Wayne Community College
Program Review and Outcome Assessments, 2020-21
(Previous Program Review Cycle, 2017-18)

Name of Program: Risk Management

Section 1: Program Overview

Mission/Purpose: *As part of the review cycle, programs are asked to formally evaluate their mission/purpose statement.*

Please provide your current mission/purpose statement.

The mission of the Business and Accounting Department is to educate students in business decision making skills and accounting procedures that will meet the employment needs of the communities it serves.

Provide narrative for the analysis of the mission/purpose statement. *(Are you planning to revise your mission/purpose statement? If so, please provide your revised mission/purpose statement and reason for the change.)*

The Accounting and Finance faculty proposed that the mission statement for the department be revised to reflect the recently added Risk Management and Insurance Degree. The revised mission statement for the Business and Accounting Department is as follows:

The mission of the Business and Accounting Department is to educate students in business decision-making skills, risk management and accounting procedures that will meet the employment needs of the communities it serves.

Describe how the program's mission aligns with the College's vision, mission, core values, and strategic goals. Identify which Institutional Goal(s) best aligns with your program and explain why.
  Goal 1: Increase Student Access
  Goal 2: Ensure Program Excellence
  Goal 3: Improve Student Success
  Goal 4: Ensure Institutional Quality

Goal 1: The Risk Management and Insurance Program ensures student access by offering the degree program in a variety of formats. The first semester courses are offered as traditional daytime, hybrid evening and online courses. This variety of program offerings accommodates students with a variety of schedules and learning styles. The variety of formats allows students to schedule courses in a manner that best suits their work and life schedules. This program is also included in the Top 12 Scholarship Program through the WCC Foundation, offering students free tuition. The Financial Aid Office also offers a block grant giving sponsored by the Independent Insurance Agents of NC.

Goal 2: The Risk Management and Insurance Program strives to ensure program excellence. The program offering was effective Spring 2020.   As is the nature in other programs of this department, the Risk Management program faculty will continuously review the program retention and student success in the program courses in an effort to determine what worked well in the course and if any improvements are necessary. Other efforts to

ensure program excellence include professional development and building relationships with industry partners to ensure the program reflects current industry needs and trends.

Goal 3: In addition to reviewing student success in the program courses, the faculty of the Risk Management and Insurance Program will incorporate various techniques and course updates in an effort to improve student success rates. The updates will be done so in a manner to improve course rigor and maintain the standards set by the industry in which students seek employment.

Goal 4: By achieving the previously mentioned goals toward student access, program excellence and student success; we are contributing to the goals related to institutional quality.

Associates, Diplomas, Certificates, and Pathways Offered: Utilizing the table below, list all associates, diplomas, certificates, and pathways offered.

Program Type (Associate, Diploma, Certificate, or Pathway)	Program Title
Associates in Applied Science	Risk Management and Insurance (A25800RM)

Program Enrollment (Academic Year - Fall, Spring, Summer) – for each degree level (Associate, Diploma, Certificate, and Pathway)

Program Enrollment (Associate) *(unduplicated)*		
Academic Year (Fall, Spring, Summer)	Enrollment	3-Year Average
2019-2020	6	

Risk Management - Associate - Enrollment (Unduplicated)

*Program Review and Outcome Assessments, 2020-21*
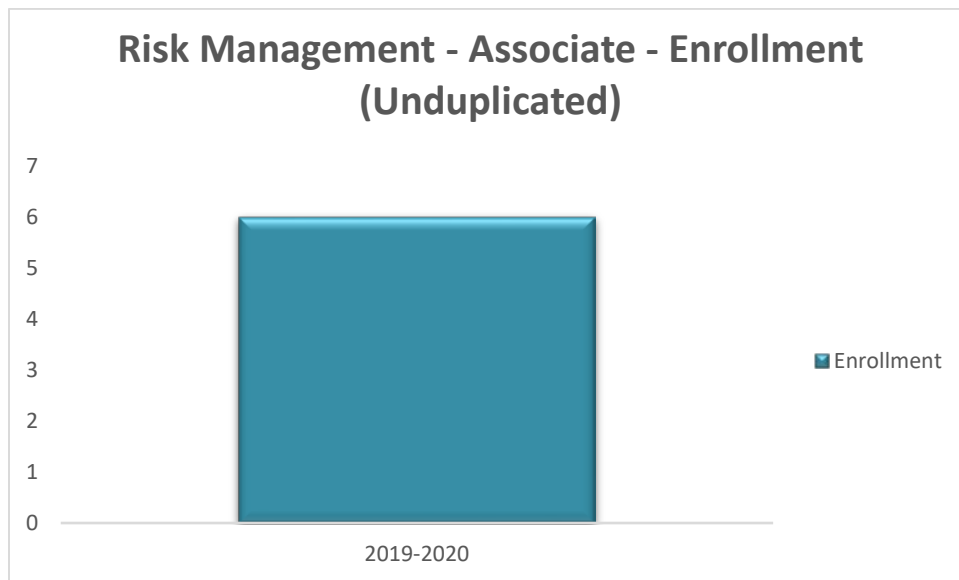
Provide narrative for analysis of program enrollment. *(Is enrollment increasing or decreasing? What are possible reasons for increase/decrease? Describe any plans to improve or increase program enrollment.)*

The Risk Management and Insurance Degree Program became effective in January 2020.

Program Budget Full-Time Equivalent (BFTF) (Academic Year - Fall, Spring, Summer) – *(highest level only)*

Academic Year (Fall, Spring, Summer)	General Education Courses	Program Courses	Total
2019-2020	0.13	0.81	0.94
Total	0.13	0.81	0.94
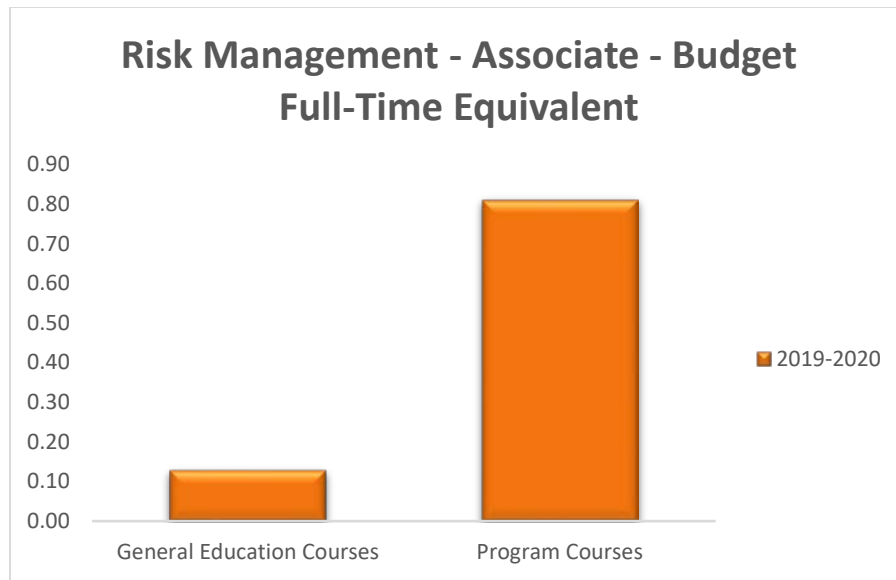
Analysis of program budget full-time equivalent (BFTF) *(What is the program budget FTE data indicating? Is the program budget FTE increasing or decreasing? What are possible reasons for increase/decrease? Describe any plans to increase program budget FTE.)*

The Risk Management and Insurance Degree Program became effective in January 2020.

Activities to ensure program is current (2017-18; 2018-19; 2019-20 – Academic Year, Fall, Spring, Summer)
List program curriculum changes, revisions, and/or deletions.

Course Title	Date – Updated / Revised / Deleted
Risk Management and Insurance Degree Program	Added Fall 2019

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Provide an overview of the significance of the program changes and improvements that occurred over the past three years. *(What were the program's / discipline's goals and rationale for expanding and improving student learning, including new courses, program degrees, certificates, diplomas, and/or delivery methods?)*

The Risk Management and Insurance Degree was added as a result of the Accounting Realignment Project conducted by the NC Community College Systems Office in the 2016-17 academic year. The Risk Management and Insurance Degree was included as a pathway under the Accounting and Finance Degree program. The faculty of the Business and Accounting Department consulted with local industry members to decipher the need for graduates in this program in the Wayne County area.   The local industry members also provided advice and recommendations on the degree program course offerings.

Advisory Committee: dates, summary of minutes, activities (2017-18; 2018-19; 2019-20 – Academic Year –

Fall, Spring, Summer)

Summary of Advisory Committee Activities

Year	Meeting Dates	Recommendations / Activities
2017-2018	10/24/2017; 3/29/2018	Incorporating additional soft skills in courses not already being implemented by the faculty Incorporating guidance to students on the ability to network with potential employers. Adding the insurance program as a full degree
2018-2019	10/23/2018; 3/28/2019	Educating students on appropriate social media Resume suggestions: what to include, proofreading, etc. Encourage networking and relationship building
2019-2020	10/22/2019	Increase in open education resources used in courses Real world scenarios implemented in leadership course Implementing group and team work in courses Incorporate industry guest speakers in classes Due to Covid-19 Spring 2020 meeting was cancelled.

Provide narrative for analysis of trends in the field or industry (emerging needs) that contribute to maintaining program relevance. *(Based on advisory committee suggestions, environmental scans, and other sources external to the program/discipline, how well is the program/discipline responding to the current and emerging needs of the community? What resources might your program need?)*

The faculty have identified multiple trends as a result of professional development opportunities taken by the faculty as well as collaborative meetings with local industry partners and the members of the advisory committee.

- Soft skills continue to be one of the highest demanded skill sets.
- Graduates need to be flexible and adaptive in their everyday work environment
- Graduates should be able to collaborate in multiple modalities such as Zoom, Google Meet, and Microsoft Teams
- Graduates should have knowledge of accounting software, such as QuickBooks
- Graduates should have basic computer skills as well as the ability to learn new software and troubleshooting problem areas.
- Need to be autonomous and able to maintain professionalism across a multi-setting environment.

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- Focus on being customer-centric in a growing competitive environment.

Labor Market Data

Provide narrative for analysis of Labor Market Data. *(Review Labor Market Data provided in the audit data reports and provide an assessment of the data.)*

The Risk Management and Insurance Degree Program became effective in January 2020.   The labor market data for the Risk Management pathway was unavailable for the reporting period. This will be assessed in the next reporting period if the data is available. The faculty have noted that there are more jobs available than students in the program.

Section 2: Faculty Profile

Have all faculty credentials been verified? (*Verify required documents are in personnel files.*)
Yes ☒   No ☐

List of Faculty and Status (2017-18; 2018-19; 2019-20 – Academic Year – Fall, Spring, Summer)

Faculty / Name	Full-Time / Part-Time	Total Years within Department/Program	Total Years at WCC
Tracy Schmeltzer	Full-Time	Fall 2004/15.5 years	15.5 years at WCC
Leigh Cox	Full-Time	Fall 2016/ 3.5 years	3.5 years at WCC
Lindsay Hinkle	Full-Time	Fall 2017/2.5 years	2.5 years at WCC
Frances Gay	Part-Time	Spring 2020	Spring 2020
Wendy Bryant	Part-Time	Spring 2020	Spring 2020

Provide narrative for adequacy of faculty numbers. *(Do you have enough faculty to support your program?)*

The Risk Management and Insurance faculty includes three full-time and two part-time faculty. The faculty members are adequate and both full-time and part-time instructors develop all Risk Management and Insurance courses.   If the program continues to grow it will require an additional faculty member.

Faculty Contact and Credit Hours

Faculty / Name	Full-Time Part-Time	Fall 2017		Spring 2018		Summer 2018	
		Contact	Credit	Contact	Credit	Contact	Credit
Tracy Schmeltzer	Full-Time	5	4	5	4	5	4
Leigh Cox	Full-Time	19	15	22	18	0	0
Lindsay Hinkle	Full-Time	19	15	19	15	0	0

Faculty / Name	Full-Time Part-Time	Fall 2018		Spring 2019		Summer 2019	
		Contact	Credit	Contact	Credit	Contact	Credit
Tracy Schmeltzer	Full-Time	5	4	5	4	5	4
Leigh Cox	Full-Time	24	19	22	19	0	0
Lindsay Hinkle	Full-Time	26	19	19	15	0	0

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Faculty / Name	Full-Time	Fall 2019		Spring 2020		Summer 2020	
	Part-Time	Contact	Credit	Contact	Credit	Contact	Credit
Tracy Schmeltzer	Full-Time	5	4	5	4	5	4
Leigh Cox	Full-Time	24	19	17	14	0	0
Lindsay Hinkle	Full-Time	26	19	22	16	0	0
Frances Gay	Part-Time	0	0	3	3	0	0
Wendy Bryant	Part-Time	0	0	3	3	0	0

Section 3: Student Demographics *- Parent program (highest level only) data is provided.*

Gender (Associate - unduplicated) Academic Year – Fall, Spring, Summer						
Academic	Female		Male		Total	
Year	N	%	N	%	N	%
2019-2020	3	60%	2	40%	5	100%
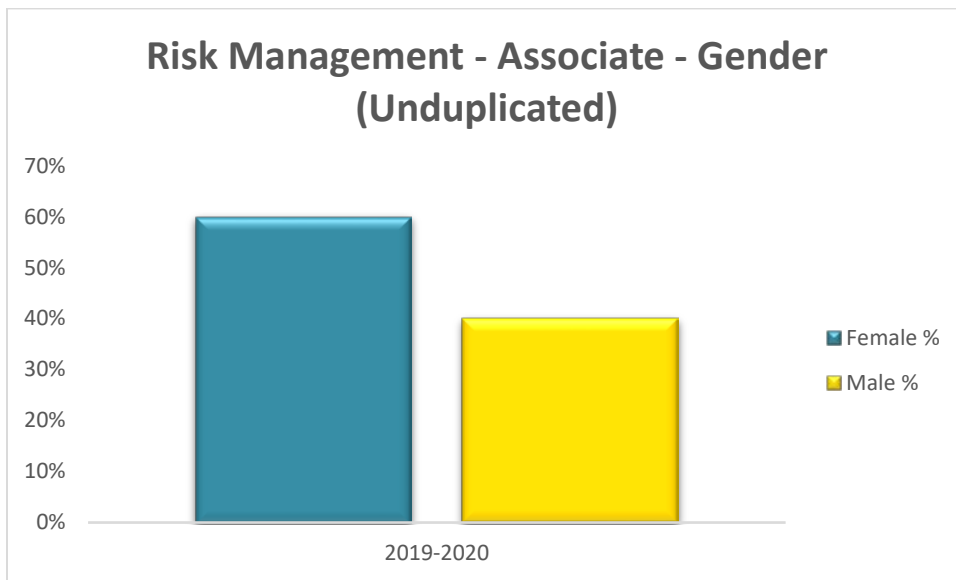
Ethnicity (Associate – unduplicated) Academic Year – Fall, Spring, Summer													
Academic Year	American Indian		Asian or Pacific Islander		African American		Hispanic		Caucasian		Other / Unknown / Multiple		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
2019-20	0	0	0	0	1	20%	1	20%	2	40%	1	20%	5	100%

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Risk Management - Associate - Ethnicity (Unduplicated)
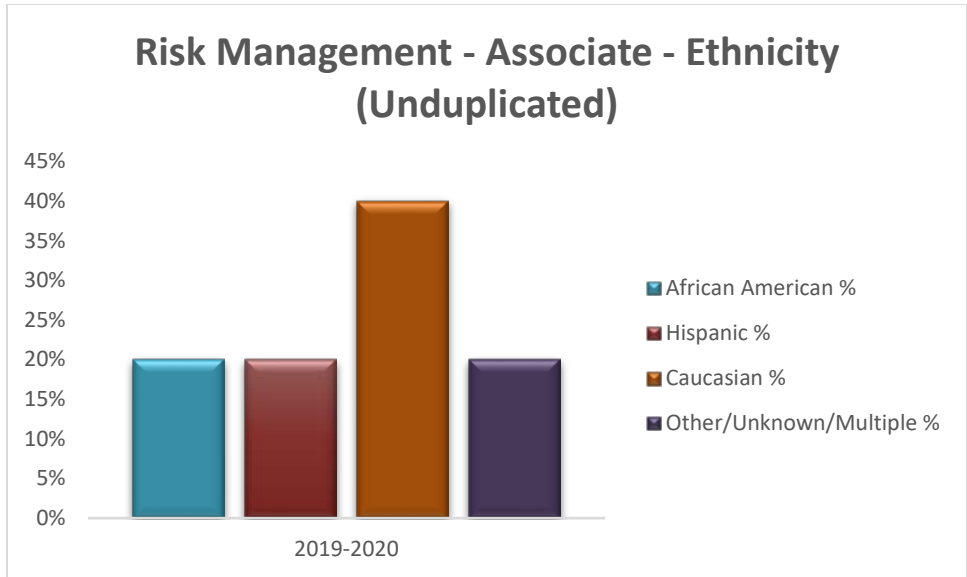
Age (Associate – unduplicated) Academic Year – Fall, Spring, Summer												
Academic Year	**Under 18**		**18-24 years**		**25-34 years**		**35-44 years**		**45 and older**		**Total**	
	N	**%**	**N**	**%**	**N**	**%**	**N**	**%**	**N**	**%**	**N**	**%**
2019-20	0	0	2	40%	3	60%	0	0	00		5	100%

Risk Management - Associate - Age Groups (Unduplicated)
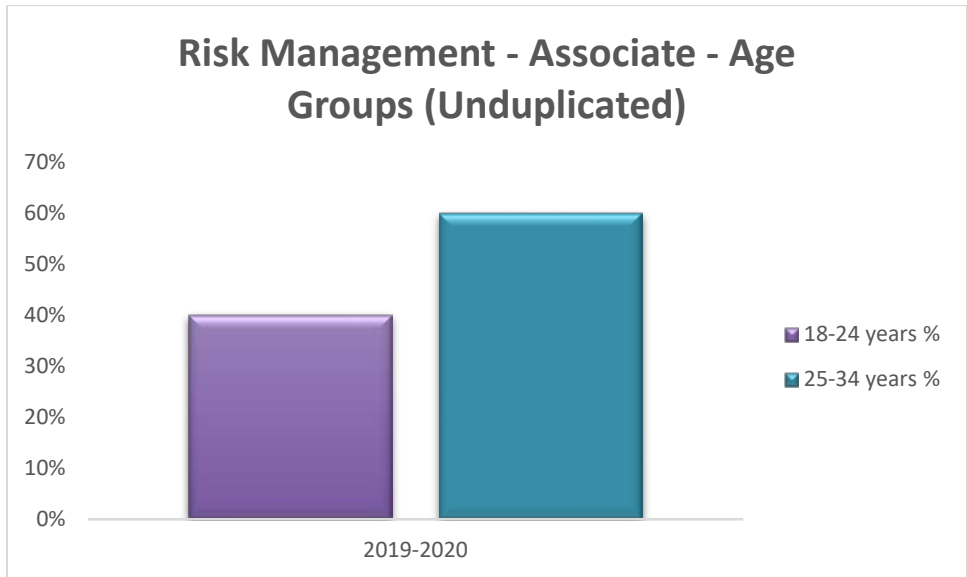
Provide narrative for analysis of student demographics. *(How are you recruiting/retaining a diverse population of students? What are some ways you can increase student diversity in your program?)*

The Risk Management and Insurance Degree Program became effective in January 2020.

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Section 4: Program Outcomes

Outcome #1: Completers *(unduplicated) (Degree level, highest level of attainment)*

Baseline: N/A # *(Average of total completers for the last three years – to be identified)*
              Unable to set baseline, new program for 2019-20;
              Set baseline once 3 years of completer data is achieved in 2021-22 (2022-23 report) /
              or when there is 3 years of program completer data to average

Standard: N/A #
Target: N/A #

Number of Completers *(unduplicated)* – Graduation Year – Summer, Fall, Spring				
Graduation Year	**Associate**	**Diploma**	**Certificate**	**Total**
2019-2020	0			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 Risk Management and Insurance Degree Program became effective in January 2020.

Provide narrative for analysis of completer standard/target. *(Identify standard and target. Standard is the acceptable performance, which must be higher than the baseline; Target is the desired performance, which must be higher than the standard.)*

Unable to set baseline, new program for 2019-20. Set baseline once 3 years of program completer data is achieved in 2021-22 (2022-23 report) or when there is 3 years of program completer data to average.

Identify Completer Action Items
(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Implementing advisor checkpoints will ideally improve course performance and increase completers.	Spring 2022	Faculty will initiate completion efforts by having students sign contract as a commitment to finish their chosen course of student. Faculty will continue the completion efforts by tracking students who receive alerts, following up on respective alerts, and check current course averages at the midterm point of the semester.

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Outcome #2: Retention

Baseline: N/A % (*Average of last three years – to be identified; <u>fall-to-fall</u> program retention*)
Unable to set baseline, new program for 2019-20;
Set baseline once 3 years of program retention data is achieved in 2021-22 (2022-23 report) /
or when there is 3 years of program retention data to average

Standard: N/A %
Target: N/A %

2020-2021 Action / Strategy Items: *(carried forward outcomes)*

Item #	Action / Strategy Items: *(Actions / strategies identified in the 2019-20 program outcome assessment follow-up.)*	Results / Use of Results: *(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)*
1	Not applicable. New program implemented in 2019-20.	

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
Fall 2019-Fall 2020	New program, Fall 2020					

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

The Risk Management and Insurance Degree Program became effective in January 2020.

Provide narrative for analysis of program retention standard/target. *(Identify standard and target. Standard is the acceptable performance, which must be higher than the baseline; Target is the desired performance, which must be higher than the standard.)*

Unable to set baseline, new program for 2019-20. Set baseline once 3 years of program retention data is achieved in 2021-22 (2022-23 report) or when there is 3 years of program retention data to average.

Identify Retention Action Items
(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Encourage students to persist in credential completion.	Spring 2022	Faculty will use creative methods to provide information to students regarding the importance of moving forward and completing course of study.

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2	Inform students of the next credential eligibility to reinforce retention.	Spring 2022	Faculty will use current advising records and tracking to inform students of the next credential they are eligible for at each registration period.

Outcome #3: Program Success Rate (all delivery methods)
(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)

Baseline: N/A **%** (*Average program success students for the last three years – to be identified*)
Unable to set baseline, new program for 2019-20;
Set baseline once 3 years of program success rate data is achieved in 2021-22 (2022-23 report) / or when there is 3 years of program success rate data to average

Standard: N/A **%**
Target: N/A **%**

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2019-2020	15	13	87%

Provide narrative for analysis of student success in program courses. *(Are students more successful in program courses in face-to-face, online, hybrid, or blended methods of course delivery? Do you plan to make any changes to course offerings based upon your analysis of the data?)*

The Risk Management and Insurance Degree Program became effective in January 2020.

Provide narrative for analysis of student success in program courses standard/target. *(Identify standard and target. Standard is the acceptable performance, which must be higher than the baseline; Target is the desired performance, which must be higher than the standard.)*

Unable to set baseline, new program for 2019-20. Set baseline once 3 years of program success rate data is achieved in 2021-22 (2022-23 report) or when there is 3 years of program success rate data to average.

Identify Student Success in Program Courses Action Items
(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Business and Accounting Lab Referrals	Spring 2022	Faculty will refer students with a grade average of less than 70 to the business and accounting tutorial lab to ensure students receive one-on-one assistance, increasing student success. The faculty will track referrals and student results.

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Outcome #4: Licensure and Certification Passing Rates (if applicable) (NCCCS Performance Measure)

Baselines were set based upon WCC's average college performance of the measure. Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.

Baseline: N/A % (*Average of last three years NCCCS Reports; 2018, 2019, and 2020*)
Standard: N/A %
Target: N/A %

Licensure / Certification Exam – (Title of License or Exam)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing
2017	2015-16			
2018	2016-17			
2019	2017-18			
2020	2018-19			

Provide narrative for analysis of licensure / certification passing rates. *(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.)*

Not applicable.

Provide narrative for analysis of licensure and certification passing rates standard/target. *(Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.)*

Not applicable.

Identify Licensure and Certification Passing Rates Action Items
(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Not applicable.		

Program Review and Outcome Assessments, 2020-21

Section 5: Other Assessments

In addition to SACSCOC, is there an accrediting body specifically related to the program? If so, please name the professional organization, describe the program's current status, and include the most recent date of accreditation.

Not applicable at this time.

Analysis of other assessments. *(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.)*

Currently, the faculty receive an anonymous student evaluation for each course taught. This evaluation is used to adapt future courses to be more closely aligned with student needs and expectation. Additionally, the faculty has explored the topic of creating additional evaluation instruments to help garner more information about specific aspects of the course that may not be covered in the institutional provided evaluation.

In addition to student evaluations, the programs are evaluated in the form of a survey by the program advisory committee. The results of this survey is considered when making course and program changes.

Identify Other Assessment(s) Action Items *(if applicable)*
(Address program outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	Departmental Survey	Spring 2022	Faculty will create a departmental survey to gain additional feedback from students regarding courses to include more specific information than the Moodle evaluation.

Provide narrative for your program facility needs. If facilities are adequate, please confirm.

All seated classes for the Risk Management and Insurance Program meet in the Spruce Building. These classrooms usually seat between 24-30 students, which is adequate space. Each classroom is equipped with an instructor computer, projector equipped with sound and video capabilities, and a projection screen. Certain classrooms are also equipped with a document camera and smart podium.   This equipment allows instructors to display all of the necessary information needed and use different teaching methods to create sustainable and engaging learning environments for students.

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Provide narrative for academic / student support services. *(Are services adequate for your program?)*

Wayne Community College offers a variety of student support services. Admissions is generally where students begin their educational journey at Wayne. In admissions they learn what is needed to be accepted into the institution and are supported throughout the process. The business department follows up with students throughout the admissions process to convert these students into fully enrolled students. Financial aid helps to facilitate funding for class and the business department is continually reminding students to complete their financial aid process, as well as, how adding or dropping a class can impact their financial aid. We also have counseling services, academic skills, academic advisors, and other services to help our students feel supported here at Wayne Community College. The admissions, financial aid, counseling, and academic skills departments are all focused on student success. The college has improved ways to recommend these services to students and encourage students to take advantage of these resources.

Planning Objectives (2017-18; 2018-19; 2019-20 – Fiscal Year, July 1-June 30)
Provide a summary of planning objectives submitted for the last three years, including the use of results of the planning objectives in the table provided.

Summary of Planning Objectives

Planning Year (Fiscal Year – July 1-June 30)	Objective(s) Submitted	Use of Results
2019-20	New program implemented 2019-20. No planning objectives submitted.	No planning objectives submitted.

Provide narrative for analysis of the program's / discipline's strengths, weaknesses, and opportunities.

The Risk Management and Insurance Degree Program became effective in January 2020.   The faculty have begun addressing an opportunity related to the availability of licensure exams once students graduate from the Risk Management & Insurance Degree. A formal review of the program's strengths, weaknesses and opportunities will be addressed in the next review cycle.

Section 6: Outcomes Follow-Up and Approvals

Outcomes follow-up (year-end report) to be addressed spring semester following review year (2021-22 and 2022-23).

Review prepared and submitted by: *(Please list name(s) and titles)*

Tracy Schmeltzer, Dean of Business & Computer Technologies Division

Erin LeGrand, Department Chair, Business and Accounting Department

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review the Program/Service Review and Outcome Assessments when completed by the responsible program/service personnel. The Office of Institutional Effectiveness will forward the review documents to the appropriate administrator (VP/AVP) upon completion.
2. Using DocuSign (electronic signature), appropriate Division Dean, Director, or AVP is asked to review and approve the Review and Outcome Assessment.
3. Using DocuSign (electronic signature), appropriate Vice President/Associate Vice President is asked to review and approve the Review and Outcome Assessments.

Dean, Director, or AVP / Date: _____*Tracy M. Schmeltzer*_____ 5/17/2021

IE Acceptance / Date: ___*Dorothy Moore*_____ 5/12/2021

Administrator Approval / Date: _____*Patty Pfeiffer*_____ 5/17/2021

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