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: Workforce Continuing Education Services – Occupational Extension – Human Resources Development Program

Outcome #1: Enrollment *(unduplicated)*

Action Items from Program Review:

Item #	Action Items: *(Action item identified in the 2021-22 program review.)*	Results / Use of Results: *(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	Increase the number of students enrolled at DART Center (Assessed by: # of students enrolled)	Our enrollment at DART for 2022-2023 was 256 student. This is an increase from 0 students in 2021-2022 and 2020-2021, a result of COVID restrictions and not being able to hold classes.
2	Increase the number of students enrolled in Get Hired! Bootcamps (Assessed by: # of students enrolled)	In 2022-2023, we had 6 students enrolled in Get Hired! Bootcamp classes. This is a 83% decrease from 2021-2022 (35 students) and a decrease of 15% from 2020-2021 (7 students).

Baseline: **553** # (*Average of total enrollment for the last three years –2019-20; 2020-21; 2021-22*)
Standard: **555** #
Target: **600** #

Program Enrollment

Program Enrollment (unduplicated)	
Reporting Year (Summer, Fall, Spring)	**Enrollment**
2020-2021	82
2021-2022	205
2022-2023	536

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	23	28.0%	44	21.5%	24	4.5%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	1	0.2%
Asian, Female	2	2.4%	1	0.5%	2	0.4%
Caucasian, Female	9	11.0%	28	13.7%	70	13.1%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	4	4.9%	5	2.4%	0	0.0%
Two or More Races, Female	1	1.2%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	39	47.6%	78	38.0%	97	18.1%
African American, Male	24	29.3%	44	21.5%	165	30.8%
American Indian/Alaskan Native, Male	1	1.2%	1	0.5%	19	3.5%
Asian, Male	0	0.0%	1	0.5%	3	0.6%
Caucasian, Male	15	18.3%	71	34.6%	232	43.3%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	2	2.4%	6	2.9%	18	3.4%
Two or More Races, Male	0	0.0%	3	1.5%	0	0.0%
Unknown, Male	1	1.2%	1	0.5%	2	0.4%
Male Total	43	52.4%	127	62.0%	439	81.9%
Total	82	100.0%	205	100.0%	536	100.0%

Ethnicity & Age Range	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	2	1.0%	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%
Under the age of 18 Total	0	0.0%	2	1.0%	0	0.0%
African American, 18-24	2	2.4%	12	5.9%	9	1.7%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	1	1.2%	0	0.0%	0	0.0%
Caucasian, 18-24	2	2.4%	8	3.9%	13	2.4%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	1	1.2%	3	1.5%	2	0.4%
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	7.3%	23	11.2%	24	4.5%
African American, 25-44	25	30.5%	46	22.4%	108	20.1%
American Indian/Alaskan Native, 25-44	1	1.2%	0	0.0%	18	3.4%
Asian, 25-44	0	0.0%	1	0.5%	5	0.9%
Caucasian, 25-44	12	14.6%	64	31.2%	215	40.1%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	3	3.7%	4	2.0%	14	2.6%
Two or More Races, 25-44	1	1.2%	3	1.5%	0	0.0%
Unknown, 25-44	1	1.2%	1	0.5%	2	0.4%
25-44 Total	43	52.4%	119	58.0%	362	67.5%
African American, 45-64	19	23.2%	23	11.2%	63	11.8%
American Indian/Alaskan Native, 45-64	0	0.0%	1	0.5%	2	0.4%
Asian, 45-64	1	1.2%	1	0.5%	0	0.0%
Caucasian, 45-64	8	9.8%	24	11.7%	70	13.1%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	2	2.4%	1	0.5%	2	0.4%
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	30	36.6%	50	24.4%	137	25.6%
African American, 65+	1	1.2%	5	2.4%	9	1.7%
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+	2	2.4%	3	1.5%	4	0.7%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	3	1.5%	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	3	3.7%	11	5.4%	13	2.4%
Total	82	100.0%	205	100.0%	536	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.)*

We increased the number of students enrolled at DART significantly as we had not had any students enrolled the past 2 years as a result of the pandemic. We were able to begin holding classes there in the Fall of 2022 after not being able to have classes since the Spring of 2020 due to the pandemic. This had a major impact on the enrollment for those classes. We hope to continue to see increases. We need to hire at least 2 additional instructors to handle the number of students that can potentially take the course at DART.

We decreased the number of students enrolled in the Get Hired! Bootcamp by 83% from the previous year. The class is being held in the community at Dillard/Goldsboro Alumni & Friends Building. We have partnered with other agencies to refer students but have not seen very much success this year.   We will continue working on this metric.

2023-2025 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	Increase the number of students enrolled in Get Hired! Bootcamps	# of students enrolled

Outcome #2: Course Success Rate

Action Items from Program Review:

Item #	Action Items: *(Action item identified in the 2021-22 program review.)*	Results / Use of Results: *(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	Increase the number of students who successfully complete the Get Hired! Bootcamps (Assessed by: # of students who complete the Get Hired! Bootcamps)	We had 4 students successfully complete the Get Hired! Bootcamp in 2022-2023. This is a decrease of 88% from the previous year and a 43% decrease from 2020-2021.
2	Increase the number of face-to-face courses offered. (Assessed by: # of face-to-face courses offered)	The number of face-to-face HRD courses offered in 2022-2023 was 62 as compared to 72 the previous year. It was an increase of 200+ % from 2020-2021.

Baseline: **83.7** % (*Average of last three years –2019-20; 2020-21; 2021-22*)
Standard: **87** %
Target: **90**%

Reporting Year	Registered Students	Registered Successful Students	Course Success Rate
2020-21	116	105	90.5%
2021-22	284	223	78.5%
2022-23	536	466	86.9%

Provide narrative for analysis of course success 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.)*

We decreased the number of students who successfully completed the Get Hired! Bootcamp as our enrollment had also decreased. The class is being held in the community at Dillard/Goldsboro Alumni & Friends Building. We have partnered with other agencies to refer students but have not seen very much success this year.

We decreased the number of face-to-face courses offered in 2022-2023.   We slowly began increasing the number of courses and instructors from being out during the pandemic, in the Spring of 2023. Additionally, we lost 2 full-time instructor positions in the summer of 2023. We are having difficulty filling those slots on a part-time basis. It will take us a while to build back up.

2023-2025 Action Items:

Item	Action Items *(What actions can be taken to increase program retention?)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Increase the number of students who successfully complete the Get Hired! Bootcamps	# of students who complete the Get Hired! Bootcamps
2	Increase the number of face-to-face courses offered.	# of face-to-face courses offered

Outcome #3: Sections Offered

Item #	Action Items: *(Action item identified in the 2021-22 program review.)*	Results / Use of Results: *(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	Increase the number of sections offered at DART Center.	There was a decrease in the number of sections offered at DART in 2022-2023.

Baseline: **111** # (*Average of total sections offered for the last three years – 2019-20; 2020-21; 2021-22*)
Standard: **115** #
Target: **120** #

Sections Offered– *Reporting Year – Summer, Fall, Spring*	
Reporting Year	**Total Sections Offered**
2020-2021	36
2021-2022	72
2022-2023	63

Provide narrative for analysis of sections offered. *(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?)*

There was a decrease in the number of sections offered in 2022-2023 as we suffered the loss of two full-time instructors at the end of the year. We did not have part-time instructors to fill this need and therefore we were unable to offer several sections that we otherwise would have. We hope to hire additional faculty, full or part-time to be able to increase the number of sections offered.

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	Increase the number of sections offered at DART Center.	# of sections offered.

<u>Approvals</u>
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*_____ 11/6/2023

Department Chair, Dean, Director, and/or VP / Date: ____*Renita Dawson*_____ 11/6/2023