

**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:** Workforce Continuing Education Services – Occupational Extension – Special Programs

**Outcome #1: Enrollment (unduplicated)**

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

<b>Item #</b>	<b>Action Items:</b> <i>(Action item identified in the 2022-23 program outcome year-end report.)</i>	<b>Results / Use of Results:</b> <i>(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 2024-2025 action items table below.)</i>
1	Increase the number of courses offered (Assessed by: New course offerings added.)	We increased the number of courses offered in 2023-2024. New courses offered were Intro to Culinary Arts (6 students), Real Estate On-Demand (113 students), Effective Teacher Training Online (24 students), and Leadership Series courses. We will keep this action item for next year.
?2	Explore innovative ways to advertise courses through the Office of Communication (Assessed by: Work with the Office of Communication to create new ways to advertise.)	For 2023-2024, we worked with the Office of Communications to add QR codes to all flyers and increased with the Office of Communications to add QR codes to all flyers. We also increased course content on the WCE webpage.  We will keep this action item for next year.

**Baseline:** 689 # *(Average of total enrollment for the last three years – 2019-20; 2020-21; 2021-22;)*  
**Standard:** 695 #  
**Target:** 700 #

**Program Enrollment**

<b>Program Enrollment (unduplicated)</b>	
<b>Reporting Year (Summer, Fall, Spring)</b>	<b>Enrollment</b>
2021-2022	888
2022-2023	858
2023-2024	752

### Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender Table

Ethnicity & Gender	2021-2022		2022-2023		2023-2024	
	N	%	N	%	N	%
African American, Female	286	32.2%	287	33.4%	240	31.9%
American Indian/Alaskan Native, Female	4	0.5%	4	0.5%	7	0.9%
Asian, Female	6	0.7%	10	1.2%	3	0.4%
Caucasian, Female	255	28.7%	215	25.1%	197	26.2%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	2	0.3%
Hispanic/Latino, Female	83	9.3%	83	9.7%	58	7.7%
Two or More Races, Female	4	0.5%	0	0.0%	3	0.4%
Unknown, Female	6	0.7%	6	0.7%	2	0.3%
<b>Female Total</b>	<b>644</b>	<b>72.5%</b>	<b>605</b>	<b>70.5%</b>	<b>512</b>	<b>68.1%</b>
African American, Male	86	9.7%	93	10.8%	84	11.2%
American Indian/Alaskan Native, Male	5	0.6%	6	0.7%	1	0.1%
Asian, Male	15	1.7%	18	2.1%	9	1.2%
Caucasian, Male	116	13.1%	110	12.8%	104	13.8%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	20	2.3%	21	2.4%	34	4.5%
Two or More Races, Male	0	0.0%	0	0.0%	1	0.1%
Unknown, Male	2	0.2%	5	0.6%	7	0.9%
<b>Male Total</b>	<b>244</b>	<b>27.5%</b>	<b>253</b>	<b>29.5%</b>	<b>240</b>	<b>31.9%</b>
<b>Total</b>	<b>888</b>	<b>100.0%</b>	<b>858</b>	<b>100.0%</b>	<b>752</b>	<b>100.0%</b>

**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 have seen a slow decline in enrollment from 2021-2022 to 2023-2024. We did, however, meet our target of a minimum of 700 students enrolled. Female students continue to outnumber male students. Our male student population increased slightly in 2022-2023 but dipped again in 2023-2024. There are no reasons that we are aware of that indicate a reason for enrollment declines in the various pathways that make up this area.

**2024-2025 Action Items:**

Item	Action Items <i>(What actions can be taken to increase enrollment in your program?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Increase the enrollment in computer-related courses.	Number of computer courses offered.
2	Increase the enrollment in truck driving related courses	Number of truck driving courses offered.

**Outcome #2: Course Success Rate**

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

Item #	Action Items: <i>(Action item identified in the 2022-23 program outcome year-end report.)</i>	Results / Use of Results: <i>(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 2024-2025 action items table below.)</i>
1	Provide Real Estate students with math and study skills that would allow them to be more successful. (Assessed by: Increased course success rate.)	Was not able to implement this action. Will keep this for 2024-2025.
2	Promote Academic Skills Center resources via Moodle. (Assessed by: Work with ASC and track students using the service.)	Academic Skills Center resources are primarily for curriculum students. Was not able to track this. Will not keep this action.

**Baseline:** 81.1 % *(Average of last three years – 2019-20; 2020-21; 2021-22)*

**Standard:** 82.1 %

**Target:** 83.4 %

Reporting Year	Registered Students	Registered Successful Students	Course Success Rate
2021-22	986	822	83.4%
2022-23	858	710	82.8%
2023-24	829	664	80.1%

**Provide narrative for analysis of course success data.** *(Based on the data, provide a narrative of your analysis of course success data. Indicate factors that may have affected your course success. State any changes you plan to make to improve course success rates.)*

For 2023-2024 80.1% of students were successful. This is down slightly from the previous year. We did not meet the standard or the target.

**2024-2025 Action Items:**

<b>Item</b>	<b>Action Items</b> ( <i>What actions can be taken to increase course success rates?</i> )	<b>Assessment of Action Items</b> ( <i>How will you assess the results of action items?</i> )
1	Counsel students throughout the program to ensure completion.	Meet with students individually to see what their obstacle in completing might be and work with them.
2	Promote Academic Skills Center resources via Moodle.	Work with ASC and track students using the service.

**Outcome #3: Sections Offered**

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

<b>Item #</b>	<b>Action Items:</b> ( <i>Action item identified in the 2022-23 program outcome year-end report.</i> )	<b>Results / Use of Results:</b> ( <i>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 2024-2025 action items table below.</i> )
1	Counsel students throughout the program to ensure completion. (Assessed by: Meet with students individually to see what their obstacle in completing might be and work with them.)	Met with several students throughout the year to counsel and encourage them to complete their classes and to identify challenges and solutions. We will continue this action going forward.
2	Promote Academic Skills Center resources via Moodle. (Assessed by: Work with ASC and track students using the service.)	Academic Skills Center resources are primarily for curriculum students. Was not able to track this. Will not keep this action.

**Baseline:** 180 # (*Average of total sections offered for the last three years – 2019-20; 2020-21; 2021-22*)  
**Standard:** 200 #  
**Target:** 214 #

<b>Sections Offered– Reporting Year – Summer, Fall, Spring</b>	
<b>Reporting Year</b>	<b>Total Sections Offered</b>
2021-2022	214
2022-2023	165
2023-2024	167

**Provide narrative for analysis of sections offered.** *(Based on the data, provide a narrative of your analysis of sections offered. Indicate factors that may have affected offerings. How might you increase the number of section offered in your program?)*

For 2023-2024 we offered two more course sections than the previous year. We will identify new courses that can be offered as well as try to offer more sections for the most popular courses.

**2024-2025 Action Items:**

<b>Item</b>	<b>Action Items</b> <i>(What actions can be taken to increase sections offered in your program?)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Offer relevant courses for the current workforce	Number of courses offered, enrollment, and student completion.

**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 11/11/2024

Department Chair, Dean, Director, and/or AVP / Date: Lisa D. Newkirk 11/8/2024

Renita A. Dawson 11/8/2024