

**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:** Risk Management and Insurance

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

**Action Items from Program Review:**

<b>Item #</b>	<b>Action Items:</b> (Action item identified in the 2021-22 program review.)	<b>Results / Use of Results:</b> (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	Focused recruiting efforts to increase enrollment. (Assessed by: Coordinate internal recruiting efforts through social media, marketing materials and recruitment opportunities. )	The department created social media posts involving two of our most recent students in the Risk Management and Insurance Degree program who were hired by local companies prior to graduating. These posts were an effort by the department to advertise that jobs are available, and students are hired before completing the program. We are also in the early stages of working with a local insurance company to develop an apprenticeship program. The program will help to train current employees of the company as well as increase enrollment in the degree program.

**Baseline:** 8.6 # (Average of total enrollment for the last three years –2019-20; 2020-21; and 2021-22)  
At the time of the Program Review, 2021-22, we were unable to set baseline, new program 2019-20; Baseline was established in the 2022-23 Program Outcome Assessment Report.

**Standard:** 7 #

**Target:** 9 #

**Program Enrollment**

<b>Program Enrollment (unduplicated)</b>	
<b>Academic Year (Fall, Spring, Summer)</b>	<b>Enrollment</b>
2019-2020	5
2020-2021	8
2021-2022	13

**All Levels**

**Enrollment by Ethnicity, Gender, and Age**

Ethnicity & Gender	2019-2020		2020-2021		2021-2022	
	N	%	N	%	N	%
African American, Female	1	20.0%	1	12.5%	2	15.4%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	1	20.0%	2	25.0%	3	23.1%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	1	20.0%	1	12.5%	1	7.7%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
<b>Female Total</b>	<b>3</b>	<b>60.0%</b>	<b>4</b>	<b>50.0%</b>	<b>6</b>	<b>46.2%</b>
African American, Male	0	0.0%	0	0.0%	1	7.7%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	1	20.0%	3	37.5%	5	38.5%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	1	7.7%
Two or More Races, Male	1	20.0%	1	12.5%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
<b>Male Total</b>	<b>2</b>	<b>40.0%</b>	<b>4</b>	<b>50.0%</b>	<b>7</b>	<b>53.8%</b>
<b>Total</b>	<b>5</b>	<b>100.0%</b>	<b>8</b>	<b>100.0%</b>	<b>13</b>	<b>100.0%</b>

Ethnicity & Age Range	2019-2020		2020-2021		2021-2022	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	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%
<b>Under the age of 18 Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
African American, 18-24	0	0.0%	0	0.0%	1	7.7%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	2	40.0%	3	37.5%	4	30.8%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	0.0%	0	0.0%	0	0.0%
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%
<b>18-24 Total</b>	<b>2</b>	<b>40.0%</b>	<b>3</b>	<b>37.5%</b>	<b>5</b>	<b>38.5%</b>
African American, 25-44	1	20.0%	1	12.5%	1	7.7%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	3	23.1%
Caucasian, 25-44	0	0.0%	1	12.5%	0	0.0%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	1	20.0%	1	12.5%	2	15.4%
Two or More Races, 25-44	1	20.0%	1	12.5%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
<b>25-44 Total</b>	<b>3</b>	<b>60.0%</b>	<b>4</b>	<b>50.0%</b>	<b>6</b>	<b>46.2%</b>
African American, 45-64	0	0.0%	0	0.0%	1	7.7%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	0	0.0%	1	12.5%	1	7.7%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
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%
<b>45-64 Total</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>12.5%</b>	<b>2</b>	<b>15.4%</b>
African American, 65+	0	0.0%	0	0.0%	0	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+	0	0.0%	0	0.0%	0	0.0%
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%
<b>65+ Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>5</b>	<b>100.0%</b>	<b>8</b>	<b>100.0%</b>	<b>13</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.)*

Enrollment for the Risk Management and Insurance Degree program continues to see slight increases in enrollment. In examining the data further, we continue to see that there are an equal number of females compared to males. This led our department to focus on potential recruiting efforts specifically for this demographic. There are more opportunities for recruiting for this degree program related to the age ranges of students enrolled in the program. There are not significant opportunities for enrollment of students in the under age 18 categories, because we do not have a current pathway for high school students taking college classes. The department feels that the prominent opportunities are with the other age group categories reported.

**2023-2025 Action Items:**

<b>Item</b>	<b>Action Items</b> <i>(What actions can be taken to increase enrollment in your program?)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Finalize the apprenticeship program with local insurance company.	Continue to work with the WCC apprenticeship director and human resources director at the local insurance company to develop and launch the apprenticeship program.

**Outcome #2: Retention****Action Items from Program Review:**

<b>Item #</b>	<b>Action Items:</b> <i>(Action item identified in the 2021-22 program review.)</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 2023-2025 action items table below.)</i>
1	Early alerts (Assessed by: Tracking through software (currently AVISO))	Overall, the students in this program do well, resulting in few early alerts received by the advisor. For those early alerts that were received the advisor reached out to the student to offer assistance.
2	Referrals to tutoring lab (Assessed by: Tutoring lab log)	The tutoring lab is able to offer help in the business and accounting courses required in the degree program. Students performed well in the courses; therefore, referrals were not necessary. Students are made aware as a class that tutoring services are available.

**Baseline:** n/a % *(Average of last three years –2020-21; 2021-22; and 2022-23 program retention)*  
**At the time of the Program Review, 2021-22, we were unable to set baseline, new program 2019-20; Baseline will be established in the 2023-24 Program Outcome Assessment Report.**

**Standard:** 70 %

**Target:** 72 %

<b>Fall to Fall</b>	<b>Retention Rate</b>
Fall 2019 to Fall 2020	n/a
Fall 2020 to Fall 2021	75.0%
Fall 2021 to Fall 2022	78.0%

**All Levels**

**Retention by Ethnicity, Gender, and Age**

Ethnicity & Gender	Fall 2019 to Fall 2020		Fall 2020 to Fall 2021		Fall 2021 to Fall 2022	
	N	%	N	%	N	%
African American, Female	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, Female	0	-	0	0.0%	0	0.0%
Asian, Female	0	-	0	0.0%	0	0.0%
Caucasian, Female	0	-	1	16.7%	2	28.6%
Hawaiian/Other Pacific Islander, Female	0	-	0	0.0%	0	0.0%
Hispanic/Latino, Female	0	-	1	16.7%	1	14.3%
Two or More Races, Female	0	-	0	0.0%	0	0.0%
Unknown, Female	0	-	0	0.0%	0	0.0%
<b>Female Total</b>	<b>0</b>	<b>-</b>	<b>2</b>	<b>33.3%</b>	<b>3</b>	<b>42.9%</b>
African American, Male	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	-	0	0.0%	0	0.0%
Asian, Male	0	-	0	0.0%	0	0.0%
Caucasian, Male	0	-	3	50.0%	4	57.1%
Hawaiian/Other Pacific Islander, Male	0	-	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	-	0	0.0%	0	0.0%
Two or More Races, Male	0	-	1	16.7%	0	0.0%
Unknown, Male	0	-	0	0.0%	0	0.0%
<b>Male Total</b>	<b>0</b>	<b>-</b>	<b>4</b>	<b>66.7%</b>	<b>4</b>	<b>57.1%</b>
<b>Total</b>	<b>0</b>	<b>-</b>	<b>6</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>

Ethnicity & Age Range	Fall 2019 to Fall 2020		Fall 2020 to Fall 2021		Fall 2021 to Fall 2022	
	N	%	N	%	N	%
African American, Under the age of 18	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	-	0	0.0%	0	0.0%
Asian, Under the age of 18	0	-	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	-	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	-	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	-	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	-	0	0.0%	0	0.0%
<b>Under the age of 18 Total</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
African American, 18-24	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 18-24	0	-	0	0.0%	0	0.0%
Asian, 18-24	0	-	0	0.0%	0	0.0%
Caucasian, 18-24	0	-	2	33.3%	3	42.9%
Hawaiian/Other Pacific Islander, 18-24	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	-	0	0.0%	0	0.0%
Two or More Races, 18-24	0	-	0	0.0%	0	0.0%
Unknown, 18-24	0	-	0	0.0%	0	0.0%
<b>18-24 Total</b>	<b>0</b>	<b>-</b>	<b>2</b>	<b>33.3%</b>	<b>3</b>	<b>42.9%</b>
African American, 25-44	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 25-44	0	-	0	0.0%	0	0.0%
Asian, 25-44	0	-	0	0.0%	0	0.0%
Caucasian, 25-44	0	-	1	16.7%	2	28.6%
Hawaiian/Other Pacific Islander, 25-44	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	0	-	1	16.7%	1	14.3%
Two or More Races, 25-44	0	-	1	16.7%	0	0.0%
Unknown, 25-44	0	-	0	0.0%	0	0.0%
<b>25-44 Total</b>	<b>0</b>	<b>-</b>	<b>3</b>	<b>50.0%</b>	<b>3</b>	<b>42.9%</b>
African American, 45-64	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 45-64	0	-	0	0.0%	0	0.0%
Asian, 45-64	0	-	0	0.0%	0	0.0%
Caucasian, 45-64	0	-	1	16.7%	1	14.3%
Hawaiian/Other Pacific Islander, 45-64	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	-	0	0.0%	0	0.0%
Two or More Races, 45-64	0	-	0	0.0%	0	0.0%
Unknown, 45-64	0	-	0	0.0%	0	0.0%
<b>45-64 Total</b>	<b>0</b>	<b>-</b>	<b>1</b>	<b>16.7%</b>	<b>1</b>	<b>14.3%</b>
African American, 65+	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	-	0	0.0%	0	0.0%
Asian, 65+	0	-	0	0.0%	0	0.0%
Caucasian, 65+	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	-	0	0.0%	0	0.0%
Two or More Races, 65+	0	-	0	0.0%	0	0.0%
Unknown, 65+	0	-	0	0.0%	0	0.0%
<b>65+ Total</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>0</b>	<b>-</b>	<b>6</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>

**Provide narrative for analysis of program retention 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 Risk Management and Insurance program retention rate slightly increased from Fall 2020 to Fall 2021. The faculty advisor in the program keeps extensive records in tracking the progress of the students she advises. This includes methods of contact and reaching out at registration time and information on students who do not return when it is available.

Faculty use a focused advising approach as well as incorporating tactics in their courses to help students to succeed, leading them to continue their coursework. The faculty will continue to employ these approaches such as focused advising, early intervention, and individual feedback when applicable.

**2023-2025 Action Items:**

<b>Item</b>	<b>Action Items</b> <i>(What actions can be taken to increase program retention?)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Continued focused advising	Faculty will track student progress, keeping notes of points of contact to understand better why decreases in retention occur.



**Outcome #3: Completers (unduplicated by highest level of attainment)****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	Implementing advisor checkpoints will ideally improve course performance and increase completers. (Assessed by: Faculty will continue 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. Students will be reminded of resources available and consequences of not passing and/or finishing the course.)	The faculty advisor only received two early alerts. Both were received after the midterm point of the course. The advisor reached out to the students to offer assistance and resources. The advisor also informed the student of repercussions of being dropped from the course due to not attending. These include delayed graduation due to the nature of course offerings, impact of low GPA, and potential loss of funding.

**Baseline:** n/a # (Average of total completers for the last three years –2021-22; 2022-23; and 2023-24)

**At the time of the Program Review, 2021-22, we were unable to set baseline, new program 2019-20; Baseline will be established in the 2023-24 Program Outcome Assessment Report.**

**Standard:** 3 #

**Target:** 4 #

<b>Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring</b>	
Graduation Year	Total Completers
2020-2021	n/a
2021-2022	3
2022-2023	1

**All Levels**

**Completers by Ethnicity, Gender, and Age**

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, Female	0	-	0	0.0%	0	0.0%
Asian, Female	0	-	0	0.0%	0	0.0%
Caucasian, Female	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Female	0	-	0	0.0%	0	0.0%
Hispanic/Latino, Female	0	-	1	33.3%	0	0.0%
Two or More Races, Female	0	-	0	0.0%	0	0.0%
Unknown, Female	0	-	0	0.0%	0	0.0%
<b>Female Total</b>	<b>0</b>	<b>-</b>	<b>1</b>	<b>33.3%</b>	<b>0</b>	<b>0.0%</b>
African American, Male	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	-	0	0.0%	0	0.0%
Asian, Male	0	-	0	0.0%	0	0.0%
Caucasian, Male	0	-	1	33.3%	1	100.0%
Hawaiian/Other Pacific Islander, Male	0	-	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	-	0	0.0%	0	0.0%
Two or More Races, Male	0	-	1	33.3%	0	0.0%
Unknown, Male	0	-	0	0.0%	0	0.0%
<b>Male Total</b>	<b>0</b>	<b>-</b>	<b>2</b>	<b>66.7%</b>	<b>1</b>	<b>100.0%</b>
<b>Total</b>	<b>0</b>	<b>-</b>	<b>3</b>	<b>100.0%</b>	<b>1</b>	<b>100.0%</b>

Ethnicity & Age Range Table	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Under the age of 18	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	-	0	0.0%	0	0.0%
Asian, Under the age of 18	0	-	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	-	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	-	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	-	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	-	0	0.0%	0	0.0%
Under the age of 18 Total	0	-	0	0.0%	0	0.0%
African American, 18-24	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 18-24	0	-	0	0.0%	0	0.0%
Asian, 18-24	0	-	0	0.0%	0	0.0%
Caucasian, 18-24	0	-	1	33.3%	1	100.0%
Hawaiian/Other Pacific Islander, 18-24	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	-	0	0.0%	0	0.0%
Two or More Races, 18-24	0	-	0	0.0%	0	0.0%
Unknown, 18-24	0	-	0	0.0%	0	0.0%
18-24 Total	0	-	1	33.3%	1	100.0%
African American, 25-44	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 25-44	0	-	0	0.0%	0	0.0%
Asian, 25-44	0	-	0	0.0%	0	0.0%
Caucasian, 25-44	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 25-44	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	0	-	1	33.3%	0	0.0%
Two or More Races, 25-44	0	-	1	33.3%	0	0.0%
Unknown, 25-44	0	-	0	0.0%	0	0.0%
25-44 Total	0	-	2	66.7%	0	0.0%
African American, 45-64	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 45-64	0	-	0	0.0%	0	0.0%
Asian, 45-64	0	-	0	0.0%	0	0.0%
Caucasian, 45-64	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 45-64	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	-	0	0.0%	0	0.0%
Two or More Races, 45-64	0	-	0	0.0%	0	0.0%
Unknown, 45-64	0	-	0	0.0%	0	0.0%
45-64 Total	0	-	0	0.0%	0	0.0%
African American, 65+	0	-	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	-	0	0.0%	0	0.0%
Asian, 65+	0	-	0	0.0%	0	0.0%
Caucasian, 65+	0	-	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	-	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	-	0	0.0%	0	0.0%
Two or More Races, 65+	0	-	0	0.0%	0	0.0%
Unknown, 65+	0	-	0	0.0%	0	0.0%
65+ Total	0	-	0	0.0%	0	0.0%
Total	0	-	3	100.0%	1	100.0%

**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 number of completers in the Risk Management and Insurance program saw a slight decrease in 2021-22. Each semester, the faculty contact each student they advise to assist in planning courses for the upcoming registration period. When students indicate, they do not plan to return, the advisors encourage them to enroll in one course to keep them engaged and active in WCC. Students who take a semester off are more likely to be non-completers. It has been shown that in addition to changing majors, other reasons for non-returning students include reasons such employment related changes, loss of funding and other personal reasons of which the faculty have no control over.

**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	Advisor checkpoints.	Faculty will continue to track received early alerts by reaching out to students individually when it is received and following up with the students at the midterm point and 2-3 weeks prior to the end of the semester to see where the student stands, providing them with encouragement and suggestions on how to improve and finish strong.

**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 11/9/2023

Department Chair, Dean, Director, and/or AVP / Date: Tracy M. Schmeltzer 11/9/2023