

**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: Workforce Continuing Education Services – Customized Training Program

Outcome #1: The Customized Training Program will support growth potential to establishing and expanding business in the sectors it serves by offering training approved through Wayne Community College Customized Training Projects.

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 of training available (Assessed by: # of new employer partners)	Partnered with WCDA to reach new employers, utilized new CTP brochures to enhance awareness of availability.
2	Plan Critical Thinking Lean Tool events for Industries interested (Assessed by: # of individuals trained from the EOY reports)	Trained 38 employees across 5 companies by using online and in person style of lean training

Baseline: 119 # (# of trainees served reported to NCCCS – 3 year avg; 2021-22, 2022-23, 2023-24)
Standard: 120 # (.005% increase in baseline)
Target: 121 # (1% increase in baseline)

Year	Number of Trainees Served by 361 Funding
2018-19	314
2019-20	218
2020-21	51
2021-22	82
2022-23	96
2023-24	180

Provide narrative for analysis of (number of trainees served). (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.)

During the 2023-24 fiscal year, training numbers began to increase due to company’s desire to enhance their employees capabilities in the areas of Safety and Lean Principles. The constant contact and involvement in their needs helped steer the increase in training numbers this fiscal year. It became apparent that most of the companies in Wayne County were willing to start their training in the fall, so scheduling of classes began during

the summer months to ensure instructors would be available. Although many of the companies served still focused on production, the Customized Training Program continued to use the available Online and Virtual platforms for topics such as Lean Principles and Safety in the workplace. This fiscal year did not see a new project added to the program, rather we did have one close due to the expiration timeframe of the project. This company was eager to take full advantage of the training available within the project and fulfilled every training topic included in their project, resulting in an increase in the employee headcount. Many of the company expansions along with new Industries relocating to Wayne County will increase our unduplicated headcount for the coming years.

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	Plan Supervisor and Interpersonal skills training to enhance employee capabilities	# of classes and attendees
2	Increase enrollment in Safety courses	# of individuals trained from the EOY reports

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: Becky Mulligan 3/28/2025

VP / Date: Renita Dawson 3/28/2025