

**Workforce Continuing Education Services – Occupational Extension
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: Workforce Continuing Education Services Occupational Extension – Public Safety

Program Outcome #1: Course Section Offerings (all delivery methods)

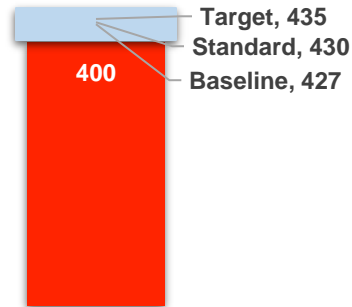
Baseline: 427 # (Average of three years – 2016-17; 2017-18; 2018-19)
Standard: 430 #
Target: 435 #

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	Identify alternative section course offerings to increase enrollment and course offerings.	Due to the COVID Pandemic and the restrictions placed on educational institutions in relation to class sizes, Public Safety had more than 43 course section cancellations.

Reporting Year	Course Offerings	Sections Offered
2016-17	70	427
2017-18	79	426
2018-19	80	428
2019-20	71	400

In 2019-20, Occupational Extension - Public Safety **did not meet their baseline, standard, or target.**



Provide narrative for analysis of course section offerings *(Based on the data, provide a narrative of your analysis of course section offerings. Are courses being offered based on the number and delivery type of sections needed for enrollment?)*

Public Safety courses were scheduled based on the immediate need of the local agencies; however the class capacity was limited and local agencies sought other avenues for completing their training online, therefore class offerings decreased during the 2019-2020 academic.

Provide narrative for analysis of course section offerings standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If so, do you intend to try to increase the number or type of course section offerings?)*

Public Safety did not meet their standard or target for 2019 -20 academic year due to statewide restrictions resulting from the COVID Pandemic.

No changes to the standard and target for Public Safety will not increase/decrease but remain the same for 2020-21 academic year.

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	Develop a consortium and partnership with local agencies to offer training that may be aligned to the agencies in promoting the advancement of individual officer’s career.	December 2021	Based on the number of new courses developed and offered, the successful completion of students per course increased for specialized training and certifications, however the overall number of course offerings decreased.

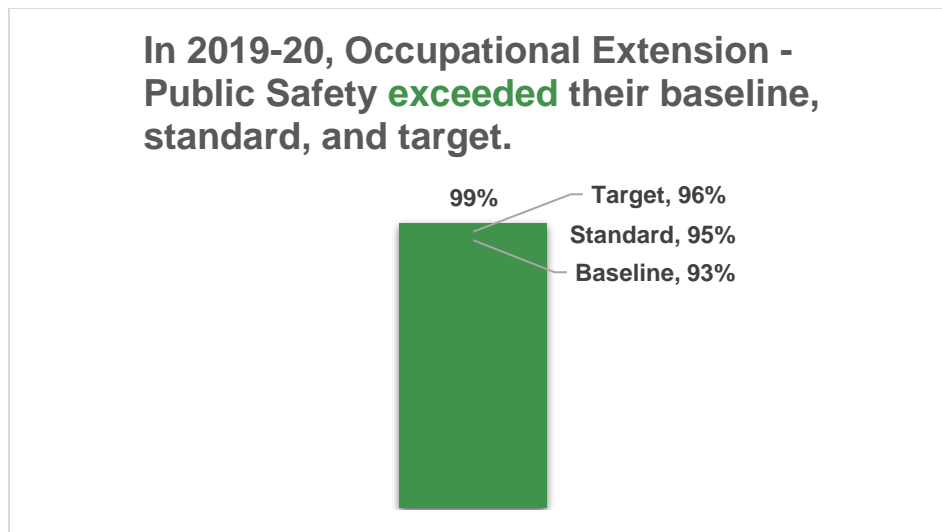
Program Outcome #2: Course Success Rate (all delivery methods)

Baseline: 93 % (Average of three years – 2016-17; 2017-18; 2018-19)
Standard: 95 %
Target: 96 %

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	Monitor student performance to achieve at least the standard set for success rates in public safety courses/programs.	Student performance was monitored throughout long-term courses to determine which students needed independent coaching and/or tutorial sessions for successful completion. Success rates for all courses improved by 11% yielding a 99% course success rate with this strategy.

Reporting Year	Registered Students	Registered Success Students	Course Success Rate
2016-17	6394	6107	96%
2017-18	6637	6276	95%
2018-19	6270	5516	88%
2019-20	5500	5423	99%



Provide narrative for analysis of course success rates (Based on the data, provide a narrative of your analysis of course success rates. Are students more successful in courses: face-to-face, online, hybrid, or blended methods of course delivery? In evaluating the methods of delivery, should certain methods of delivery be considered for addition, deletion, or modification?)

Are students more successful in courses: face-to-face, online, hybrid, or blended methods of course delivery? In evaluating the methods of delivery, should certain methods of delivery be considered for addition, deletion, or modification?)

The only programs we have that run online or hybrid are EMS programs, fire services and law enforcement does not do any online programs at the current time due to restrictions by external accrediting agencies. Based on the data we have from the EMS online programs, student success rate is averaging about the same as it would be for traditional classes, this is largely because the courses online are required to maintain their credentialing.

We also offer the EMT and Paramedic program as hybrid courses, based on the current data we have there is a 97% retention rate for these courses.

Provide narrative for analysis of course success rates standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If so, how do you plan to further increase course success rates?)*

Based on the challenges that public safety and many other academic areas were confronted with during the 2019-2020 academic year, i.e. pandemic, businesses closed, capacity restrictions for classes, etc., the standard and target will remain the same.

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	Monitor student performance to achieve at least the standard set for success rates in public safety courses/programs.	July 2022	Assess student performance utilizing colleague to ensure that we reach a 95% student success rate in all public safety courses.

Program Outcome #3: Licensure and Certification Passing Rates (NCCCS Performance Measure)

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

Detention Officer

Baseline: 93 % (Average % passing for last three years – 2017, 2018, 2019; NCCCS Report; Detention Officer performance)
Standard: 95 %
Target: 96 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment and 2019-20 performance measure year-end report.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Implement various instructional strategies to enhance the reading skills of students, i.e. such as reading current event articles and requiring the students to complete a written summary as well as implement critical thinking exercises, etc. in an effort to increase student’s reading level and comprehension to increase the pass rate on the state exam. (Program Review and Outcome Assessment; Performance Measures Year-End Report)	100% of the students were also required to complete training objectives for each block of instruction as well as providing feedback on multiple ethical dilemmas assigned to the students.
2	Implement a written assignment strategy designed to support student’s Educational Objectives for Success that guides students to achieve success in the course by monitoring and reviewing with each student their progress on a weekly basis. (Program Review and Outcome Assessment; Performance Measures Year-End Report)	100% of the students enrolled in the Detention Officer Certification course were required to submit writing assignments on various topics assigned by instructors throughout the course. Instructors provided feedback to the students and provided the guidance and opportunity for remedial submissions on these assignments.

Licensure / Certification Exam – (Detention Officer)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2016	2014-15	9	8	89%	
2017	2015-16	29	28	97%	
2018	2016-17	18	17	94%	
2019	2017-18	16	14	88%	0.97
2020	2018-19	14	14	100%	1.08

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

100% of the Detention Officer students passed the N.C. Certification Exam on their first attempt. This far exceeded the state average for performance measures for 2019-2020. During the past two academic years the students have achieved a 100% pass rate on the State Certification Exam on their first attempt. Overall, the faculty are pleased with the outcome of the Detention Officer's program's licensure pass rates. The Public Safety Faculty/Staff continuously evaluates the student outcomes and data to improve performance and incorporates it into the overall program review and systematic evaluation plan.

Law Enforcement faculty/staff feel that the Action/Strategy Items have been beneficial in meeting performance goals and increasing the performance rates for the Detention Officer program. In 2019-2020, the Public Safety Division exceeded the performance goals for the Detention Officer Program for first time test takers.

Provide narrative for analysis of licensure / certification passing rates standard/target *(Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.)*

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

The standard has been set at 95 % and the target at 96%. The standard and target were set by the program responsible for the individual licensure and/or certification 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. The action items mirror those identified in the licensure/certification performance measure.)</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	Continue to implement a written assignment strategically designed to support student's Educational Objectives for Success that guides students to achieve success in the course by monitoring and reviewing each student's progress on a weekly basis.	July 2022	Assess the overall success of students through administering block examinations throughout the Detention Officer Certification Course. Assess whether the student achieves a minimum of 75% on each block/module examination leading to successful completion.

Program Outcome #3: Licensure and Certification Passing Rates (NCCCS Performance Measure)

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

EMT-Basic

Baseline: 82 % (Average % passing for last three years – 2017, 2018, 2019; NCCCS Report; EMT-Basic performance)

Standard: 85 %

Target: 88 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment and 2019-20 performance measure year-end report.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Ensure that 100% of the EMS programs (EMT and Paramedic) incorporate a cross training strategy with Law Enforcement (BLET) and Fire Academy to better understand duties and disciplines of each other. (Program Review and Outcome Assessment)	100% of the EMS programs were involved in cross-training with fire services and law enforcement during the Rescue Task Force Training series. Based on verbal feedback, 100% of the students and instructors expressed satisfaction with the training.
2	Implement a minimum of two additional certification courses within the EMT and Paramedic programs to ensure students are workforce ready upon completion of their respective program, i.e. Emergency Vehicle Driving (EVD), Traffic Incident Management (TIMS), National Incident Management Systems (NIMS), and/or Crisis Intervention Team (CIT) Training to promote more knowledgeable and professional EMS personnel applicants. (Program Review and Outcome Assessment)	Three additional certification programs were implemented in the EMT and Paramedic Program, NIMS, TIMS, and EVD. 100% of the enrolled students passed all three additional short-term certification courses. Based on feedback 100% of the students expressed satisfaction with these three (3) courses. Local employers and advisory committee members also expressed complete satisfaction with the additional certification courses.
3	Continue to implement the “Skills Assessment” workbook into the EMT program and clinical setting to ensure the competencies and confidence of students performing said skills. (Program Review and Outcome Assessment)	The “Skills Assessment” workbook has continued to be implemented for 100% of the students which has attributed to the pass rate on the state certification exam and the TSOPs (Technical Scope of Practice) evaluation.
4	Continue to cross train EMS programs (EMT and Paramedic) with Law Enforcement (BLET), Fire Academy, and including training sessions with Wayne County Volunteer Fire Departments to better understand duties and disciplines of each other. (Performance Measures Year-End Report)	Same as #1
5	Implement daily scenarios into the EMT program to ensure the competencies and confidence of students	Daily scenarios were not implemented, however all EMS classes, both the EMT –

	performing required skills improves the end of class Technical Scope of Practice (TSOP) performance. <i>(Performance Measures Year-End Report)</i>	Basic and the Paramedic class has implemented a practical skill evaluations and hypothetical scenarios on a weekly basis
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Licensure / Certification Exam – (EMT-Basic)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2016	2014-15	64	54	84%	
2017	2015-16	57	49	86%	
2018	2016-17	57	49	86%	
2019	2017-18	36	27	75%	1.05
2020	2018-19	44	36	82%	1.22

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

Overall, the faculty are continuously working with students to increase the performance/pass rates for program outcome of the EMT-Basic, EMR (Emergency Medical Responder), and Paramedic program's licensure pass rates. The EMS faculty/staff continuously evaluates outcome data to improve performance and incorporate it into the program review.

EMS faculty feel that the Action/Strategy Items have been beneficial in meeting performance goals even though the performance measures were below state standards. The EMS faculty/staff has established a combined performance goal for all EMS courses and an overall average of 78.33% of all students that passed the licensure examination on their first attempt. In 2019-2020, the department reached a 76% pass rate for all programs. Independently, the EMT-Basic had a 78.3 % pass rate, the EMR program had a 45% pass rate and the Paramedic (3 students only that were eligible to test) had a 100 % pass rate for 2019-2020.

Provide narrative for analysis of licensure / certification passing rates standard/target *(Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.)*

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

The standard has been set at 85% and the target at 88%. The standard and target were set by the program responsible for the individual licensure and/or certification 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. The action items mirror those identified in the licensure/certification performance measure.)</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	Initiate the process for National Accreditation through CAHEP/COAEMPS to ensure program quality and meet the N.C. Office Of Emergency Services requirement for the Paramedic program to be nationally accredited. Establish the Advisory Committee with members required by CAHEP and submit the Letter of Review.	July 2022	Evaluate the process of accreditation and the completion of phases through feedback from the program director, program coordinator, and the Advisory Committee.
2	Implement weekly skills lab sessions into the EMT and Paramedic program to ensure the competencies and confidence of students performing required skills improves the end of class Technical Scope of Practice (TSOP) performance.	July 2022	Evaluate 100% of the students to determine the effectiveness of skills lab and receive feedback from the instructor and the students.

Program Outcome #3: Licensure and Certification Passing Rates (NCCCS Performance Measure)

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

EMT-Paramedic

Baseline: 33 % (Average % passing for last three years – 2017, 2018, 2019; NCCCS Report; EMT-Paramedic performance)
Standard: 75 %
Target: 80 %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment and 2019-20 performance measure year-end report.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Ensure that 100% of the EMS programs (EMT and Paramedic) incorporate a cross training strategy with Law Enforcement (BLET) and Fire Academy to better understand duties and disciplines of each other. (Program Review and Outcome Assessment)	100% of the EMS programs were involved in cross-training with fire services and law enforcement during the Rescue Task Force Training series. Based on verbal feedback, 100% of the students and instructors expressed satisfaction with the training.
2	Implement a minimum of two additional certification courses within the EMT and Paramedic programs to ensure students are workforce ready upon completion of their respective program, i.e. Emergency Vehicle Driving (EVD), Traffic Incident Management (TIMS), National Incident Management Systems (NIMS), and/or Crisis Intervention Team (CIT) Training to promote more knowledgeable and professional EMS personnel applicants. (Program Review and Outcome Assessment)	Three additional certification programs were implemented in the EMT and Paramedic Program, NIMS, TIMS, and EVD. 100% of the enrolled students passed all three additional short-term certification courses. Based on feedback 100% of the students expressed satisfaction with these three (3) courses. Local employers and advisory committee members also expressed complete satisfaction with the additional certification courses.
3	Continue to implement the “Skills Assessment” workbook into the EMT program and clinical setting to ensure the competencies and confidence of students performing said skills. (Program Review and Outcome Assessment)	The “Skills Assessment” workbook has continued to be implemented for 100% of the students which has attributed to the pass rate on the state certification exam and the TSOPs (Technical Scope of Practice) evaluation.
4	Continue to cross train EMS programs (EMT and Paramedic) with Law Enforcement (BLET), Fire Academy, and including training sessions with Wayne County Volunteer Fire Departments to better understand duties and disciplines of each other. (Performance Measures Year-End Report)	Same as #1
5	Implement daily scenarios into the EMT program to ensure the competencies and confidence of students	Daily scenarios were not implemented, however all EMS classes, both the EMT –

	performing required skills improves the end of class Technical Scope of Practice (TSOP) performance. <i>(Performance Measures Year-End Report)</i>	Basic and the Paramedic class has implemented a practical skills evaluation/hypothetical scenario on a weekly basis.
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Licensure / Certification Exam – (EMT-Paramedic)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2016	2014-15	7	7	100%	
2017	2015-16	3	0	0%	
2018	2016-17	4	2	50%	
2019	2017-18	6	3	50%	0.66
2020	2018-19				

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

Overall, the faculty are continuously working with students to increase the performance/pass rates for program outcome of the EMT-Basic, EMR (Emergency Medical Responder), and Paramedic program's licensure pass rates. The EMS faculty/staff continuously evaluates outcome data to improve performance and incorporate it into the program review.

EMS faculty feel that the Action/Strategy Items have been beneficial in meeting performance goals even though the performance measures were below state standards. The EMS faculty/staff has established a combined performance goal for all EMS courses and an overall average of 78.33% of all students that passed the licensure examination on their first attempt. In 2019-2020, the department reached a 76% pass rate for all programs. Independently, the EMT-Basic had a 78.3 % pass rate, the EMR program had a 45% pass rate and the Paramedic (3 students only that were eligible to test) had a 100 % pass rate for 2019-2020.

Provide narrative for analysis of licensure / certification passing rates standard/target *(Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.)*

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

The standard has been set at 75 % and the target at 80%. The standard and target were set by the program responsible for the individual licensure and/or certification 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. The action items mirror those identified in the licensure/certification performance measure.)</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	Initiate the process for National Accreditation through CAHEP/COAEMPS to ensure program quality and meet the N.C. Office Of Emergency Services requirement for the Paramedic program to be nationally accredited. Establish the Advisory Committee with members required by CAHEP and submit the Letter of Review.	July 2022	Assess the overall success of students through administering block examinations throughout the Detention Officer Certification Course. Assess whether the student achieves a minimum of 75% on each block/module examination leading to successful completion.
2	Implement weekly lab skills sessions into the EMT and Paramedic program to ensure the competencies and confidence of students performing required skills improves the end of class Technical Scope of Practice (TSOP) performance.	July 2022	Evaluate 100% of the students to determine the effectiveness of skills lab and receive feedback from the instructor and the students.

Program Outcome #3: Licensure and Certification Passing Rates (NCCCS Performance Measure)

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

Fire Inspection

Baseline: N/A % (Average % passing for last three years – to be identified; NCCCS Report; Fire Inspection performance)
Unable to set baseline, baseline will be set when 3 years performance is achieved (2021 NCCCS Report)

Standard: N/A %

Target: N/A %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment and 2019-20 performance measure year-end report.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Implement a “Skills Assessment Worksheet” for every module within the Fire Inspections Program to ensure the competencies and confidence of students to aid in a higher level of performance on the state certification exam. (Performance Measures Year-End Report)	A “Skills Assessment Worksheet” was developed by the instructor for completion by 100% of all students enrolled in the classes. Based on feedback from the students and instructors, 100% of the students express satisfaction with being able to have the opportunity to complete the “Skills Assessment Worksheet” in preparation for the state certification exam.
2	Develop and implement a comprehensive end of course written competency exam for all Fire Inspections courses. (Performance Measures Year-End Report)	A comprehensive written exam was developed by the instructor for completion by 100% of all students enrolled in the classes. Based on feedback from the students and instructors, 100% of the students express satisfaction with being able to have the opportunity to complete the comprehensive written exam in preparation for the state certification exam.

Licensure / Certification Exam – (Fire Inspection)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2019	2017-18	15	9	60%	1.19
2020	2018-19	20	13	65%	1.10

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

Fire Inspection licensure / certification exam was identified by the NCCCS as an exam to be measured in 2019. At that time, the Planning Council’s Performance Measures Licensure and Certification Passing Rate Subcommittee Chair identified a representative from the Workforce Continuing Education Services Fire Services Occupational Extension Programs to address the Fire Inspection measure.

No Changes at this time since this is a new performance measure. The pass rate for this program needs to be reviewed and possibly gain a better insight as to how to improve the overall pass rates for the state certification exam. New action/strategy items were developed for the 2020-2021 academic year.

Provide narrative for analysis of licensure / certification passing rates standard/target *(Standards and targets were set by the program responsible for the individual licensure and/or certification exam and based on the baseline average performance.)*

Unable to set Baseline, Standard, or Target at this time due to insufficient data available by NCCCS and NC Department of Insurance. Therefore, a baseline, standard, and target will be determined in 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. The action items mirror those identified in the licensure/certification performance measure.)</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	Continue to implement a “Skills Assessment Worksheet” for every module within the Fire Inspections Program to ensure the competencies and confidence of students to aid in a higher level of performance on the state certification exam.	July 2022	Evaluate 100% of the students to determine the effectiveness of skills lab and receive feedback from the instructor and the students.
2	Continue to require all students a comprehensive end of course written competency exam for all Fire Inspections courses.	July 2022	Assess the overall success of students through administering comprehensive written examination at the Fire Inspections Certification Course. Assess whether the student achieves a minimum of 75% on comprehensive examination leading to successful completion.

Program Outcome #4: Other Assessment (if applicable)

Analysis of other assessment: *(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	Survey former, current, and/or potential students to determine if we are meeting their needs with the current courses and course content.	Was not able to complete the strategy due to unavailability of resources because of the closures due to the pandemic.

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	Survey former, current, and/or potential students to determine if we are meeting their needs with the current courses and course content.	July 2022	Need assessment survey launched and analysis reviewed. Adjust course scheduling and offerings based on survey results.