

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 Innovation and Opportunity Act (WIOA)

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

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	Administer survey to program participants evaluating credentials earned and employment status as a result of the training. (Assessed by: Review results and determine if referrals are working, are the participants earning credentials and remain employed.)	Enrollment actually decreased due to multiple factors, including the physical move of the Career Center; change and reduction in case managers.

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
2023-2024	

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.)*

Enrollment actually decreased due to multiple factors, including the physical move of the Career Center; change and reduction in case managers.

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

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

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	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)	Completion actually decreased due to multiple factors, including the physical move of the Career Center; change and reduction in case managers.

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
2023-2024	

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.)*

Completion actually decreased due to multiple factors, including the physical move of the Career Center; change and reduction in case managers.

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	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)	Number of completers

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

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	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.)	The number of clients employed decreased due to the variety of changes within the agency over the past year.

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
2023-2024	

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.)*

The number of clients employed decreased due to the variety of changes within the agency over the past year. Hopefully now that things are more settled, we can serve more clients.

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	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.)	The 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 11/12/2024

VP / Date: Renita Dawson 11/12/2024