Program Review Program Assessment Report

Fall 2018 Review October 30, 2018

Prepared for the Instructional Affairs Council By Mrs. Carolyn W. Wiley

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Overview

Instructional program review is an integral part of Northwest's overall institutional effectiveness initiative required by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) accreditation criteria. A self-study team made up of administrators, faculty, students, and a member of the Northwest Community Board of Trustees, conducts a program review using established criteria. The Program Assessment Report is the final product of the Instructional Program Review process. The Program Assessment Report documents the team's evaluation of the effectiveness of each program in order to answer the question, "Does the instructional quality of the program meet institutional standards?"

An instructional program is defined as a certificate or degree program approved by the faculty and the administration, for which academic credit is given, in accordance with the SACS-COC Comprehensive Standard 3.4.1 description of a program. Programs are SYSTEM-WIDE and are not divided by campus.

Purpose and Goals

The purpose of the instructional program review and assessment is to provide a system for continuous improvement in instructional programs. Review and assessment procedures provide recognition of the accomplishments of an instructional program as well as identify interventions needed for improvement of the program. The goals for this process are as follows:

- 1. To ensure the effectiveness of the College's instructional programs
- 2. To improve the quality of instructional programs
- 3. To provide data for such intervention decisions as those regarding staff needs, admissions requirements, and curricular additions or deletions
- 4. To provide a system of regular data collection and analysis
- 5. To determine how specific instructional programs serve the mission of the College and respond to student and community needs

Program Review Cycle

Each instructional program will be evaluated once in each five year period. Programs are reviewed by major functional areas and/or locations whenever possible. Instructional programs that are offered on multiple campuses, or through distance learning, will be assessed as a single unit.

Criteria for Evaluation

The Office of Institutional Research and Effectiveness will provide the instructional program coordinator for all instructional programs being reviewed during the current academic year with the following self-study materials:

- 1. Program Strategic Plan Outcomes The instructional program's strategic planning outcomes as listed in the NWCC Strategic Plan, along with the data and analysis from the last five years' annual reviews.
- 2. *Program Learning Outcomes* The instructional program's learning outcomes along with the data and analysis from the last five years' annual reviews.
- 3. Enrollment Longitudinal enrollment information for the prior five (5) years.
- 4. Student Success Rates Student success is determined by assessing:
 - a. For AA degree programs: Retention, graduation and transfer of students to four-year institutions over the prior five (5) years.
 - b. For AAS degree and Certificate programs: The state mandated follow-ups with program graduates and (if required) passage rates on state board exams, as reported on the annual Perkins Report, for the prior five (5) years.

5. *Instructor Qualifications* – Information on degrees and credentials of each instructor currently teaching a class in that instructional program, including full-time and adjunct faculty.

The instructional program coordinator should work with faculty members of program(s) under review to use the provided information to complete an analysis of their program. This analysis must include:

- 1. *SACS-COC Principles of Compliance Survey* This survey guides the instructional programs through carefully reviewing the requirements as described in the Principles of Accreditation.
- 2. *SWOT Analysis* Each program should identify the strengths, weaknesses, opportunities, threats related to the program.
- 3. Overall Assessment and Recommendations This section provides a summation of the current status of the program based on the above analysis. The final assessment should include past progress, the current status, and future plans for the department. Recommendations from the faculty on ways to improve the instructional program should be included as well.

Both hard copies and electronic copies of all the supporting documents listed above are maintained by the Office of Institutional Research and Effectiveness.

Organization for Program Evaluation

An annual Instructional Program Review meeting will be held each academic year to provide the review committee an opportunity to discuss the documents, ask questions of the appropriate instructional program coordinators, and make any recommendations for the Instructional Affairs Council for the improvement of the instructional programs.

The Office of Institutional Research and Effectiveness will produce a Program Assessment Report which includes committee recommendations for program improvement. The Program Assessment Report will be presented to the Instructional Affairs Council for review.

Fall 2018 Program Review

Committee Members

Dr. Matthew Domas, Vice President of Academic Instruction & College Parallel Programs

Mr. Richie Lawson, Vice President and Dean of the Oxford Center

Dr. Jeremy Isome, Dean of Early College Programs

Dr. Keith Reed, Dean of DeSoto Center

Phyllis Johnson, Dean of eLearning

Tony Smith, Career Technical Instructor

Dr. Stephanie Mullins, Director of Practical Nursing Programs

Dr. Lela Hale, Board of Trustees Member

Mr. Jerry Barrett, Board of Trustees Member

Adam Conner, Student

Hunter Taylor, Community Member

Other Attendees

Dr. Michael Heindl, President

Dr. David Campbell, Vice President of Workforce Solutions and Career-Technical Education Carolyn Wiley, Director of Institutional Research and Effectiveness

Program Review Findings

The following table summarizes the Program Review Committee's results for each program reviewed in terms of the Overall Program Assessment on the Program Review rubric.

Table 1 - Summary of Findings

Program Name	Meets Expectations	Needs Improvement
AVIATION MAINTENANCE TECHNOLOGY	12	1
AGRICULTURAL BUSINESS & MANAGEMENT TECHNOLOGY	12	0
AGRICULTURAL TECHNOLOGY/JOHN DEERE TECHNOLOGY	13	0
AUTOMOTIVE TECHNOLOGY	12	0
CIVIL ENGINEERING TECHNOLOGY	12	0
HEATING, AIR CONDITIONING, & REFRIGERATION TECHNOLOGY	11	0
PRECISION MANUFACTURING & MACHINING TECHNOLOGY	12	1

Attached are the Program Review Rubric summaries, with committee comments and recommendations, for each program. The supporting documents containing specific information for each of the evaluation criteria are on file in Office of Institutional Research and Effectiveness.

Overall, several themes emerged from this review process.

One major theme was that many of the programs are working with equipment that is too old, is out of date, or is wearing out. Specifically, the Aviation Maintenance Technology program is in desperate need of new training equipment. In addition to new equipment, several programs expressed a need for additional storage for equipment that they already have in order to keep it in good working order.

A second major theme was the impact of technology on the programs. Technology is changing within the industries that these programs support, and therefore, the curriculum must change to include training in the new technology. This change will require training for the instructors, changes within the curriculum, and additional equipment to support the new technology. However, use of the new technology will provide opportunities for recruitment and increased enrollment. Another opportunity will be for several programs to work together to maximize the use of the technology, such as the use of drones in Civil Engineering, Agricultural Business & Management Technology and John Deere Technology.

Lastly, several programs expressed an interest in expanding enrollment by offering night programs. There has been success in several other Career Technical programs in increasing enrollment by this means. However, adding evening programs would require additional faculty and resources. Another avenue for increasing enrollment is to reach out to non-traditional populations. There is a need to work with high school counselors in the area to provide information on the programs and how they can benefit from non-traditional students, and how non-traditional students can succeed in these programs.

Organizationally, it is the recommended that each program Lead Instructor review the current Student Learning Outcomes and Strategic Plan outcomes to determine if they are still up-to-date with any curriculum and testing changes that have been made within the program. In particular, for programs that are no longer using the CPAS test, the first Strategic Plan outcome will need to be changed to reflect this change in testing. Additionally, programs should ensure that there is a program mission statement that fits within the mission of the college and is prominent within the program information.

AVIATION MAINTENANCE TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission	12	1	Need to make mission statement more visible
Program mission directly aligns to NWCC mission.	12	1	Needs specific program mission statement
Program Description The program is accurately represented in the NWCC Bulletin.	13	0	
3 Admissions Policies (CS 3.4.3)			Consider deleting interview to avoid any biases on student
The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	13	0	selection Has specific admissions policies which lead to a reasonable expectation of success in program Perhaps HSE needs to be spelled out for understanding "High School Equivalent" in admission policy
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	13	0	Faculty are very knowledgeable, do a great job with the limited resources.
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	10	3	Explore incorporating test fees in tuition of program Graduation rates have been around 50% - would change some outcome goals to increase graduation rates In looking at the 2015-2016 placement, it looks like 6 were placed & 7 were not. Perhaps needs partnerships established to help with this Program needs newer equipment to continue future success. Should 'push' students to take AMA, AMG, AMP test in a timely manner
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	12	1	APT 1123 - understand is not a measurable verb Need improvement in cooling engines and hydraulics & pneumatics Should search for partners to subsidize the tools/tests costing thousands; needs up-to-date aircraft; a live airfield SLOs were recently rewritten Would try to obtain national average on these tests and try to increase testing sooner after graduation
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	13	0	Is a measurement supposed to be included in strategic plan? Needed in the program learning outcomes for measurement Major change from FL15 to FL16 - good Needs to prepare for updated congressional, FAA regulations
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	13	0	
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	12	1	Access to an airport would take this program to the next level. Aging program, equipment, regulations, all of which must be adapted to 21st century standards; needs new location so students aren't just learning theory Continue exploring partnership opportunies, in compliance with FAA, with local industry. Doing a good job training and working with what they have. Would like to see them move to an airport and moderize thier equipment Good program with strict federal regulations New equipment and building would be beneficial to an already great program This is evident in the PSPO1; question - drug testing is used for admission, can random drug tests be administerd to assure competence of students throughout the program

AGRICULTURAL BUSINESS & MANAGEMENT TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission		I	I do believe we need to cater to local farmers in 11 county
Program mission directly aligns to NWCC mission.	11	1	district. Program mission needs to be more visible Needs specific program mission statement
Program Description The program is accurately represented in the NWCC Bulletin.	12	0	
3 Admissions Policies (CS 3.4.3) The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	12	0	Perhaps HSE needs to be spelled out for understanding "High School Equivalent" in admission policy Same as NWCC
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	12	0	Glad we now have Shelli on board
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	12	0	It seems many students are more focused on vet tech. Students do not encounter many species of animals. There is not a combined certification recognized by the industry, placing students at a disadvantage. Need to consider getting higher with graduation and placement rates
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	9	3	50% on forges needs improvement AGT 1413 in addition for hands-on activities for forage ID, do you think there could be some ID using technology? Could use improvement as far as finding a comprehensive certificate for students For PLO/AGT 1413 SLO 1, AGT 2663 SLO 1, & AGT 2663 SLO 2: since achieved 100% for several years, consider revising SLO to address other areas to improve or obtain. SLO recently rewritten
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	10	2	Change wording "will improve" to an objective data (#) to be able to address is goal met or not Continue with plan, adjust as needed for continued improvement Keep up the good work Solid improvement
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	12	0	Continue with plan, adjust as needed for continued improvement
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	12	0	Agree with increase in technology with agriculture/animal science Challenging program for future growth I agree that a 2+2 program with state would be great. Low numbers in FY2018? Perhaps marketing will help Like idea of partnering with MSU. Need to keep an eye on technology needs. Hands on moving to technology. The program is, from my perspective, a very wide-ranging one that emcompasses a little bit of knowledge from a lot of different areas. A program such as this with a single faculty member can only do so much. There is a lot of opportunity with the program, especially in the local area. It would be worth looking into whether or not this program could offer 2 seperate avenues, perhaps in partnership with an existing program. It appears as id the students entering this program don't have a clear vision of where they're going or even what exactly what they expect to learn.

AGRICULTURAL TECHNOLOGY/JOHN DEERE TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission Program mission directly aligns to NWCC mission.	12	1	Program mission needs to be more visible
2 Program Description The program is accurately represented in the NWCC Bulletin.	13	0	
3 Admissions Policies (CS 3.4.3) The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	13	0	
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	13	0	Who teaches AMT 1213, 1313, 2812, 2863, 1613, 2926, 1161, and summer courses? Not listed under courses taught. DO they have another instructor?
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	13	0	Astounding job placement rates due to private partnerships. Should consider searching for similar private partnerships for other programs Great job! Looks great
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	12	1	Perhaps increasing assessment criteria to 95% might show where improvements need to be made in the plan for next year SLOs that have been met for years would consider revising to address another need/outcome; AMT 292 SLO 1 under assessment, consider revising & state 90% of students receive a 70% or better or 80% on final grade
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	12	1	Effective program with few, if any, inherent weaknesses Instead of will improve give actual # to measure success PSPO 3 - retention rate - 100% is good - but interviews with sponsorship - 3 weeks prior to graduation - will help retention?
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	13	0	
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	13	0	All they need is physical protection for new equipment so it can be updated Awesome graduation!! Great partnership with John Deere Space limitations, i.e. storage, etc.

AUTOMOTIVE TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission Program mission directly aligns to NWCC mission.	12	1	Program mission needs to be more visible Needs specific program mission statement
2 Program Description The program is accurately represented in the NWCC Bulletin.	13	0	I really like the description of the program explaining where students can work
3 Admissions Policies (CS 3.4.3) The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	13	0	
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	13	0	
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	12	1	I do placement rates 10% high compared to previous years (2015-16) PLO ATT 1214 - correct the spelling "determine" Should search for private partnerships to subsidize tools. Should consider beginning program in summer to prepare for ASE
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	11	2	Bring assessment up from 80% to 90% Needs another semester to train students in diesel mechanics. Must begin to plan for expansion into hybrids, electrics. SLO need to be rewritten
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	13	0	Change wording "will improve" to an objective # to be measurable Wondering why there are no results to look at for FY17?
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	13	0	
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	12	0	Question to see if option of diesel be incorporated. ASE test cost is a strength Keep eye on target with regards to hybrid/electric technology Need to branch out into diesel and hybrid technology

CIVIL ENGINEERING TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission Program mission directly aligns to NWCC mission.	12	1	Program mission needs to be more visible Needs specific program mission statement
Program Description The program is accurately represented in the NWCC Bulletin.	13	0	The description of the program in the bulletin is good
3 Admissions Policies (CS 3.4.3) The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	13	0	17 ACT required
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	13	0	
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	13	0	Should work on retention past 30/45 hr certificates. Should place an emphasis on job placement and internships within fields 30/45/60 great benefit - promoting certification is key Love the hands-on training
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	12	1	I think that more repetitive use of equipment will help in this area Increase from 85% to 90% in the assessment percentage would look better SLOs recently rewritten
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	12	1	Change language from "will improve" to a # that can be easily measured Needs combined drone pre-req along with Ag programs
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	13	0	
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	12	0	Expand to summer drone program and include Shelli's Program Great opportunity to expand into drone technology I would suggest more recruitment for younger students and non-traditional (female) Mr. Watson is always thinking ahead of the curve when it comes to changes in industry and learning techniques a material needed to prepare students for these changes. Sounds like an awesome, innovative program Support the idea of summer course drone technology

HEATING, AIR CONDITIONING, & REFRIGERATION TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission Program mission directly aligns to NWCC mission.	12	1	Program mission needs to be more visible Needs specific program mission statement
2 Program Description The program is accurately represented in the NWCC Bulletin.	13	0	
3 Admissions Policies (CS 3.4.3) The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	13	0	
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	13	0	
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	13	0	High enrollment, great placement rate Looks good! Many or most students are being placed in positions On assessment, not clear on how SLO is achieved 80%-90% etc.
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	11	1	Assessment needs % rate expectation; are these based on the Nat'l credentialing or is it a teacher-made profile/progress chart? Assessments need criteria % of which to reach, like 90% Change wording from "will improve" to a # that is measurable Consider revising SLOs
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	10	2	Adjustments to PSPO1 needs to be considered to be effective because of 89% when was 100% Continue to test one more year to see if plan is successful PSPO1: Follow-up state that we have changed our current path by implementing Nat'l credentialing. Change MS_CPAS to NCCER
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	13	0	Great idea to give students extra credit for getting specific training from local distributors, possibly consider different recruiting methods for potential students. Keep up the great work! Great industry support!
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	11	0	Great placement! Should, like all other career tech programs, work on attracting non-traditional students. I like that they don't automatically tell their students about the 30-45-60 options, unless necessary. It helps with retention and quality of grads.

PRECISION MANUFACTURING & MACHINING TECHNOLOGY

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission Program mission directly aligns to NWCC mission.	12	1	Program mission needs to be more visible Needs specific program mission statement
2 Program Description The program is accurately represented in the NWCC Bulletin.	13	0	May want to include what their program prepares students to do
3 Admissions Policies (CS 3.4.3) The program's admission policies are consistent with the institution's admission policies. If a program has different admission policies from other programs they are clearly stated.	13	0	
4 Faculty Credentials (CS 3.7.1) Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member	13	0	Great teamwork between instructors
5 Student Success (FR 4.1) The program evaluates success with respect to student achievement consistent with its mission. Criteria may include: enrollment data; retention, graduation, transfer, course completion, and job placement rates; or state licensing examinations.	13	0	Excellent rate! Perfect placement
6 Program Learning Outcomes (CS 3.3.1.1) The program identifies expected program specific student learning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	13	0	May want to consider raising expectations of 80% to 90%
7 Program Strategic Plan Outcomes The program identifies expected program specific strategic planning outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.	11	2	Consider changing "will improve" to actual number that can be measured Continue current plans for 1 year to see if any improvements emerge Excellent outcomes PSPO1: IS the testing MS-CPAS or NIMS?
8 SACS-COC Compliance The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.	11	2	
9 Overall Program Assessment Program assessment data is used by faculty in the program to guide program changes.	12	1	Awesome program! Consider replacing older equipment and recruiting in a non-traditional way Great program! Is there opportunity for expansion if another instructor? Night program - good New equipment may be needed Night Program!