

**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: Workforce Innovation and Opportunity Act (WIOA)

Outcome #1: Increase number of clients served through adult and dislocated programs.

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	Follow up on Services Survey provided by the Office of Institutional Effectiveness (Assessed by: Observe results to determine if referral form is working)	As a result of the review from the Services Survey, we realized that the results were not reflective of those using WIOA services because the survey was sent to all curriculum students. Therefore, we are working with the Office of Institutional Effectiveness to create a 2-3 question survey. The survey has been sent to Becky to create and will be sent using Aviso or email to program participants.

Baseline: 111 (Rationale / Average of last three years – 2019-20; 2020-21; 2021-22)

Standard: 120

Target: 130

Year	# Served
2019-2020	134
2020-2021	100
2021-2022	98
2022-2023	34

Source: Based upon the performance goals of participants served, exited, and employed as reported to the Eastern Carolina Workforce Development Board.

Provide narrative for analysis of (increase number served through adult and dislocated program). (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.)

Since the WIOA Dislocated Worker program has not had new enrollments since PY 2020-2021 we would like to shift our focus to WIOA Adult and Out of School Youth programs for the 2023-2025 period. Dislocated Worker program could still be utilized on a case-by-case basis.

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	Administer survey to program participants evaluating credentials earned and employment status as a result of the training.	Review results and determine if referrals are working, are the participants earning credentials and remain employed.

Outcome #2: Increase number of clients who complete and exit a program.

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	Help students (clients) obtain resources they need to be successful (tutoring, childcare, transportation, etc.) (Assessed by: Increased number of students who complete programs of study and exit the WIOA program)	Supportive services can be provided on a limited basis after assessment of needs

Baseline: 51 (Rationale / Average of last three years – 2019-20; 2020-21; 2021-22)

Standard: 55

Target: 57

Year	# Exited
2019-2020	62
2020-2021	37
2021-2022	53
2022-2023	25

Provide narrative for analysis of (increase number of clients who complete and exit a program). (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.)

Due to the slowly increasing WIOA enrollments since the pandemic, Career Advisors have spent more time one on one with participants. By doing so, the participants feel more comfortable sharing challenges that come up in their lives. Referrals to Counseling Services have been made for some participants and ongoing referrals to other resources continue to be utilized.

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	Help students (clients) obtain resources they need to be successful (tutoring, childcare, transportation, etc.)	Increased number of students who complete programs of study and exit the WIOA program

Outcome #3: Increase the number of students (clients) who find employment.

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	Work with local employers to find employment opportunities for students who complete their program of study (Assessed by: Track number of students placed in employment, as well as area employers who are hiring)	During the past program year, the Youth program has seen an increased number of employers utilizing the work experience component.

Baseline: 40 # (Rationale / Average of last three years – 2019-20; 2020-21; 2021-22)

Standard: 43 #

Target: 46 #

Year	#Employed
2019-2020	50
2020-2021	29
2021-2022	40
2022-2023	21

Source: Based upon the performance goals of participants served, exited, and employed as reported to the Eastern Carolina Workforce Development Board.

Provide narrative for analysis of (increase number of students who find employment). (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.)

With Adult and Dislocated Workers Career Advisors being in the NCWorks Career Centers full time and the Youth Career Advisors working in both NCWorks Career Center and Wayne Community College we have more access to employment opportunities and educational training options.

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	Work with local employers to find employment opportunities for students who complete their program of study.	Track number of students placed in employment, as well as area employers who are hiring.

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 VP / Date: Kenita Dawson 11/14/2023