

Program Outcome and Assessment(s)
2020-21 Program Outcome Assessments Year-End Reporting Form
Program Review Cycle –2019-20

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: Medical Laboratory Technology

Program Outcome #1: Completers (*unduplicated*) (Degree level, highest level of attainment)

Baseline: 7 # (*Average of total completers for the last three years – 2016-17; 2017-18; 2018-19*)
Standard: 8 #
Target: 9 #

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Continue to maintain or exceed completer rates in accordance with NAACLS accrediting standards benchmark.	Internally tracked number of graduate and met NAACLS standards

Number of Completers (<i>unduplicated</i>) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018	6	0	0	6
2018-2019	8	0	0	8
2019-2020	7	0	0	7

In 2019-20, Medical Laboratory Technology met their baseline but did not meet their standard or target.

Target, 9
Standard, 8
Baseline, 7



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 Medical Laboratory Technology program has met the thresholds set forth by our accrediting body NAACLS. The recent curriculum change has afforded our program the opportunity to attract more recent high school graduates. Students are also assigned a career pathway specialist who helps guide them towards the program that suits them best. The MLT program is working towards increasing the number of completers by the potential for increased enrollments.

Provide narrative for analysis of completer standard/target (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)

Our accrediting body NAACLS, sets a benchmark stating that at least 70% of students who have begun the final half of the program go on to successfully graduate the program. Our program currently exceeds this benchmark. Of students who began the final half of the program, 85% went on to successfully graduate.

2021-2022 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 (How will you assess the results of action items?)
1	Continue to maintain or exceed completer rates in accordance with NAACLS accrediting standards benchmark.	Fall 2022	Internally track number of graduates in accordance with NAACLS standards.

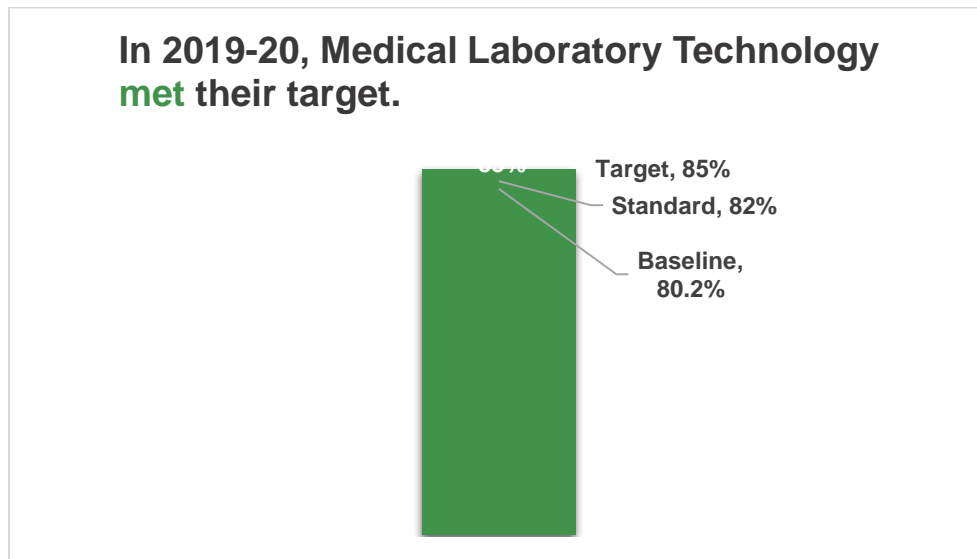
Program Outcome #2: Program Retention, Fall to Fall

Baseline: 80.2 % (Average of three years – 2016-17; 2017-18; 2018-19; fall-to-fall program retention)
Standard: 82 % Fall to Fall
Target: 85 % Fall to Fall

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Curriculum change internally track retention data.	The recent curriculum changes have yet to be assessed.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
Fall 2017-Fall 2018	19	6	8	5	0	73.7%
Fall 2018-Fall 2019	15	8	6	1	0	93.3%
Fall 2019-Fall 2020	13	7	4	2	0	85%



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 make to improve retention.)*

The Medical Laboratory Technology program is satisfied with these numbers and hope to see these numbers increase over the next few years. Recent curriculum changes include the addition of a fourth Practicum course and is expected to increase the programs’ retention. Students will be able to focus on all classwork for the first academic year and all clinical work for the second academic year giving the students a better option for being successful.

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? State any changes you plan to make for continuous improvement.)*

Additionally, the accrediting body for this program, NAACLS, sets a benchmark stating that at least 70% of students who have begun the final half of the program go on to successfully graduate from the program. This program exceeded the NAACLS benchmark. Of students who began the final half of the program, 85% went on to successfully graduate.

2021-2022 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 <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Refer students to utilize additional campus resources, achievement coaches and or tutoring services	Fall 2022	Internally track number of students referred.

Program Outcome #3: Job Placement / Employment

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #4: Labor Market Data

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #5: Licensure and Certification Passing Rates (if applicable)

American Society of Clinical Laboratory Science Exam; not an individual exam part of the NCCCS Performance Measures. The ASCP exam is an exam that a graduate may apply to take to receive an additional credential that demonstrates knowledge and skills necessary for the MLT field of study.

Baselines were set based upon WCC's average college performance of the individual exam. Standards and targets were set by the program responsible for the individual exam and based on the baseline average performance.

Baseline: 88 % (Average of three years – 2017, 2018, 2019;
American Society for Clinical Laboratory Science Exam)
Standard: 90 %
Target: 100 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Continue encouraging students to sit for the national certification exam upon graduation.	Graduates from December 2020 have not taken the certification exam yet.

American Society for Clinical Laboratory Science Exam

Exam Year	# Tested	# Passed	% Passing
2017	6	5	83%
2018	5	4	80%
2019	4	4	100%
2020			

Results provided by the program. Not an exam reported to the NCCCS and part of the Performance Measures Report.

Provide narrative for analysis of exam passing rates data (Based on the program performance data, provide a narrative of your analysis of exam passing rate. Are you satisfied with your program exam rates? State any changes you plan to make for continuous improvement.)

The most recent student eligible to sit for the ASCP certification exam graduated in December and has not taken the exam yet.

Provide narrative for analysis of exam passing rates standard/target (Standards and targets were set using WCC's performance of the exam and identified by the program.)

Baselines were set based upon WCC's average college performance of the individual exam. Standards and targets were set by the program responsible for the individual exam and based on the baseline average performance.

The standard has been set at 90 % and the target at 100% The standard and target were set by the program responsible for the individual exam performance.

2021-2022 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 <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Encourage student to take the ASCP certification exam upon graduation	Fall 2022	Internally track student exam application status and pass rates

Program Outcome #6: Third-Party Credentials (if applicable)

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

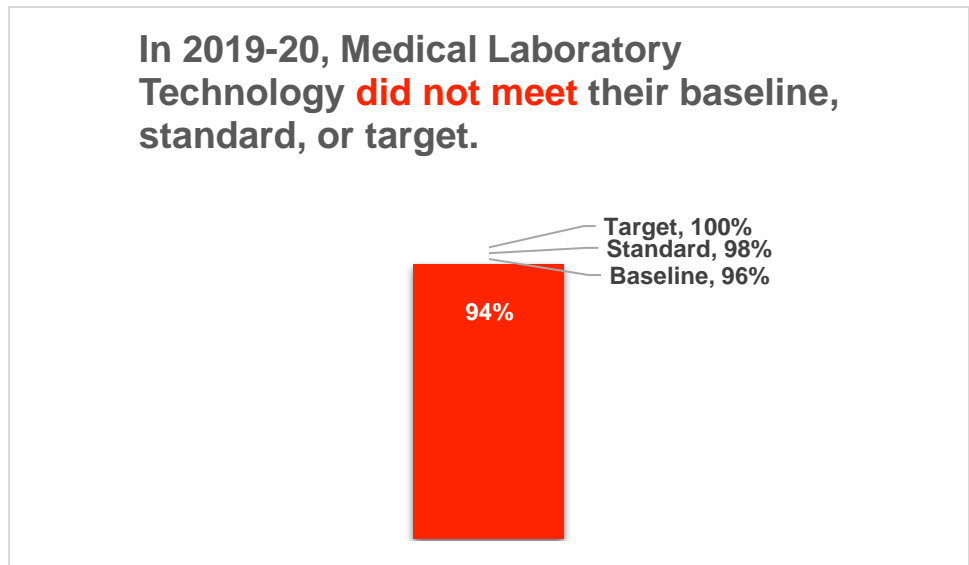
Program Outcome #7: Program Success Rate (all delivery methods)
(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)

Baseline: 96 % (Average program success students for three years – 2016-17; 2017-18; 2018-19)
Standard: 98 %
Target: 100 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Continue to maintain student success rates in accordance with NAACLS accrediting standards.	We are still able to maintain student success rates in accordance with NAACLS standards.
2	Some hybrid courses will be offered for the MLT program	Many students are not successful in a hybrid learning environment

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	95	94	99%
2018-2019	86	82	95%
2019-2020	51	48	94%



Provide narrative for analysis of student success in program courses *(Are students more successful in program courses in face-to-face, online, hybrid, or blended methods of course delivery? Do you plan to make any changes to course offerings based upon your analysis of the data?)*

Analysis of this data shows that the medical laboratory technology program course success rate did not meet the target. I believe this has to do with the delivery method. Currently the medical laboratory technology program contains all hybrid courses due to COVID-19 and is not the ideal learning platform for new MLT students. Students tend to do better in the face-to-face format.

Provide narrative for analysis of student success in program courses standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

All MLT courses are currently being offered in a hybrid format, until students can return to 100% face to face courses, no changes are currently taking place.

2021-2022 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 <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Adding synchronized online class times	Fall 2022	Internally track student success in online portion of hybrid courses
2	Incorporate additional virtual resources to help students with online assignments.	Fall 2022	Internally track student success in online portion of hybrid courses

Program Outcome #8: Other Assessment (if applicable)

Analysis of other assessments. *(Have you performed other assessments to evaluate the effectiveness of your program, to include surveys, self-assessments, or other assessment instruments used to evaluate the program. If so, please explain how information collected from the(se) assessments will be used to improve the program.)*

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Accreditation site visit scheduled for Spring 2021	Completed March 2021 – No citations, few recommendations
2	Request and Administer post-graduate surveys upon graduation	This will be completed 6 months post-graduation (June 2021)

2021-2022 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 <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Incorporate NAACLS site visit recommendations into the program	Fall 2020	Site visit results will be provided by the end of Summer, 2021.