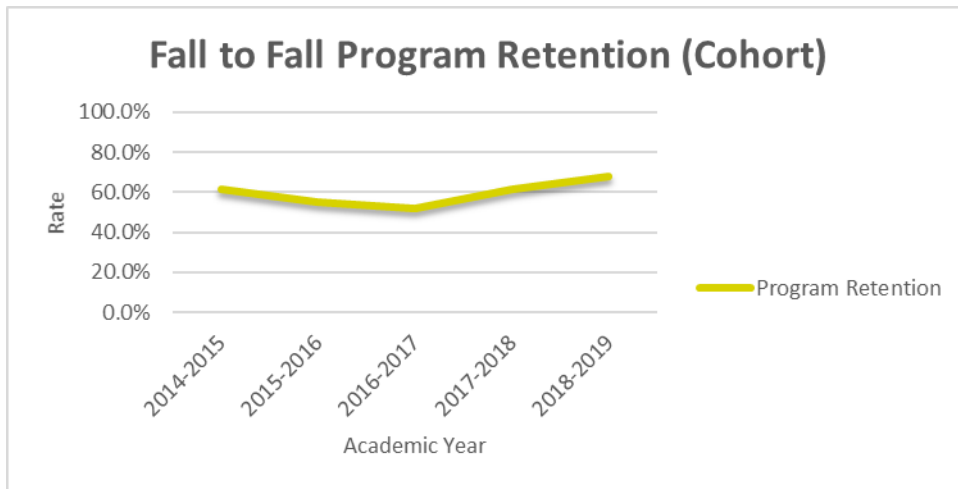**Standard:** 57 % Fall to Fall
Target: 59 % Fall to Fall

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: *(Actions / strategies identified in the 2018-19 program review.)*	Results / Use of Results: *(Were outcomes met? Was the action / strategy successful? If not, what actions / strategies will you employ to reach the target outcome?)*
1	Action: Inform students of the benefits of staying in the program. Assess: Dedicate part of EGR-110, Intro to Engineering Tech, to explain the benefits of program completion and how that will affect the students long term earnings goal. Spend time explaining the services available through WCC's Student Services to make students are aware of available resources. We will then compare retention rates and assess this strategy in 2022.	Retention rates have improved. We will continue with these strategies as long as positive results are observed.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2014-Fall 2015	52	10	22	18	2	61.5%
Fall 2015-Fall 2016	42	9	14	19	0	54.8%
Fall 2016-Fall 2017	23	4	8	10	1	52.2%
Fall 2017-Fall 2018	26	6	10	9	1	61.5%
Fall 2018-Fall 2019	25	5	12	8	1	68.0%

Fall to Fall Program Retention (Cohort)

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.)*

Fall retention increased from 61.5% 2017-18 to 68.0% for 2018-19. Changes made in the EGR-110 class may have contributed to the increase. Changes to the degree plan in Fall of 18 may also have had an impact. Retention may be affected by the Covid-19 response in the coming year.

As of now, there are no changes planned for the program. Current strategies will be maintained to observe their effectiveness over a longer period of time.

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 target was met. With the 2018-2019 data the mean now sits at 59.6%. With this in mind, our standard will increase to 59% and our target will increase to 61%

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.)

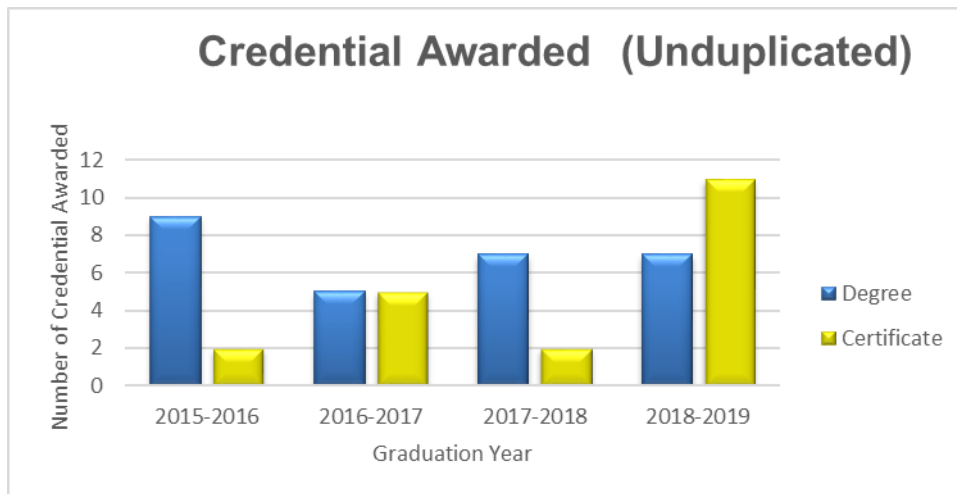| Item	Action / Strategy Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(State the method of assessment; how you plan to evaluate/assess the results of the action items.)*
1	Continue to emphasize the benefits of staying in the program.	Fall 2020	Evaluate retention rates.

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

Baseline: 10 # (*Average of three years – 2015-16; 2016-17; 2017-18*)
Standard: 11 #
Target: 12 #

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	Action: Update certificates and add a diploma to the program to allow more paths to completion. Assess: Program pathways have been updated and is being stressed to new or potential students. Evening classes are being offered geared toward specific certificates. We will review completion rates during the first two years of the change compared to the previous two years.	New and updated certificates have allowed a greater number of student completions. In that completion rates are directly linked to retention, action items in Program Outcome #1: Program Retention, Fall to Fall, should also yield improvement here.

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Degree	Diploma	Certificate	Total
2015-2016	9		2	11
2016-2017	5		5	10
2017-2018	7		2	9
2018-2019	7		11	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?*)

In a competitive job market, some students feel pressure to begin working before completing a degree or certificate. Once marketable skills are obtained, students may seize an opportunity to move into the workforce, often in well paying, skilled positions. Certificate pathways will continue to be emphasized as the quickest path to marketable skills. Advantages of the Associates degree will be explained both during registration and in EGR-110.

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?)*

At this point in time, the same strategies will remain in effect for a longer observation period. This will either validate our current strategies or indicate a need to change.

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 same strategies will remain in effect for a longer observation period	2021	Comparison of completion rates.

Program Outcome #3: Job Placement / Employment

Baseline: 97 % (*Average of three years – 2015-16; 2016-17; 2017-18 employed/more education*)
Standard: 98 %
Target: 99 %

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	Action: Continue visiting and speaking to area employers to strengthen the bond with WCC. Assess: Visit local employers, as well as invite them to visit our labs and meet our students. Opening the lines of communication allows us to hear of job opportunities and builds trust, when we recommend a student for employment.	Contacts and communication with employers has improved. This has allowed many of our students to have jobs waiting for them as soon as they complete their programs. Employers are also learning of ways that their present employees can increase their skill level, through internships or updating of skills.
2	Action: Implement an Alumni Database to track student success. Assess: By being able to contact our alumni, we can get valuable feedback, as well having "a person inside" when facilities are searching for employees.	Contact with students is usually lost with graduation. I feel that there should be another department within the college that could gather this data with much more accuracy. Contact and a preliminary database could be in pulled from graduation applications. This could then be shared with the appropriate departments.

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	11	8	3	100%		
2016-17	10	4	5	90%		
2017-18	9	6	3	100%		
2018-19	18	17	1	100%		

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?)*

As long as the economy and job market remain strong, our graduates will find employment. Continued contact with our local employers will allow us to understand their needs as well as showcase our students. Percentages are based largely on hearsay data, in that there is not a practical way to track this data at the department level.

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?)*

Present strategies will continue with the present targets.

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 same strategies will remain in effect	2020-2021	Comparison of employment rates to past performance.

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: (*Were outcomes met? Was the action / strategy successful? If not, what actions / strategies will you employ to reach the target outcome?*)
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)

Baseline: 39 # (*Average of three years – 2015-16; 2016-17; 2017-18*)
Standard: 50 #
Target: 110 #

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	Action: Add new NC3 certificates as training and equipment become available. Assess: Cross train instructors in order to integrate various NC3 certificates into more classes. We can compare certificate completions at the end of each semester.	Target was exceeded 2018 -19 however the standard was not met 2019 - 20. This was partially due to miscommunications with the site NC3 coordinator and largely due to the disruption of classes caused by Covid 19 response.

Third-Party Credentials

Academic Year Fall, Spring, Summer	Credentials for Program of Study	# Tested (duplicated)	# Passed
2015-2016	Electrical Safety Test	n/a	n/a
	Hand Tool Safety Test	n/a	n/a
	575 Multimeter Certification	n/a	n/a
	Torque Mechanical Certification	6	6
	Torque Electronic Certification	1	1
	Torque Theory Test	1	1
	Wire Pathways - Knockouts	n/a	n/a
	Wire Pathways - Rotary	n/a	n/a
	Voice, Data,Video Test	n/a	n/a
	TOTAL	**8**	**8**
2016-2017	Electrical Safety Test	n/a	n/a
	Hand Tool Safety Test	n/a	n/a
	575 Multimeter Certification	9	9
	Torque Mechanical Certification	7	7
	Torque Electronic Certification	1	1
	Torque Theory Test	1	1
	Wire Pathways - Knockouts	n/a	n/a
	Wire Pathways - Rotary	n/a	n/a
	Voice, Data,Video Test	n/a	n/a
	TOTAL	**18**	**18**
2017-2018	Electrical Safety Test	30	30
	Hand Tool Safety Test	19	18
	575 Multimeter Certification	35	33
	Torque Mechanical Certification	3	3

	Torque Electronic Certification	4	4
	Torque Theory Test	1	1
	Wire Pathways - Knockouts	1	1
	Wire Pathways - Rotary	1	1
	Voice, Data,Video Test	1	1
	TOTAL	**95**	**92**
	Electrical Safety Test	35	35
	Hand Tool Safety Test	37	35
	575 Multimeter Certification	23	15
2018-2019	Torque Mechanical Certification	10	7
	Torque Electronic Certification	8	7
	Torque Theory Test	17	12
	Wire Pathways - Knockouts	34	28
	Wire Pathways - Rotary	2	2
	TOTAL	**166**	**141**
	Electrical Safety Test	8	8
	Hand Tool Safety Test	9	9
	575 Multimeter Certification	27	21
	Torque Mechanical Certification	n/a	n/a
2019-2020	Torque Electronic Certification	n/a	n/a
	Torque Theory Test	n/a	n/a
	Wire Pathways - Knockouts	n/a	n/a
	Wire Pathways - Rotary	n/a	n/a
	TOTAL	**44**	**38**

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.)*

Third party credential rate dropped this year due to the switch to online classes. The Torque and Wire pathways are heavily hands on labs which are normally part of the latest part of Spring semester.

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?)*

Target was exceeded 2018 -19 however the standard was not met 2019 - 20. This was partially due to miscommunications with the site NC3 coordinator and largely due to the disruption of classes caused by Covid 19 response. Although the standard was not met due to the unusual circumstances of the past semester, we will hold at these levels as we adjust to changing teaching techniques.

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	Enroll classes into the NC3 system early in the semester in order to be able to offer certifications at the appropriate time during the class.	Fall 2020	Track number of NC3 credentials and report.

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.		