Program Outcomes Assessment Follow-Up 2023-2024 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: Office Administration

Outcome #1: Enrollment (unduplicated)

Item #	Action Items: (Action item identified in the	Results / Use of Results: (Provide results of the action
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,
	report.)	did you want to continue this action item going
		forward? If so, please include this action item in the
1	Created a new Virtual Office Administration certificate which started Fall 2023. (Assessed by: Data will be collected to see how many students enrolled in this new Virtual Office Administration certificate.)	 Jorward Y 150, piease include this action item in the 2024-2025 action items table below.) The Medical Office Administration/Virtual Office Administration certificate (C25310VO) and the Office Administration/Virtual Office Administration certificate (C25370VO) were implemented Fall 2023. These certificates were created on recommendations from the Medical and Office Administration's Advisory Committee. Below is the enrollment numbers received from the Office of Institutional Effectiveness since the certificates were implemented: Fall 2023: 1 (C25310VO)); 1 (C25370VO) Spring 2024: 1 (C25310VO)); 1 (C25370VO) Summer 2024: 0 (C25310VO), 1 (C25370VO) Summer 2024: 0 (C25310VO), 1 (C25370VO) However, due to students adding programs of study (stackable credentials), there were actually a total of 12 graduates from these two certificate programs. There were 8 C25310VO graduates, and there were 4 C25370VO graduates. These two certificate programs are identical but had to have separate names. The standard and target enrollment were not met in these certificates; however, the enrollment number in the Program Enrollment table below for 2022-2023 (35) is showing enrollment for the Office
		Administration program and not just the Office
		Administration/Virtual Office Administration
		certificate. We feel that this action item was
		successful due to the certificates being new and just
		being implemented Fall 2023.

Action Items from 2022-23 Program Outcome Year-End Report:

Baseline:	39 # (Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21)
Standard:	40 #
Target:	41 #

Program Enrollment

Program Enrollment (unduplicated)					
Academic Year (Fall, Spring, Summer)	Enrollment				
2020-2021	34				
2021-2022	31				
2022-2023	35				

All Levels

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender Table

	2020-20	21	2021	-2022	2022-	-2023
Ethnicity & Gender	Ν	%	N	%	N	%
African American, Female American Indian/Alaskan Native,	7	20.6%	7	22.6%	10	28.6%
Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female Hawaiian/Other Pacific Islander,	19	55.9%	20	64.5%	17	48.6%
Female	1	2.9%	1	3.2%	1	2.9%
Hispanic/Latino, Female	3	8.8%	3	9.7%	5	14.3%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	1	2.9%	0	0.0%	0	0.0%
Female Total	31	91.2%	31	100.0%	33	94.3%
African American, Male American Indian/Alaskan Native,	0	0.0%	0	0.0%	2	5.7%
Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male Hawaiian/Other Pacific Islander,	3	8.8%	0	0.0%	0	0.0%
Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
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%
Male Total	3	8.8%	0	0.0%	2	5.7%
Total	34	100.0%	31	100.0%	35	100.0%

Ethnicity & Age Range Table

	2020-20			-2022		-2023
Ethnicity & Age Range	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	2	5.7%
American Indian/Alaskan Native,						
Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	1	2.9%	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%
Under the age of 18 Total	1	2.9%	0	0.0%	2	5.7%
African American, 18-24 American Indian/Alaskan Native,	0	0.0%	1	3.2%	2	5.7%
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	4	11.8%	3	9.7%	6	17.1%
Hawaiian/Other Pacific Islander, 18-						
24	1	2.9%	1	3.2%	1	2.9%
Hispanic/Latino, 18-24	1	2.9%	2	6.5%	2	5.7%
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%
18-24 Total	6	17.6%	7	22.6%	11	31.4%
African American, 25-44	5	14.7%	4	12.9%	3	8.6%
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	13	38.2%	13	41.9%	10	28.6%
Hawaiian/Other Pacific Islander, 25-		0.00/		0.00/		0.00/
44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	2	5.9%	1	3.2%	3	8.6%
Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	1	2.9%	0	0.0%	0	0.0%
25-44 Total	21	61.8%	18	58.1%	16	45.7%
African American, 45-64	1	2.9%	2	6.5%	5	14.3%
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	-					
Hawaiian/Other Pacific Islander, 45-	4	11.8%	4	12.9%	1	2.9%
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%
45-64 Total	5	14.7%	6	19.4%	6	17.1%
African American, 65+	1	2.9%	0	0.0%	0	0.0%
American Indian/Alaskan Native,	-		-		-	
65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	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%
65+ Total	1	2.9%	0	0.0%	0	0.0%
Total	34	100.0%	31	100.0%	35	100.0%

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 standard and target enrollment were not met in these certificates; however, the enrollment number in the Program Enrollment table above for 2022-2023 (35) is showing enrollment for the Office Administration program and not just the Office Administration/Virtual Office Administration certificate. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023. The Medical and Office Administration department plans to advertise these certificates both on social media and in our classes to help increase enrollment.

2024-2025 Action Items:

Item	Action Items (What actions can be taken to increase enrollment in your program?)	Assessment of Action Items (How will you assess the results of action items?)
1	Created a new Virtual Office Administration certificate which started Fall 2023. We will work to expand enrollment, retention, completers in this upcoming year.	Data will be collected to see how many students enrolled in this new Virtual Office Administration certificate during this time.

Outcome #2: Retention

ltem #	Action Items: (Action item identified in the	Results / Use of Results: (Provide results of the action
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,
	report.)	did you want to continue this action item going
		forward? If so, please include this action item in the
		2024-2025 action items table below.)
1	Created a new Virtual Office	The Medical Office Administration/Virtual Office
	Administration certificate which started	Administration certificate (C25310VO) and the Office
	Fall 2023. (Assessed by: Data will be	Administration/Virtual Office Administration certificate
	collected to see how many students	(C25370VO) were implemented Fall 2023. These
	enrolled in this new Virtual Office	certificates were created on recommendations from
	Administration certificate.)	the Medical and Office Administration's Advisory
		Committee. Below is the enrollment numbers
		received from the Office of Institutional Effectiveness
		since the certificates were implemented:
		Fall 2023: 1 (C25310VO)); 1 (C25370VO)
		Spring 2024: 1 (C25310VO)); 1 (C25370VO)
		Summer 2024: 0 (C25310VO), 1 (C25370VO)
		However, due to students adding programs of study
		(stackable credentials), there were a total of 12
		graduates from these two certificate programs. There were 8 C25310VO graduates, and there were 4
		C25370VO graduates. These two certificate programs
		are identical but had to have separate names.
		Having 12 graduates from these certificates, we feel
		the standard and target retention was met in these certificates. We feel that this action item was
		successful due to the certificates being new and just being implemented Fall 2023.

Action Items from 2022-23 Program Outcome Year-End Report:

 Baseline:
 57.7 % (Average of last three years - 2018-19; 2019-20; 2020-21; program retention)

 Standard:
 58.7 %

 Target:
 59.7 %

Fall to Fall	Retention Rate
Fall 2020 to Fall 2021	48.0%
Fall 2021 to Fall 2022	33.0%
Fall 2022 to Fall 2023	64.3%

All Levels

Retention by Ethnicity, Gender, and Age

Ethnicity & Gender Table

				1 to Fall		2 to Fall
	Fall 2020 to F	all 2021	20	22	20	23
Ethnicity & Gender	N	%	Ν	%	Ν	%
African American, Female	1	8.3%	0	0.0%	3	16.7%
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	7	58.3%	4	80.0%	10	55.6%
Hawaiian/Other Pacific Islander,						
Female	0	0.0%	0	0.0%	1	5.6%
Hispanic/Latino, Female	3	25.0%	1	20.0%	3	16.7%
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%
Female Total	11	91.7%	5	100.0%	17	94.4%
African American, Male	0	0.0%	0	0.0%	1	5.6%
American Indian/Alaskan Native,						
Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	1	8.3%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander,						
Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
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%
Male Total	1	8.3%	0	0.0%	1	5.6%
Total	12	100.0%	5	100.0%	18	100.0%

Ethnicity & Age Range Table

American Indian/Alaskan Native, Under the age of 18 0 0.0% <th></th> <th>Eall 2020 to F</th> <th></th> <th></th> <th>1 to Fall</th> <th>-</th> <th>2 to Fall</th>		Eall 2020 to F			1 to Fall	-	2 to Fall
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Caucasian, 45-64 0 0.0% 0 0.	45-64	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 0 0.0% 0 <td>Asian, 45-64</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
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Hispanic/Latino, 45-64 0 0.0% 0							
Two or More Races, 45-64 0 0.0% 0							
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45-64 Total 0 0.0% 0 0.0% 2 11.1% African American, 65+ 0 0.0% 0		0	0.0%	0	0.0%	0	0.0%
African American, 65+ 0 0.0% 0 <	Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 0 0.0% 0 <td>45-64 Total</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>2</td> <td>11.1%</td>	45-64 Total	0	0.0%	0	0.0%	2	11.1%
Asian, 65+ 0 0.0% <td>African American, 65+ American Indian/Alaskan Native,</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	African American, 65+ American Indian/Alaskan Native,	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+ 0 0.0%	65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 0 0.0% 0 0.0% 0 0.0% 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% 65+ Total 0 0.0% 0 0.0% 0 0.0%	Asian, 65+	0	0.0%	0	0.0%	0	0.0%
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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% 65+ Total 0 0.0% 0 0.0% 0 0.0%	Hawaiian/Other Pacific Islander,						
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Unknown, 65+ 0 0.0% 0 0.0% 0 0.0% 65+ Total 0 0.0% 0 0.0% 0 0.0%	Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+ 0 0.0% 0 0.0% 0 0.0% 65+ Total 0 0.0% 0 0.0% 0 0.0%	Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total 0 0.0% 0 0.0% 0 0.0%		0		0		0	
	Total	12	100.0%	5	100.0%	18	100.0%

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.)

Having 12 graduates from these certificates, we feel the standard and target retention was met in these certificates. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023. The Medical and Office Administration department plans to advertise these certificates both on social media and in our classes to help increase enrollment.

2024-2025 Action Items:

Item	Action Items (What actions can be taken	Assessment of Action Items (How will you assess the
	to increase program retention?)	results of action items?)
1	Created a new Virtual Office	Data will be collected to see how many students
	Administration certificate which started	enrolled and were retained in this new Virtual Office
	Fall 2023. We will work to expand	Administration certificate during this time.
	enrollment, retention, completers in this	
	upcoming year.	

Outcome #3: Completers (unduplicated by highest level of attainment)

Item #	Action Items: (Action item identified in the	Results / Use of Results: (Provide results of the action
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,
	report.)	did you want to continue this action item going
		forward? If so, please include this action item in the
		2024-2025 action items table below.)
1	Created a new Virtual Office Administration certificate which started Fall 2023. (Assessed by: Data will be collected to see how many students enrolled in this new Virtual Office Administration certificate.)	The Medical Office Administration/Virtual Office Administration certificate (C25310VO) and the Office Administration/Virtual Office Administration certificate (C25370VO) were implemented Fall 2023. These certificates were created on recommendations from the Medical and Office Administration's Advisory Committee. Below is the enrollment numbers received from the Office of Institutional Effectiveness
		since the certificates were implemented: Fall 2023: 1 (C25310VO)); 1 (C25370VO) Spring 2024: 1 (C25310VO)); 1 (C25370VO) Summer 2024: 0 (C25310VO), 1 (C25370VO)
		However, due to students adding programs of study (stackable credentials), there were a total of 12 graduates from these two certificate programs. There were 8 C25310VO graduates, and there were 4 C25370VO graduates. These two certificate programs are identical but had to have separate names.
		The standard and target for Completers was not met in these certificates; however, the Total Completers numbers in the Number of Completers table below is showing Total Completers for the Office Administration program and not just the Office Administration/Virtual Office Administration certificate. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023.

Action Items from 2022-23 Program Outcome Year-End Report:

Baseline: 30 # (Average of total completers for the last three years – 2019-20; 2020-21; 2021-22)

Standard: 31 #

Target: 32 #

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Total Completers			
2021-2022	29			
2022-2023	18			
2023-2024	22			

All Levels

Completers by Ethnicity, Gender, and Age

Ethnicity & Gender Table

	2021-2022		2022-2023		2023-2024	
Ethnicity & Gender	Ν	%	Ν	%	N	%
African American, Female	5	17.2%	3	16.7%	2	9.1%
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	17	58.6%	10	55.6%	13	59.1%
Hawaiian/Other Pacific Islander,						
Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	7	24.1%	4	22.2%	6	27.3%
Two or More Races, Female	0	0.0%	0	0.0%	1	4.5%
Unknown, Female	0	0.0%	1	5.6%	0	0.0%
Female Total	29	100.0%	18	100.0%	22	100.0%
African American, Male	0	0.0%	0	0.0%	0	0.0%
	-			/		/
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
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%
Male Total	0	0.0%	0	0.0%	0	0.0%
Total	29	100.0%	18	100.0%	22	100.0%

Ethnicity & Age Range Table

2021-2022 2022-2023 2022-2024 African American, Under the age of 13 N % N % N % American Indian/Alaskan Native, Under the age of 18 0 0.0% <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>							
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%		2021	-2022	2022	-2023	2023	-2024
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25-44 Total 17 58.6% 10 55.6% 13 59.1% African American, 45-64 3 10.3% 3 16.7% 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 3 10.3% 0 0.0% 0 0.0% 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% African American, 65+ 0 0.0% 0 0.0% 0 0.0% African American, 65+ 0 0.0% 0 0.0% 0 0.0% Asian, 65+ <td>Two or More Races, 25-44</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td> <td>0</td> <td>0.0%</td>	Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
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Two or More Races, 45-64 0 0.0% 0		0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64 0 0.0% 0	Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total 6 20.7% 3 16.7% 1 4.5% African American, 65+ 0 0.0% 0	•	0		0		0	
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+ 0 0.0% 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%	Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+ 0 0.0% 0<	45-64 Total	6	20.7%	3	16.7%	1	4.5%
Asian, 65+ 0 0.0% 0 0.0% 0 0.0% Caucasian, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% Hawaiian/Other Pacific Islander, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% Hispanic/Latino, 65+ 0 0.0% 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%	African American, 65+	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%	American Indian/Alaskan Native, 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%	Asian, 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%	Caucasian, 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%	Hawaiian/Other Pacific Islander, 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%							
Unknown, 65+ 0 0.0% 0 0.0% 0 0.0%	•						
	65+ Total	0	0.0%	0	0.0%	0	0.0%
							100.0%

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 standard and target for Completers was not met in these certificates; however, the Total Completers numbers in the Number of Completers table above is showing Total Completers for the Office Administration program and not just the Office Administration/Virtual Office Administration certificate. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023. The Medical and Office Administration department plans to advertise these certificates both on social media and in our classes to help increase enrollment.

2024-2025 Action Items:

Item	Action Items (What actions can be taken to increase student completion in your program?)	Assessment of Action Items (How will you assess the results of action items?)
1	Created a new Virtual Office Administration certificate which started Fall 2023. We will work to expand enrollment, retention, completers in this upcoming year.	Data will be collected to see how many students enrolled and completed this new Virtual Office Administration certificate during this time.

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		11/4/2024
Department Chair, Dear	n, Director, and/or AVP / Date:	Tracy M. Schmeltzer	11/4/2024