

**Service Outcomes Assessment Follow-Up
2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 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)	4 WORKS Board Meetings 3 Chamber events
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)	Employer partners have increased to over 20 employers signing on to college sponsored apprenticeship program. Apprenticeship Wayne has 17 registered apprenticeship occupations.
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)	4 high school presentations 7 students presentations/meetings

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
2023-24	150

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 increase in student participation in apprenticeships underscores the importance of expanding pre-apprenticeship programs on campus to create seamless pathways into registered apprenticeship programs. Pre-apprenticeships serve as a critical entry point, allowing students to develop foundational skills, gain hands-on experience, and explore career options before committing to a full apprenticeship. By continuing to grow these programs, we can expose more students to in-demand fields such as HVAC, electrical, industrial systems, and mechatronics, ensuring a well-prepared pipeline of future apprentices. Additionally, pre-apprenticeships help bridge technical knowledge and soft skills gaps, increasing student confidence and improving retention in registered apprenticeships.

To improve the effectiveness of our service unit, we will strengthen partnerships with local industries to ensure pre-apprenticeship curricula align with employer needs, making the transition into registered apprenticeships seamless. Expanding on-campus pre-apprenticeship training in collaboration with industry partners will allow students to gain practical experience while still in high school or early in their college education. Additionally, we will enhance outreach efforts by working with high school career counselors, workforce development boards, and community organizations to recruit students who may not yet be aware of these career pathways. Targeted support such as resume workshops, interview preparation, and mentorship opportunities will help students transition smoothly into apprenticeship programs.

By continuously expanding pre-apprenticeship programs, we can ensure a steady flow of skilled candidates ready to enter registered apprenticeships, ultimately strengthening both student career outcomes and industry workforce pipelines. Through data-driven program improvements and employer collaboration, we will continue to enhance the effectiveness of our apprenticeship model, reinforcing our institution’s role as a leader in workforce development.

2024-2025 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 action items table below.)</i>
1	Relocate Career Closet to bigger space to increase efficiency and effectiveness of intake and distribution of clothing. (Assessed by: Connect with Derek Hunter to find a larger and accessible space. Relocate Career Closet and advertise the new space with students and employees.)	We have decided that we are going to partner with a local nonprofit and utilize vouchers with them or another system and no longer have a Career Closet located on campus in the future. This will allow more focus to be on Career Fairs, Workshops, and other events focused on Career Readiness for all students.
2	Increased budget to include more students, staff, faculty and community partners in the event. (Assessed by: 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.)	To increase or create a budget for Career Services specific events we have begun charging for Career Fair participation from companies. This allows us to pay for their lunch during the Career Fair but also allows us to have some money left over that can be used for other aspects of future Career Services events for our students.

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
2023-24	123**	47**	30**	1**	N/A**	201**

**23 – 24 Data as of 12/02/24, Position was vacant from December 2023 – July 24, 2024

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.)*

This data shows that although it seems we served less students for lack of an Etiquette Dinner and less utilization of the Career Closet, in other ways we have already surpassed our reach of students from some previous years in regard to Workshop Attendees, Student Appointments, and Students in Class Presentations. It is important to note that this data is only from a less than 5-month period due to an over 6 month vacancy period of this role. If this position had been filled for the entire year rather than under 5 months of this calendar year, one could argue that some of this data would have doubled or possibly increased by more than double. This would have caused the “potential” data from this year to have possibly surpassed 20-21 and 22 - 23. Also, in the future since we are moving away from having the Career Closet as part of our department (as noted in the Results of 23-24 Action Item #1) and looking to partner with a nonprofit to provide those services to students in a different way, we will need to change the data being collected on the spreadsheet going forward. We are also not going to be doing the etiquette dinner any longer, so that would need to come off of the data spreadsheet in the future as well.

The services that this role and department are choosing to focus on more heavily are Class Presentations, individual Student Appointments, a Workshop Series, a series of industry-specific Career Fairs, and an Industry Networking Event which will serve as a culmination type of event for students to attend that have attended 3 / 6 of the Workshops within the series. We will begin gathering data in the future for Career Fair Student Attendance, and the Industry Networking Event Student Attendance to replace the columns currently holding the Career Closet and Etiquette Dinner. We feel that this shift in priorities for this position and department will allow us to serve all members of our student body in a more beneficial way by providing the opportunity for them to grow and utilize soft skills, create networking connections, and gain exposure to a variety of companies and career options available to them. Increasing the amount of industry opportunities on campus will not only benefit students on the day of the Career Fair or Networking Event but it will also go hand in hand to help increase the amount of internship opportunities available for students through Work Based Learning courses as well as help open the door to more partnerships with additional companies for Registered Apprenticeships. The goals of the individuals within our department should all support each other so the entire Apprenticeship and Career Development Department can experience growth and success to better serve our students in the future along with fostering a strong bond with industry and community partners.

2024-2025 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	Increase student participation in Career Services Events during the school year, specifically our Career Fairs and Lunch & Learn Workshops.	We will work with the Communications Department to increase marketing and utilize various strategies to share information more effectively with students. Deans and faculty will also have to support these events as well and encourage students to attend, and even attend some events themselves (Career Fairs).
2	Create and maintain spreadsheets with industry and company rep contact information to be utilized for future Career Fairs or other employer connection needs within our department.	Creating a Spreadsheet for each Career Fair will allow me to begin creating a network of industry contacts of the reps who come out from various companies to Career Fairs or other industry public relations-type events. This will allow me to have a contact list to pull from for future events and provide opportunities to begin strengthening industry connections while increasing industry involvement on our campus.

Service Area – Work Based Learning / Employer Engagement

Outcome #3: Increase the number of students participating in experiential learning through WBL.

Action Items from 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 action items table below.)</i>
1	Create an opportunity for 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)	Students in WBL 110 create a resume and upload the resume into College Central Network during “Module 4: Your Resume” as their weekly assignment. This module takes place during the 4 th week of the 8 week course. Creating their CCN account will allow them to explore the other numerous resources within the site as well as utilize the job board function in the future.
2	Create awareness of WBL work experience. (Assessed by: Coordinate with the marketing department to create a marketing plan; Work with IE to assess the Return on Investment of WBL to the college)	This was not done and needs to be revisited.

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
2023-24	126	123	250

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.)*

Participation has remained steady or declined from years past. Focus groups have indicated that there needs to be a focus on the career services department with the upcoming QEP. The focus of the QEP is to help create awareness of the services available to students and increase the number of students participating in WBL programs.

2024-2025 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.	(Assessed by: # of WBL 110 students with a resume uploaded in CCN)
2	Create awareness of WBL work experience.	(Assessed by: 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 4/1/2025

VP / Date: Dr. Brandon Jenkins 4/1/2025