Program Outcome and Assessment(s)
2020-21 Program Outcome Assessments Year-End Reporting Form
Program Review Cycle - 2018-19

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: Turfgrass Management Technology

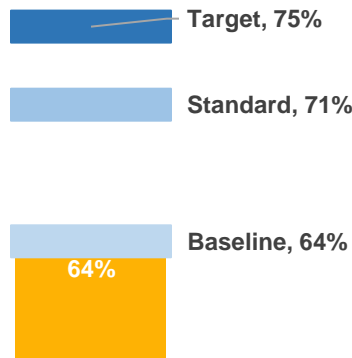**Program Outcome #1: Program Retention, Fall to Fall**

Baseline: 64 % (*Average of three years – 2014-15; 2015-16; 2016-17; fall-to-fall program retention*)
Standard: 71 % Fall to Fall
Target: 75 % Fall to Fall

2020-2021 Action / Strategy Items:

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	Instructors will identify students early in the semester that need help with moodle portion of classes.	Continuing to use Aviso to identify students performing poorly. Follow ups are made by advisor and achievement coach

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs (non-completers)	Program Transfers	Program Retention
Fall 2017-Fall 2018	21	6	8	7	0	66.7%
Fall 2018-Fall 2019	25	6	8	11	1	56.0%
Fall 2019-Fall 2020	14	3	6	3	2	64%

In 2019-20, Turfgrass Management Technology met their baseline, but missed their standard and target.

Target, 75%

Standard, 71%

Baseline, 64%

64%

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.)*

Fall to Fall retention rate is increasing steadily. This is attributed to constant contact with students. Students are also contacted through Aviso early alerts and followed up with the achievement coach and advisor.

Provide narrative for analysis of program retention standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

The target was not met, but did increase from the previous year's data.

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.)

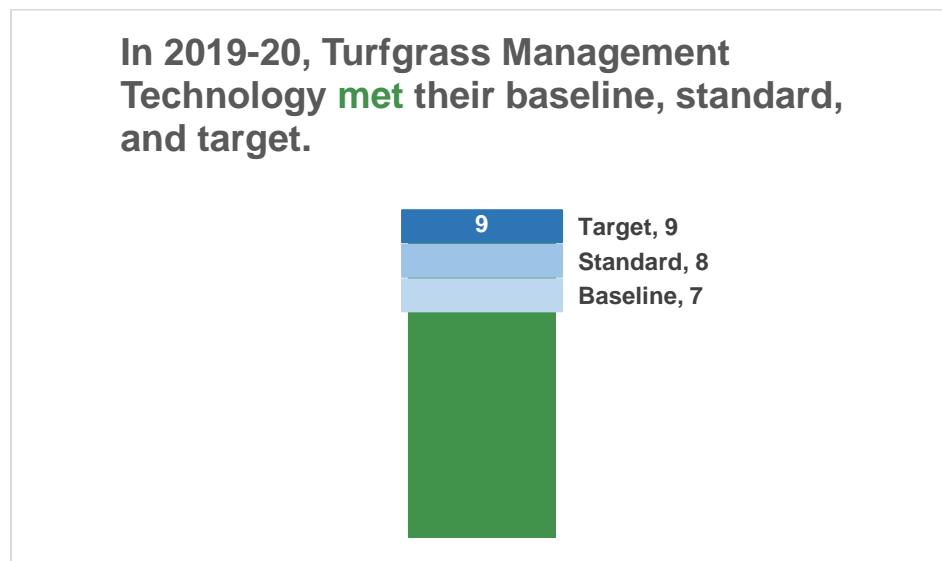| Item	Action / Strategy Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(How will you assess the results of action items?)*
1	I will use Aviso to target students at risk of non-completion.	May 2022	Advisees and students will be tracked for attendance and grades using Aviso software and will be contacted when necessary.

Program Outcome #2: Completions (*unduplicated*) (Degree level, highest level of attainment)

Baseline: 7 # (*Average of total completers for three years – 2015-16; 2016-17; 2017-18*)
Standard: 8 #
Target: 9 #

2020-2021 Action / Strategy Items:

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	Continue to identify potential graduates in certificate and AAS degree along with active advising of students.	Self-service will identify students for graduation and create paths to graduation in timely manners

Number of Completers *(unduplicated)* – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018	7		0	7
2018-2019	5		13	18
2019-2020	6		3	9

In 2019-20, Turfgrass Management Technology met their baseline, standard, and target.

9	Target, 9
	Standard, 8
	Baseline, 7

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 decreased in the last year. When new student enters the program. Student will use self-service can monitor their own progress and stay focused on the goal. Time lines will be based on students goals and access to program load.

Provide narrative for analysis of completion standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

The baseline is 7, the standard 8 and the target 9. We met our standard and target. I will continue to try to increase this number by close monitoring and encouragement.

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 *(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	Continue to monitor students grades each semester and using Self-Service to create timelines for graduation.	May 2022	Use Self Service to advise students of their grades and create program timelines for graduation

Program Outcome #3: Job Placement / Employment

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program 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 three years – identify last three licensure years*)
Standard: N/A %
Target: N/A %

2020-2021 Action / Strategy Items:

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.	

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

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16				
2018	2016-17				
2019	2017-18				
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.)*

Not applicable.

Provide narrative for analysis of licensure / 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.

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 *(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 Outcome #5: Third-Party Credentials (if applicable)

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #6: Other Assessment (if applicable)

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.)*

2020-2021 Action / Strategy Items:

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	I removed and consolidated PLO's from seven to three.	I have consolidated and rearranged my PLO's to three now.

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 *(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.		