Program Review
Program Assessment Report

Fall 2015 Review
October 29, 2015

Prepared for the Academic Council, the Curriculum Committee, and the Vice-President for Education
By Ms. Carolyn Warren

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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 (SACS) accreditation criteria. A self-study team made up of industry specialists, students, faculty, administrators, and a member of the Northwest Community Board of Trustees, conducts a program review using established criteria. The self-study report is the final product of the Instructional Program Review process. The self-study report documents the need, cost, and effectiveness of each program in order to answer the question, "Does the instructional quality of the program meet institutional standards?"

For purposes of instructional program review, a program is defined as any organizational unit within the college that provides instructional services.

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.
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 Academic 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 Vice President for Education, the Academic Council, and the Curriculum Committee for review.

Fall 2015 Program Review

Committee Members

Dr. Matthew Domas, Associate Vice-President for Education
David Campbell, District Dean for Career Technical and Workforce Education
Jeremy Isome, Dean of DeSoto Center
Dr. Jack Butts, Dean of Lafayette-Yalobusha Technical Center
Courtney Hicks, Instructional Librarian
Richard Stevens, Cardiovascular Technology Instructor
Dr. Adam Pugh, Board of Trustees Member
Dr. Rachell Anderson, Board of Trustees Member
Nikole Fili, Student

Program Review Findings

This Program Assessment Report summarizes the evaluation of the following programs conducted during the Fall 2015 semester. The programs reviewed include:

- Cosmetology
- Health Care Assistant
- Practical Nursing (LPN)
- Nursing (RN)
- Associate of Arts

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
Cosmetology	10 (91%)	1 (9%)
Health Care Assistant	11 (100%)	0 (0%)
Practical Nursing (LPN)	11 (100%)	0 (0%)
Nursing (RN)	10 (100%)	0 (0%)
Associate of Arts	10 (100%)	0 (0%)

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.

PROGRAM: COSMETOLOGY (CERTIFICATE)

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission *Program mission directly aligns to NWCC mission.*	11	0	• Should TABE threshold be define?
2 Program Description *The program is accurately represented in the NWCC Bulletin.*	10	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.*	10	1	• I believe that adding a test to challenge reading and math skills was a good asset to add mission. • Low TABE isn't necessarily a threat. Are you really helping a student by admitting them when they are not prepared to succeed?
4 Faculty Credentials (CS 3.7.1) *Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member*	9	2	• When received from state, please add to credential report. • Licensing and cosmetology credits of all • Needs licensure in cosmetology listed ASAP • Add licenses
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.*	8	1	• Hard to evaluate due to problems with board licensure, etc. • What else can be done to improve placement? Internship sounds great! • I believe it is getting better as they accept better qualified students. • I believe student success could need improvement because the time it takes to receive a license is a lot longer.
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	1	• Revision in the works • I believe that adding more hours and hands on experience will increase the program learning outcome. • FY14 shows decrease in completion vs. FY13. Need to look at the reason for decrease.
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	0	
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	0	
9 Overall Program Assessment *Program assessment data is used by faculty in the program to guide program changes.*	10	1	• I agree with an internship and would help our students be better prepared for their career. • See recommendations from program

PROGRAM: HEALTH CARE ASSISTANT (CERTIFICATE)

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission *Program mission directly aligns to NWCC mission.*	11	0	• Great job!
2 Program Description *The program is accurately represented in the NWCC Bulletin.*	11	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.*	11	0	
4 Faculty Credentials (CS 3.7.1) *Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member*	11	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.*	8	3	• Job placement needs to increase. I would think a great goal would be more toward the 80% mark. • Students should be required to take the state's certifying exam. • Improvement needed in MS. State certification. • Mr. Stevens spoke very highly of the students he had in his program that came from the Health Care Assistant. Great Job!
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.*	10	1	• I would suggest adding more ways to test the students on medical terminology and bone identification.
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.*	9	2	• Follow-up with 100% of completers taking state exam. Con program fund this? • PSPO 1 doesn't provide evidence of an improvement plan for low numbers. • Students need to be encouraged to take MS certification tests. • Work on MS State certifications. Make test mandatory.
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	0	
9 Overall Program Assessment *Program assessment data is used by faculty in the program to guide program changes.*	11	0	• Yes! Evidence found in recommendations and # 7 above. • Good recommendations. • Need to advertise the program more to get better quality students. A night program would be an excellent way to help students who work during the day be trained as a HCA. • Very pleased with the graduation rate and the amount of students who are placed in field training.

PROGRAM: PRACTICAL NURSING (CERTIFICATE)

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission *Program mission directly aligns to NWCC mission.*	11	0	• I think this is an amazing program.
2 Program Description *The program is accurately represented in the NWCC Bulletin.*	11	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.*	11	0	
4 Faculty Credentials (CS 3.7.1) *Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member*	10	1	• Please licensure in Xitracs system • Laura Legge? Additional needed. Add licenses for all 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.*	10	1	• Student success is very impressive. • What can be done to increase placement? • Improved graduation rate.
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.*	7	4	• Problems indicated. Please review and adjust. • Work to revamp SLO's and assessments. • Need some rewording • Ms. Warren went over how PLO (SLO) was not up to you guys liking.
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	1	• 1. Add A&P to curriculum. 2. Update equipment in lab. 3. Improve test passage rates.
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	0	
9 Overall Program Assessment *Program assessment data is used by faculty in the program to guide program changes.*	11	0	• Great program and many needs for LPN's. Was more informed at program review. • Great program. Good luck with Baptist. • Good recommendations.

PROGRAM: NURSING (AA DEGREE)

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission *Program mission directly aligns to NWCC mission.*	10	0	• I have heard a lot of good things nursing program missions.
2 Program Description *The program is accurately represented in the NWCC Bulletin.*	10	0	• Yes, but…Description in Bulletin doesn't reflect everything you 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.*	9	1	• Need gender diversity • Very detailed • If we use federal money, can we really only limit our students to MS? I hope we can continue that, I'm all for it.
4 Faculty Credentials (CS 3.7.1) *Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member*	10	0	• Excellent! All MSN + and all licenses included.
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.*	8	1	• A lot of student success in the programs a very high for the PSPO on completion of the program. • Seems low, 36% in 2013. Are we making it too difficult? • Are students aware of all the resources available to them that will help them succeed?
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	1	• Considering newest method of evaluation • Has been revised. Provided new SLO's to committee • Need to be re-worded to be more outcome based. Has been completed. Kudos for nursing.
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	0	• Could we have more strategies for success?
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.*	10	0	
9 Overall Program Assessment *Program assessment data is used by faculty in the program to guide program changes.*	10	0	• Continue to do a great job with the student. Much respect for the Nursing program. • Very well put together program with a good reputation in the medical field.

PROGRAM: ASSOCIATE OF ARTS (AA DEGREE)

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission *Program mission directly aligns to NWCC mission.*	**10**	**0**	• I believe this program will do well.
2 Program Description *The program is accurately represented in the NWCC Bulletin.*	**9**	**1**	• More detail needed for each pathway that describes the courses required to transfer. Online access needed.
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.*	**10**	**0**	
4 Faculty Credentials (CS 3.7.1) *Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member*	**8**	**2**	• With new way to pull up credentials for faculty, it is easier to check requirements • Many M.Ed.'s need courses listed • Needs a thorough review. Feel this will occur prior to Compliance Cert. submission in 2016.
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.*	**8**	**2**	• Plan for measuring appears adequate • Continue to encourage students to graduate. Also encourage faculty to help students graduate through advising. • Regularly assessed, but unclear that it is used as a guide to improve program.
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.*	**7**	**3**	• Need more time to assess outcomes. • More evidence of improvement and improvement outcomes. Students aren't succeeding at high rates. • Regularly assessed, but unclear that it is used as a guide to improve program.
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.*	**6**	**4**	• Need more time to measure outcomes • Work to revise division outcomes to match pathways • Sequence of coursework would be very helpful. Makes it easier for students to understand their pathways. • Regularly assessed, but unclear that it is used as a guide to improve program.
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.*	**9**	**1**	• Academic advising could be improved. Possibly advising with texting or synchronous advising for online. • Regularly assessed, but unclear that it is used as a guide to improve program.
9 Overall Program Assessment *Program assessment data is used by faculty in the program to guide program changes.*	**10**	**0**	• At faculty base level, these appear to be use of results.