

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) 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 Service: Apprenticeship and Career Development

Service Area – Apprenticeships

Outcome #1: Increase the number of students that participate in a registered apprenticeship.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service 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	Create more awareness by providing presentations through Chamber, civic organizations, and advisory board meetings on campus (Assessed by: # of presentation and attendees)	Presentations regarding apprenticeships have been provided to WCC advisory boards in Applied Technology and Public Safety and at various community organizations within Wayne County. 4 presentations – 37 attendees
2	Work with local businesses to join the Apprenticeship Wayne consortia or register their own program in which the college provides related instruction for (Assessed by: # of new employer partners)	Apprenticeships have grown from one occupation, one employer, and two apprentices to 10 occupations, 22 employer partners and 101 apprentices.
3	Create awareness of apprenticeship opportunities available to potential students by presenting to incumbent workers and visiting local high schools (Assessed by: # of presentation and attendees)	3 high school visits – 20 students 4 plant visits – 15 employs present

Baseline: 34 (Average # of apprentices enrolled over the last 3 years 2019-20, 2020-21, 2021-22)

Standard: 36 (5% from baseline)

Target: 39 (10% from baseline)

Reporting Year	# of students in a registered apprenticeship
2019-20	15
2020-21	40
2021-22	46
2022-23	101

Provide narrative for analysis of (increase number of students participating in apprenticeships). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The spring of 2023 Apprenticeship Wayne created an HVAC apprenticeship program through Workforce Development & Continuing Education. Through creating apprenticeship programs via short-term training, we have increased the number of apprentices within the apprenticeship program. Apprenticeship Wayne will continue to work with the Associate Dean of Workforce Development to create more apprenticeship opportunities via short-term. The program is also beginning to branch out into other occupations such as information technologies and healthcare.

With the creation of the Apprenticeship and Career Development Center at WCC, we need to address the need of hiring someone to manage the apprenticeship program. This position would manage the apprenticeship agreements, schedules, and track various forms of funding available through local, state, and federal grants. This position could also help with the program's recruiting needs as it grows.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Create more awareness by providing presentations through Chamber, civic organizations, and advisory board meetings on campus.	Assessed by: # of presentation and attendees
2	Work with local businesses to join the Apprenticeship Wayne consortia or register their own program in which the college provides related instruction.	Assessed by: # of new employer partners
3	Create awareness of apprenticeship opportunities available to potential students by presenting to incumbent workers and visiting local high schools.	Assessed by: # of presentation and attendees

Service Area – Career Development Services

Outcome #2: Career services will increase the support to students and perspective students that will equip them with the necessary tools to make career decisions and be better prepared to enter the workforce.

Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <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	Do class presentations to introduce career assessment tools and platform to students. (Assessed by: Number of (students reached in) class presentations)	I did 14 class presentations to 220 students.
2	Utilize an appointment setting application to make and track student appointments. (Assessed by: Number of monthly and annual student appointments)	I used the Calendly appointment scheduling application to make and track student appointments. During this time, I had 109 scheduled appointments which is approximately 90 scheduled appointments per week.
3	Offer training and workshops to faculty, staff and students to demonstrate the ease and effectiveness of using the platforms. (Assessed by: Number of workshop attendees)	I held six monthly lunch and learn sessions with a total of 17 attendees.
4	Provide professional attire for students through the Career Closet (Assessed by: Number of visits made by students)	We served 168 students and gave away approximately 550 items of clothing.
5	Provide students with an opportunity to learn proper etiquette with an Etiquette Dinner in the fall and spring (Assessed by: Number of students attending and percent improvement of pre- and post-test of basic etiquette rules.)	During Fall 2022, we had 21 students and 14 hosts for a total of 35. During the Spring 2023 we had 33 students and 17 hosts for a total of 50 attendees. The pre-test and post-test scores increased by 48%.

Baseline: 383 (Average number of students served last three years 2019-20;2020-21;2021-22)

Standard: 402 (5% from baseline)

Target: 421 (10% from baseline)

	# of Students in Class Presentations	# of Student Appointments	# of Workshop Attendees	# of Career Closet Visits	# of Etiquette Dinner Attendees	Total
2019-20	400	92	19	NA	55	566
2020-21	72	32	36	NA	9	149
2021-22	135	64	49	*125	61	434
2022-23	220	109	17	168	85	599

Provide narrative for analysis of (increase support services to students). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

We need to find a more suitable home for the Career Closet with more space to maintain sizes for more effective intake and distribution.

I used community sponsors to fund the etiquette dinner this year since I received no in-house or student activity fee funding. With limited funding I was forced to limit the number of attendees for the event. With increased funding I will be able to serve more students.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Relocate Career Closet to bigger space to increase efficiency and effectiveness of intake and distribution of clothing.	Connect with Derek Hunter to find a larger and accessible space. Relocate Career Closet and advertise the new space with students and employees.
2	Increased budget to include more students, staff, faculty and community partners in the event.	Request additional funding through departmental budgets. Meet with Director of Grants Development and Management, Tiffany Creech, to see if there are any other types of grant funding that may be available to apply.

Service Area – Work Based Learning / Employer Engagement**Outcome #3:** Increase the number of students participating in experiential learning through WBL.**Action Items from Service Review:**

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <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	Require students in WBL 110 to complete College Central Network (CCN) registration and upload a resume. (Assessed by: # of WBL 110 students with a resume uploaded in CCN)	There was a total of 58 student resumes uploaded to College Central Network (Fall II – Spring I, II, III).
2	Create more employer awareness of the College Central Network and the ability for employers to post WBL work experiences to students. (Assessed by: # of new employers with job postings for WBL work experiences)	New and existing employers posted 193 work experience opportunities on the College Central Network job posting platform. (Nov. 2022 – June 2023).
3	Create student awareness of WBL work experience opportunities by visiting students in classes with required and optional WBL course as part of their degree plan. (Assessed by: # of class visits to speak with students)	WBL marketing materials have not been created yet. The instructor coordinators were contacted to discuss work-based learning opportunities. Working with IE to create a data report Working with the marketing department to create marketing materials.

Baseline: 98 (Average # of WBL Students over the last 3 years 2019-20, 2020-21, 2021-22)**Standard:** 103 (5% from baseline)**Target:** 108 (10% from baseline)

Year	# of students in WBL 110	# of students in Work Experience Course	Total
2019-20	119	98	217
2020-21	130	123	253
2021-22	120	74	194
2022-23	129	65	194

Provide narrative for analysis of (increase student participation). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The number of students enrolled in WBL 110 experienced an increase due to students meeting graduation requirements. The number of work experience students has declined as certain programs have ceased to offer WBL work experience as a course.

2023-2025 Action Items:

Item	Action Items (<i>What actions can be taken to increase the success of the outcome in your service unit?</i>)	Assessment of Action Items (<i>How will you assess the results of action items?</i>)
1	Create an opportunity for students in WBL 110 to complete College Central Network (CCN) registration and upload a resume.	# of WBL 110 students with a resume uploaded in CCN
2	Create awareness of WBL work experience.	Coordinate with the marketing department to create a marketing plan Work with IE to assess the Return on Investment of WBL to the college

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 11/20/2023

Department Chair, Dean, Director, and/or VP / Date: Dr. Brandon Jenkins 11/20/2023