

**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: Institutional Effectiveness

Outcome #1: Improve assessment processes.

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	Develop new Five-Year Strategic Plan (Assessed by: A completed Strategic Plan, approved by the BOT members)	The five-year strategic plan was completed in 2023 and final approval by the Board of Trustees was given in February 2024. The Plan is posted on the college’s website.
2	Continue to conduct assessment workshops for ILOs, PLOs, service reviews, and program reviews (Assessed by: Workshop logs; employee satisfaction survey results)	Four Outcome Assessment workshops were held. Service Outcome workshops (10/23/24 & 11/13/24), Program Outcome workshops (10/30/24 & 11/6/24). Sign-in sheets are uploaded to the SharePoint folder system. In lieu of workshops, IE provided a PLO and ILO PowerPoint training and materials for department chairs, deans, and program faculty to review.

Baseline: NA

Standard: 90% or greater satisfaction with new processes

Target: 95% or greater satisfaction with new processes

WCC Employee Satisfaction Survey, Fall 2023

The Office of Institutional Effectiveness adequately supports college-wide assessment through Institutional Learning Outcomes, Program Learning Outcomes, program and service reviews.

	Fall 2023		Fall 2024	
Choice	Count	Percent	Count	Percent
Strongly Agree	37	45.12%	52	45.61%
Agree	45	54.88%	62	54.39%
Disagree	0	0.00%	0	0.00%
Strongly Disagree	0	0.00%	0	0.00%

Provide narrative for analysis of (improved assessment processes). *(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 working workshops give us the opportunity to explain the assessment process and reporting forms and gives the faculty and staff the opportunity for one-on-one assistance as they complete reports. In addition to the workshops, we are available via phone, email, or individualized scheduled appointments. New this Fall, we have asked the Deans to assist IE in tracking report progress which helps us out and makes the Deans aware of those whose reports are outstanding and completed.

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	The Office of IE will continue to make changes, as needed, to assessment forms. For example, adding signature lines to PLO and ILO assessments to ensure the proper personnel are reviewing assessments.	Changes of forms from one year to the next.

Outcome #2: Increase the utilization of the Tableau dashboards on the Tableau Online Server.

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	Provide two data-related workshops in the next calendar year. (Assessed by: The Institutional Research area will use the Coordinator for Institutional Research's calendar to track data-related meetings.)	The Coordinator for Institutional Research provided multiple data-related training regarding the TracCloud software.
2	Hire a Research Specialist. (Assessed by: The Institutional Research area will use statistics on how often the 108 dashboards on the Tableau Online Server and Tableau Public are updated. The Institutional Research area will use statistics on how many new dashboards are created when they hire a Research Specialist.)	The Coordinator for Institutional Research updated the original 108 dashboards after each semester (three times a year) and did not create any new dashboards during this reporting period. The Institutional Research area hired a part-time vendor to help with the data requests. During the reporting period, the part-time vendor ended their contract with Wayne Community College. The data requests have fallen back to the Coordinator for Institutional Research, along with updating and maintaining the 108 dashboards, the data pulls for the current warehouse, and the duties the Coordinator for Institutional Research performs. Due to the budget constraints, this action item is no longer feasible. Therefore, the Institutional Research area is closing this action item.

Baseline: 6 (Average Number of users logging on during July 2022 to September 2022 quarter excluding csmsheron@waynecc.edu, rhletchworth@waynecc.edu, and tableau_user@waynecc.edu)

Standard: 8

Target: 10

Quarter	Tableau Users
Quarter 1 (January to March)	3
Quarter 2 (April to June)	8
Quarter 3 (July to September)	8
Quarter 4 (October to December)	4
Average	6

Provide narrative for analysis of (increase utilization of the Tableau dashboards). (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 Office of Institutional Effectiveness met its baseline of 6 average users but did not meet its standard or target. On average, six Tableau users view Tableau dashboards on the Tableau Online Server. The Coordinator for Institutional Research emailed all the Tableau users when the dashboards were updated. To meet the

standard or target during the next reporting period, the Office of Institutional Effectiveness will email all the Tableau users to see if they would be interested in some Tableau training or workshops.

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	Provide two data-related workshops in the next calendar year.	The Institutional Research area will use the Coordinator for Institutional Research’s calendar to track data-related meetings.

Outcome #3: Percentage of grants awarded annually.**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	Continue to work closely with grant funders to build relationships (Assessed by: Increased percentage of grants awarded)	The grant award rate increased by 6% (from 84% to 90%) from 2022 to 2023. This could be considered a direct impact of working closely with grant funders and building strong relationships with them.

Baseline: 95 % (Rationale / Average of last three years – 2019; 2020; 2021)

Standard: 96 %

Target: 97 %

Year (July 1st-June 30th - Fiscal Year)	Grants Submitted	Grants Approved	% Grant Award Rate	Amount Requested	Amount Funded
2018-19	22	21	95%	\$ 3,238,009.79	\$ 3,119,857.00
2019-20	24	23	96%	\$ 3,243,498.45	\$ 3,223,653.00
2020-21	20	19	95%	\$ 6,233,657.49	\$ 6,089,526.00
<i>Our reporting changed from a fiscal year reporting to an annual reporting year.</i>					
2022 (2022 data provided in the 2023 Annual Report)	50	42	84%	\$ 12,223,126	\$ 7,363,546
2023 (January to December)	20	18	90%	\$ 23,959,682	\$ 19,826,283.74
2024 (January to December) *4 grants are still pending award notification	26	20	77%	\$1,403,004.36	\$1,161,755.03

Provide narrative for analysis of (percentage of grants awarded annually). (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 did not reach the baseline, standard, or target for the percentage of grant award rate. However, we believe that a 90% award rate totaling almost \$20 million for the college is still an excellent result! We have worked diligently to build strong and lasting relationships with grant funders and our political representatives to procure funding needed for college initiatives. We will continue with this action item, as it appears to be effective and impactful!

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	Continue to work closely with grant funders to build relationships	Assessed by: Increased percentage of grants awarded

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 Moon 10/28/2024

President / Date: Dr. Patricia A. Pfeiffer 10/28/2024