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 – Public Safety

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	Diversifying classes (Assessed by: Increased enrollment)	Enrollment increased significantly (295%) from the previous year
2	Increase frequency of classes (Assessed by: Increased enrollment)	Enrollment increased significantly (295%) from the previous year

Baseline: **1429** # (*Average of total enrollment for the last three years – 2019-20; 2020-21; 2021-22;*)
Standard: **1470** #
Target: **1475** #

Program Enrollment

Program Enrollment (unduplicated)	
Reporting Year (Summer, Fall, Spring)	Enrollment
2020-2021	1,339
2021-2022	1,431
2022-2023	5,666

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	49	3.7%	77	5.4%	185	3.3%
American Indian/Alaskan Native, Female	1	0.1%	0	0.0%	3	0.1%
Asian, Female	6	0.4%	4	0.3%	11	0.2%
Caucasian, Female	215	16.1%	209	14.6%	678	12.0%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	21	1.6%	27	1.9%	67	1.2%
Two or More Races, Female	1	0.1%	1	0.1%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	2	0.0%
Female Total	293	21.9%	318	22.2%	946	16.7%
African American, Male	94	7.0%	116	8.1%	389	6.9%
American Indian/Alaskan Native, Male	8	0.6%	8	0.6%	25	0.4%
Asian, Male	6	0.4%	6	0.4%	28	0.5%
Caucasian, Male	910	68.0%	933	65.2%	4,107	72.5%
Hawaiian/Other Pacific Islander, Male	1	0.1%	3	0.2%	0	0.0%
Hispanic/Latino, Male	23	1.7%	42	2.9%	143	2.5%
Two or More Races, Male	2	0.1%	3	0.2%	0	0.0%
Unknown, Male	2	0.1%	2	0.1%	28	0.5%
Male Total	1,046	78.1%	1,113	77.8%	4,720	83.3%
Total	1,339	100.0%	1,431	100.0%	5,666	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	0.1%	1	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	1	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	32	2.4%	32	2.2%	159	2.8%
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	1	0.1%	2	0.1%	5	0.1%
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	33	2.5%	36	2.5%	166	2.9%
African American, 18-24	29	2.2%	38	2.7%	83	1.5%
American Indian/Alaskan Native, 18-24	2	0.1%	3	0.2%	2	0.0%
Asian, 18-24	2	0.1%	5	0.3%	3	0.1%
Caucasian, 18-24	253	18.9%	249	17.4%	831	14.7%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	1	0.1%	0	0.0%
Hispanic/Latino, 18-24	26	1.9%	36	2.5%	70	1.2%
Two or More Races, 18-24	1	0.1%	2	0.1%	0	0.0%
Unknown, 18-24	1	0.1%	1	0.1%	18	0.3%
18-24 Total	314	23.5%	335	23.4%	1,007	17.8%
African American, 25-44	67	5.0%	89	6.2%	280	4.9%
American Indian/Alaskan Native, 25-44	4	0.3%	4	0.3%	20	0.4%
Asian, 25-44	8	0.6%	4	0.3%	25	0.4%
Caucasian, 25-44	505	37.7%	534	37.3%	2,288	40.4%
Hawaiian/Other Pacific Islander, 25-44	1	0.1%	2	0.1%	0	0.0%
Hispanic/Latino, 25-44	14	1.0%	24	1.7%	110	1.9%
Two or More Races, 25-44	2	0.1%	2	0.1%	0	0.0%
Unknown, 25-44	1	0.1%	1	0.1%	10	0.2%
25-44 Total	602	45.0%	660	46.1%	2,733	48.2%
African American, 45-64	42	3.1%	60	4.2%	208	3.7%
American Indian/Alaskan Native, 45-64	3	0.2%	1	0.1%	5	0.1%
Asian, 45-64	2	0.1%	1	0.1%	11	0.2%
Caucasian, 45-64	312	23.3%	297	20.8%	1,336	23.6%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	3	0.2%	7	0.5%	25	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%	1	0.0%
45-64 Total	362	27.0%	366	25.6%	1,586	28.0%
African American, 65+	5	0.4%	4	0.3%	2	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+	23	1.7%	30	2.1%	172	3.0%
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	28	2.1%	34	2.4%	174	3.1%
Total	1,339	100.0%	1,431	100.0%	5,666	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 instructor hired for these courses is phenomenal. He has reestablished relationships with fire departments and that has impacted enrollment. There is also a variety of classes and more of those classes are being offered.

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	Maintain the community relationships with local agencies	Steady enrollment
2		

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	There is very little room for retention improvement in this area. Students who enroll in these programs intend to be successful completers.	Course success rate is almost perfect and cannot really be improved…

Baseline: **96.2** % (*Average of last three years – 2019-20; 2020-21; 2021-22;*)
Standard: **96.7** %
Target: **97** %

Reporting Year	Registered Students	Registered Successful Students	Course Success Rate
2020-21	5,883	5,542	94.2%
2021-22	4,345	4,168	95.9%
2022-23	5,666	5,618	99.2%

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.)*

The only place that course success rate that shows a true measure of success is in the licensure and pass rate scores assessed by the NCCCS Student Performance Measures Report.

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 Paramedic, EMT, Fire, and Detention Officer certification pass rates	Certification pass rates
2		

Outcome #3: Sections Offered

Action Items from Program Review:

Item #	Action Items:	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	N/A – was not in the last review	N/A
2		

Baseline: **404** # (*Average of total sections offered for the last three years – 2019-20; 2020-21; 2021-22*)
Standard: **410** #
Target: **425** #

Sections Offered– *Reporting Year – Summer, Fall, Spring*	
Reporting Year	**Total Sections Offered**
2020-2021	470
2021-2022	342
2022-2023	383

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?)*

The number of courses offered is really dictated by community organization need.

2023-2025 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	Meet all requests of external agencies	Add sections as needed
2		

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.

11/20/2023
IE Acceptance / Date: _Dorothy Moore_____

11/20/2023
Department Chair, Dean, Director, and/or AVP / Date: _Renita Dawson_____