

**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: Career and College Promise

Outcome #1: Increase student enrollment.

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	Host senior night for seniors to learn about Bison Benefit Scholarship and Career and College Promise. (Assessed by: Record number of students enrolled in the next academic year.)	Student enrollment increased by 176 students in the 2022-2023 academic year (1,090 students). Per our CCP survey one student mentions Senior night, however Senior night was successful in the 2022-2023 academic year.
2	Host a CCP showcase to explain to parents how the program works, benefits and cost savings. (Assessed by: Record number of students enrolled in the next academic year.)	Student enrollment increased by 176 students in the 2022-2023 academic year (1,090 students). Per our CCP survey only 4.4% of students out of 93 responses learned about CCP though the showcase. The CCP showcase is well attended.
3	Host several recruiting events at all 6 public high schools. (Assessed by: Record number of students enrolled from each school in the next academic year.)	Student enrollment increased in the 2022-2023 academic year by 176 students. Per our CCP survey students were informed about CCP the greatest by their High School Counselors and friends and family.

Baseline: 961 (#) *(Rationale / Average of last three years – 2019-20; 2020-21; 2021-22)*

Standard: 972 (#)

Target: 973 (#)

Academic Year	Students
2018-19	1,003
2019-20	995
2020-21	886
2021-22	914
2022-23	1,090

Provide narrative for analysis of (increase student enrollment). *(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.)*

Students who responded to the question “How did you learn about the course and program offerings through CCP”; 83% answered through their high school counselor. To increase student enrollment through CCP, the CCP department will work closely with high school counselors to provide juniors and seniors an opportunity to hear about CCP at their high school as one group at the six public high schools. Increase awareness of Senior Night and CCP showcase by using social media platforms.

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	Host several recruiting events at all 6 public high schools.	Assessed by: Record number of students enrolled from each school in the next academic year and review findings from CCP services Survey.
2	Host senior night for seniors to learn about Bison Benefit Scholarship and Career and College Promise.	Assessed by: Record number of students enrolled from each school in the next academic year and review findings from CCP services Survey.
3	Host a CCP showcase to explain to parents how the program works, benefits and cost savings.	Assessed by: Record number of students enrolled from each school in the next academic year and review findings from CCP services Survey.

Outcome #2: Increase student success rate per course with a “C” or higher.

Action Items from Service Review:

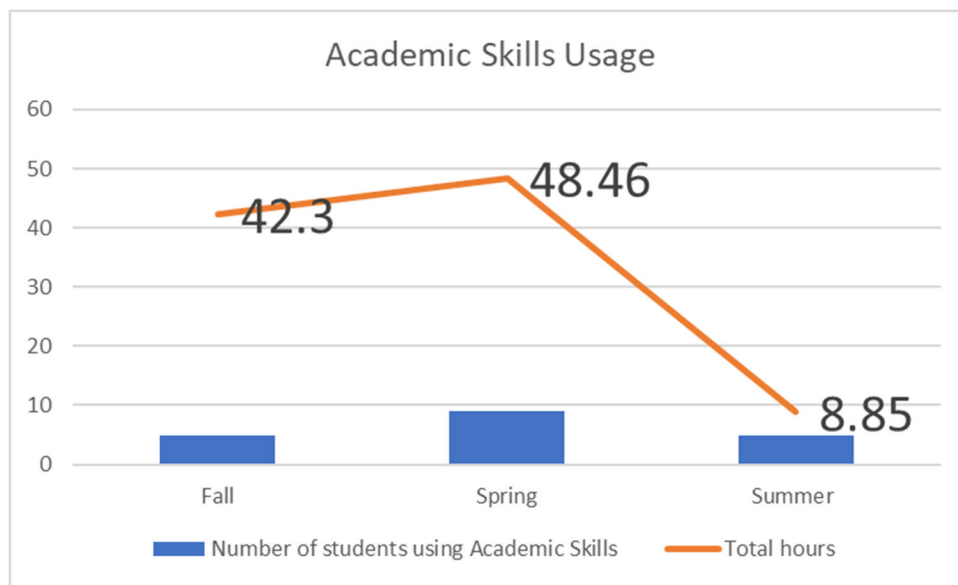
Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Promote access to free tutoring in Academic Skills Center. (Assessed by: Contact Academic Skills for the number of CCP students who sign up for tutoring.)	This action was successful. Fall semester is typically our largest enrollment and five students accessed free tutoring. Spring semester nine students accessed free tutoring. Summer semester is our smallest enrollment of students and 5 students accessed tutoring. See below chart for number of hours used in the academic skills center. This action item will continue for 2023-2025.
2	Limit first-time students to two courses (Assessed by: Run grade reports at the end of each semester.)	In Fall 2022, only 5 students failed a course who were limited to two courses and first-time students. Spring 2023, 10 students failed a course who were first-time student.
3	A student who failed a course must reenroll in only failed course. (Assessed by: Run transcripts at the end of each semester.)	This action item was not successful. Only a few students could reenroll into a failed course. Students who were not reenrolled into a failed course either graduated from high school or were no longer a part of CCP or the course failed was not offered the next semester. This action item will not continue going forward.

Baseline: 3,300 (#) (Rationale / Average of last three years – 2018-19; 2019-20; 2020-21)

Standard: 3,306 (#)

Target: 3,356 (#)

Academic Year	Number of Courses Enrolled	Number of Courses passed with a “C” or higher
2018-2019	4,181	3,556
2019-2020	4,249	3,483
2020-2021	3,635	2,862
2021-2022	3,560	2,918
2022-2023	4,283	2,944



Provide narrative for analysis of (increase student success rate). *(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.)*

Per our CCP services survey 55.91% of students preferred method of communication is email. To increase student success rate, email reminders will go out to students with Aviso alerts to inform them about their free access to tutoring and how to access it. Per our CCP services Survey 84.95% of students agree that the REMIND app is a useful tool to obtain information. Students with Aviso alerts will have a Remind message sent reminding them of free tutoring access. The CCP department will continue to limit first-time students to two courses their first semester.

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	Promote access to free tutoring in Academic Skills Center. (Assessed by: Contact Academic Skills for the number of CCP students who sign up for tutoring.)	Contact Academic Skills for the number of CCP students who sign up for tutoring and how many hours students are being served.
2	Limit first-time students to two courses.	Run a report at the end of each academic year of students who have passed with a "C" or higher.

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 11/14/2023

Department Chair, Dean, Director, and/or AVP / Date: Laura Buddin 11/16/2023