

**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: Career and College Promise

Outcome #1: Increase student enrollment.

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	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.)	The Career and College Promise department hosted several recruiting events at public and private high schools. Enrollment increased by 213 students in the 2022-2023 school year. The Career and College Promise Services survey indicated that 12.12% learned about the course and program offerings through CCP high school presentations.
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.)	The Career and College Promise department hosted the Senior night on October 18, 2022. Enrollment increased by 213 students in the 2022-2023 school year. The Foundation awarded 51 Bison Benefit scholarships for 2022-23.
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.)	The Career and College Promise department hosted a CCP showcase twice in October 2021. Student enrollment increased the follow year in 2022-2023. Per the CCP Services survey, 0 responses were recorded for CCP showcase since a showcase was not held in 2022.

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	1,127
2023-24	1,195

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.*)

The Career and College Promise department assessed the data and will host a CCP showcase every year versus twice in one year. The CCP service survey questions may change to further examine how students are learning about the program and what services can be improved upon. Overall, students are either very satisfied or satisfied with the information and services provided by the CCP department. Only 2.64% of students are dissatisfied. The suggestion was made by a student that new students needed to know where to obtain their parking permit and this information is covered in their new student orientations and by email. Overall, the Career and College Promise department enrollment has increased.

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	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	Participate in 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 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	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.)	In the 2022-2023 academic year, 18 students accessed tutoring in the Academic Skills Center. Nine students in the spring, four in the summer and five in the fall semester.
2	Limit first-time students to two courses. (Assessed by: Run a report at the end of each academic year of students who have passed with a “C” or higher.)	In 2022-2023 academic year students were enrolled in 4,283 courses. The number of courses passed with a “C” or higher was 2,944.

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
2023-2024	4698	3989

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.)*

To improve the number of courses passed with a “C” or higher, students will be sent a Remind text about Academic Skills options. The CCP department will include the Academic Skills department hours and location in the orientation PowerPoint that is sent to students. The CCP department will investigate other options with the Academic Skills department to help students become aware of the help that is available to them. Limiting first-time students to two courses overall is successful. Limiting first-time students to two courses in the first semester helps a student adjust to college courses, while maintaining their high school courses and extracurricular activities. The CCP department will continue to recommend first-time students only enroll in two courses for their first semester.

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	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.
2	Limit first-time students to two courses.	Assessed by: 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 11/15/2024

Department Chair, Dean, Director, and/or AVP / Date: Laura Buddin 11/15/2024