

Program Review Program Assessment Report

**Fall 2019 Review
November 8, 2019**

**Prepared for the Instructional Affairs Council
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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 Core Requirement 9.1 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.

2019 Instructional Program Review

Committee Members

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

Mr. Jeff Horton, Vice President for Administration and Finance

Dr. Jeremy Isome, Dean of Early College Programs

Dr. Keith Reed, Dean of DeSoto Center

Phyllis Johnson, Dean of eLearning

Leah Arrington, Director of Business Instruction

Wayne Ferguson, Director of Mathematics Instruction

Jean Ann Casey, Board of Trustees Member

Steve White, Board of Trustees Member

Dr. Greg Graves, Community Member

Jennifer Clark, Student

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

<i>Program Name</i>	<i>Meets Expectations</i>	<i>Needs Improvement</i>
COMMERCIAL TRUCK DRIVING	13	0
COLLISION REPAIR TECHNOLOGY	13	0
WELDING AND CUTTING	12	1
HEALTH CARE ASSISTANT	13	0
PRACTICAL NURSING	13	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.

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 Commercial Truck Driving program is in desperate need of expanded facilities and new trucks. Health Care Assistant and Practical Nursing both need additional lab space and simulation mannequins. Welding and Cutting need expanded facilities to ensure safety.

A second major theme was the need for additional computer resources for these programs. The current labs and classroom spaces do not have adequate computers to meet the needs of the students in the programs. Canvas is being utilized in all of the programs; however, without computers for students to access that online platform, the instructors are limited on the incorporation of that technology within the classroom.

Lastly, several programs expressed an interest in expanding enrollment by offering night or weekend 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. Lastly, several programs mentioned adding additional program sites to new locations such as Olive Branch or The Concourse in Batesville.

Overall, the committee was impressed with the success of each of the programs. Outstanding faculty in the programs was mentioned repeated by committee members. Also mentioned was the outstanding student success in Skills USA, licensure pass rates, and job placement rates in the programs. The committee looks forward to continued success and growth in enrollment in all of these programs.

Commerical Truck Driving

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission <i>Program mission directly aligns to NWCC mission.</i>	13	0	
2 Program Description <i>The program is accurately represented in the NWCC Bulletin.</i>	12	1	Place on website or Facebook
3 Admissions Policies (CS 3.4.3) <i>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.</i>	13	0	
4 Faculty Credentials (CS 3.7.1) <i>Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member</i>	13	0	Was impressed with presenter. Seemed very professional Maybe more instructors for night program Has experience 21 years with big trucking company Highly qualified instructors! Mr. Wilbanks is a great instructor who cares deeply about his students & their success
5 Student Success (FR 4.1) <i>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.</i>	13	0	Great job improving rates Outstanding job! Good results with students and most are hired making good money Needs more space and equipment. Graduation rates and placement rates are excellent. Success rates are great Excellent job
6 Program Learning Outcomes (CS 3.3.1.1) <i>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.</i>	12	1	Needs more space and equipment. Dropped in FY18 may need to look at outcomes and how they are assessed
7 Program Strategic Plan Outcomes <i>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.</i>	12	1	Needs more space and equipment. *Increase tuition (\$2500)* "Will increase" language may not be the best
8 SACS-COC Compliance <i>The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.</i>	13	0	Take offensive approach to support program - proper planning to anticipate growth of industry/distribution centers entering our area. Don't see any issues
9 Overall Program Assessment <i>Program assessment data is used by faculty in the program to guide program changes.</i>	13	0	Director is looking to the future 1) additional equipment 2) possibly increase tuition 3) Get financial aid approved for students? 4) need to advertise Needs increase in tuition to allow equipment updates/space increase Consider increase in tuition to help cover costs of adding nights/weekends classes. Consider financial aid to help students with tuition. Very successful program with limited resources Equipment/space More space! More equipment! - additional tuition/more trucks

Collison Repair Technology

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission <i>Program mission directly aligns to NWCC mission.</i>	13	0	This program can get people employed!
2 Program Description <i>The program is accurately represented in the NWCC Bulletin.</i>	13	0	
3 Admissions Policies (CS 3.4.3) <i>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.</i>	13	0	
4 Faculty Credentials (CS 3.7.1) <i>Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member</i>	13	0	Would be great if Tony could get his degree Lots of experience. Brought program into 21 century. May need to consider completing degree to move to NATEF certification Extensive work experience. Program seems to be headed in the right directions under the current instructor's leadership. I appreciate his honesty on his qualifications and the program's shortcomings.
5 Student Success (FR 4.1) <i>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.</i>	12	1	Good to see the turn around that is happening Retention rate in program Making progress - good job Enter workforce certified
6 Program Learning Outcomes (CS 3.3.1.1) <i>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.</i>	13	0	well written
7 Program Strategic Plan Outcomes <i>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.</i>	12	1	Plans in place for improvement - industry partnerships "will increase" language Need a second shop (better facilities)
8 SACS-COC Compliance <i>The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.</i>	13	0	
9 Overall Program Assessment <i>Program assessment data is used by faculty in the program to guide program changes.</i>	13	0	I think this program is a winner! Reputation improvement! ICAR program (credential) NATEF Certification. Need an industry partner!!! Instructor seems to be making good changes in the program to register students, place for employment, updating labs, etc. Need assistance in developing a partnership with industry. Keep up the great work and improvement in your program Move to I-CAR - Explore industry partner

Welding & Cutting

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission <i>Program mission directly aligns to NWCC mission.</i>	13	0	
2 Program Description <i>The program is accurately represented in the NWCC Bulletin.</i>	13	0	
3 Admissions Policies (CS 3.4.3) <i>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.</i>	13	0	
4 Faculty Credentials (CS 3.7.1) <i>Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member</i>	13	0	Great job on AWS! Good experience. Great relationship with counselors and administrators. Great community connections Appreciate instructor's honesty.
5 Student Success (FR 4.1) <i>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.</i>	13	0	Awesome Skills USA Very good! Congrats on Skills USA success! More access to computers!! Larger program, less successful Add pipe welding class. Win Skills International!
6 Program Learning Outcomes (CS 3.3.1.1) <i>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.</i>	13	0	
7 Program Strategic Plan Outcomes <i>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.</i>	12	1	Too crowded in their space and they know it. Ok
8 SACS-COC Compliance <i>The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.</i>	13	0	
9 Overall Program Assessment <i>Program assessment data is used by faculty in the program to guide program changes.</i>	12	1	This is a very practical program for our state. Russell wants NWCC to be the welding trainer for North part of the state and growth may require a new location! Could double enrollment with new location. Need more space! Concourse! Pipe welding program needs to start. Great instructors! Love the non-traditional instructor. Needs more space (And maybe @Olive Branch). Needs more space to increase enrollment, too. Add pipe welding course. Great first year and keep up the good work. Need better access to computers to train students. Need increased capacity to meet demand.

Health Care Assistant

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission <i>Program mission directly aligns to NWCC mission.</i>	13	0	
2 Program Description <i>The program is accurately represented in the NWCC Bulletin.</i>	13	0	
3 Admissions Policies (CS 3.4.3) <i>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.</i>	13	0	
4 Faculty Credentials (CS 3.7.1) <i>Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member</i>	13	0	Teacher really seems committed!! Staff very committed and teach the needed life-skills needed for success Great team work between the three instructors. Impressive!
5 Student Success (FR 4.1) <i>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.</i>	13	0	Consider adding professional life-skills component - extremely important. Quality sells the program, lot of students go into other programs and are not hired until later - speaks volumes Great beginning program for students wanting to continue on in LPN or PN programs.
6 Program Learning Outcomes (CS 3.3.1.1) <i>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.</i>	13	0	
7 Program Strategic Plan Outcomes <i>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.</i>	13	0	Working adults/students can benefit from an evening program and this could potentially decrease the threat of facilities offering a 2 week training course & these students choosing this.
8 SACS-COC Compliance <i>The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.</i>	13	0	
9 Overall Program Assessment <i>Program assessment data is used by faculty in the program to guide program changes.</i>	13	0	This is a very practical course: employment in the health care field should be stable: growing for many more years. Threats are real. Maybe HCA to replace pre-reqs for nursing. Need updated equipment, need to advertise program more - program is growing. Need new equipment to keep good program. Utilizing canvas nicely! Life-skills courses needed Needs modern equipment, more advertising, and an evening or weekend program. Add phlebotomy course There is a need for a night or weekend program. Adding phlebotomy would give students additional skills making them more marketable. Insure labs are adequately equipped. This was mentioned several times. Quality of instructors and instruction is a great strength to the overall program.

Practical Nursing

CRITERIA	MEETS EXPECTATIONS	NEEDS IMPROVEMENT	COMMENTS
1 Program Mission <i>Program mission directly aligns to NWCC mission.</i>	13	0	
2 Program Description <i>The program is accurately represented in the NWCC Bulletin.</i>	13	0	
3 Admissions Policies (CS 3.4.3) <i>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.</i>	13	0	Really like the points incentives
4 Faculty Credentials (CS 3.7.1) <i>Faculty qualifications are directly and specifically linked to the courses assigned to the faculty member</i>	13	0	Professional instructor Dr. Mullins calls faculty on of the program's greatest strengths. Different backgrounds in nursing and utilize each others strengths - great ideas! Highly qualified faculty! Impressive! very qualified instructors
5 Student Success (FR 4.1) <i>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.</i>	13	0	Great continued student success. Great pass rates on NCLEX test - great job placement rates! Pass rates are increasing. Reputation of graduates is well known in the community.
6 Program Learning Outcomes (CS 3.3.1.1) <i>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.</i>	13	0	Recently revised Program at DeSoto Center needs more office space!!!
7 Program Strategic Plan Outcomes <i>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.</i>	13	0	Great NCLEX pass rates Help with advertising/recruitment
8 SACS-COC Compliance <i>The program coordinator indicates that the program is in compliance with the SACS-COC standards and policies evaluated on the SACS-COC compliance survey.</i>	13	0	
9 Overall Program Assessment <i>Program assessment data is used by faculty in the program to guide program changes.</i>	13	0	Excellent! Need for program growth equipment needs. Many applicants. Need equipment for Oxford and Ashland - sim lab at Oxford IV pumps needed - need secretary PN needs more equipment! (beds) Needs more space (especially Oxford)! Needs adm. assistant for healthcare! Again, needing beds for simulation in labs was mentioned. Great coordination between the 3 campuses on all being on the same page. Program has very good reputation in the company.