

**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: College Transfer Advising Center (CTAC)

Outcome #1: Increase the number of students completing their degree in a 3-year time frame or less.

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	Graduation Spreadsheet with Tina (Assessed by: Tracking students graduating Informer Report)	This is an ongoing process and Tina (IE) is continuing to send the sheet each term.
2	ACA Degree planning (Assessed by: Ensure students are completing their degree plans using the BDP's)	This is ongoing and ACA has even been revamped to include more degree planning.
3	Graduation Meetings (Assessed by: Number and types of communication with those applying for graduation, number of appointments.)	The graduation application encourages students to meet with their advisor, and we continue to target upcoming graduates to meet with us.

Baseline: 20%
Standard: 22%
Target: 25%

New Fall CTAC Students Completion

Cohort Year	N Cohort	N Completers	Completion Rate
Fall 2017	550	116	21%
Fall 2018	508	93	18%
Fall 2019	522	103	20%
Fall 2020	434	75	17%

Sources: Entrisik Informer Reports

Provide narrative for analysis of (increase student completion). (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 were below baseline with the Fall of 2020 cohort. In part this was due to the following:

- Staff transition in Summer of '21 occurred therefore the new actions were not being implemented until post Fall 2021.

- Covid: This Fall 2020 cohort was impacted by predominantly online and hybrid course offerings and retention of students overall were impacted.

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	Graduation Spreadsheet with Tina Shearon (IE) (Assessed by: Tracking students graduating Informer Report)	At the start of the Fall and Spring Semester, I asked Tina to share a list of current students who are above 50% of their degree completed. This is an effort to capture those who are graduating or close to graduating. We evaluate the students and see what they still need to graduate and contact those who are close or could just add a class or two. This helps us to better track the student's nearing graduation.
2	ACA Degree planning (Assessed by: Ensure students are completing their degree plans using the BDP's)	We have started going into the ACA classes to help ensure that students are completing their degree plans using the BDP's. This way they can plan out their degree.
3	Graduation Meetings (Assessed by: Number and types of communication with those applying for graduation, number of appointments.)	We have started trying to implement communication with those who need to apply to graduate and then once they do we encourage them to schedule an appointment. We created an appointment type on our scheduler for this reason.

Outcome #2: Grow the newest programs in the College Transfer area (AATP/ ASTP).**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	University meetings: UMO/ECU (Assessed by: Assess the number of students who go into Teacher Pathway and enroll them at WCC; track the number of students in AATP and continue to Partnership Teach with ECU.)	Ongoing meetings with WCPS and ECU have helped us to bring more students into this pathway.
2	WCC meetings (Assessed by: Increase number of students interested in programs, such as ERP for Residency/lateral entry.)	This is an ongoing action item that we continue to do to assess changed in the pathway to becoming a teacher.

Baseline: 13 students (*Rationale / Average of last three years – 2019-20; 2020-21; 2021-22*)
Standard: 18 #
Target: 23 #

Academic Program	2019-20	2020-21	2021-22	2022-23
AATP	0	6	30	25
ASTP	0	0	3	2

Provide narrative for analysis of (increase enrollment in AATP and ASTP). (*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.*)

- 2021-22 was the first year these programs were starting to be pushed.
- We were able to continue to stay above the baseline and met the target number.

2023-2025 Action Items:

Item	Action Items (What actions can be taken to increase the success of the outcome in your service unit?)	Assessment of Action Items (How will you assess the results of action items?)
1	University and WCPS meetings: ECU/WCPS (Assessed by: Assess the number of students who go into Teacher Pathway and enroll them at WCC; track the number of students in AATP and continue to Partnership Teach with ECU.)	This action item was adjusted because meetings with UMO have not been on the agenda. We partner more with WCPS directly and their teacher cadet program. ECU partnership and recruitment continue to occur to increase those who are enrolling.

2	WCC meetings (Assessed by: Increase number of students interested in programs, such as ERP for Residency/lateral entry.)	The goal at WCC is to build an education department to potentially house these programs along with other programs such as the EPP for Residency/lateral entry. The hope with these meetings is to increase the number of students interested in these programs and education.
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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 9/21/2023

Department Chair, Dean, Director, and/or AVP / Date: Laura Buddin 9/21/2023