

**Eastern West Virginia
Community & Technical College**

Program Review

Associate in Applied Science in Technical Studies

DRAFT 3-28-16

Approved by Assessment: 5-19-16

Approved by LOT: 6-20-16

Approved by Cabinet: June 28, 2016

Approved by Board of Governors: July 20, 2016

Name and degree level of program

Associate in Applied Science in Technical Studies

Approved partnerships include:

- Early Childhood Development (CDA)
- Industrial Maintenance: South Branch Career and Technical Center (Adult Division)
- Information Technology
- Medical Assistant
- Paraprofessional in Education
- Paramedic
- Residential Care Specialist

Synopses of significant findings, including findings of external reviewer(s)

Program outcomes are uniquely defined for each of the training programs awarded credit through the Technical Studies AAS program agreements and combined with the standard general education core of 15+ credit hours required for all associate in applied science programs. The common core for all program majors is the general education core as defined in Eastern’s College Catalog and institutional regulation, AR 3.17, General Education Curriculum.

The program, to date, has served eighty-nine students (unduplicated count) since Fall 2010.

Beginning in the spring 2008 semester, Eastern began administering the ETS Proficiency Profile. Technical Studies, A.A.S. students participate in this testing. Due to the small number of graduates, results have not been analyzed by program. However, Eastern’s graduates score within the mean score ranges noted in ETS Comparative Scores for associate degree granting institutions. Results are currently available for graduating classes since 2011. Due to the small annual sample sizes, no general education curriculum changes have been made based on the test results. However, as the sample size increases, these results will be incorporated with course level assessment results to determine the efficacy of the general education curriculum (See Table 1 below).

| | Eastern 2010 – 2011 Mean = 436.78 | Eastern 2011-2012 Mean = 443.86 | Eastern 2012-2013 Mean = 438.33 | Eastern 2013-2014 Mean = 444.04 | Eastern 2014-2015 Mean = 444.33 | ETS Mean = 439.3 |
|--------------|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------|
| % above mean | 47% | 49% | 45% | 42% | 45% | 47% |
| % below mean | 52% | 51% | 55% | 58% | 55% | 53% |

Technical Studies graduating students are invited to participate in the Graduating Student Survey. Unfortunately, results show that no Technical Studies, AAS graduates completed the survey.

A review of enrollment patterns denotes a problem with program completion rates. Of the 89 students enrolled in the program during the review years, only 17 % (15) completed the degree requirements. However, the number of students served as well as the number of program graduates has increased since the 2010 program review. Eastern

has made a concerted effort to serve students enrolled in this major. The recent increase in enrollment as well as graduates demonstrates the impact of this additional focus.

No external review was conducted for the Technical Studies, AAS program. However, students completing the Medical Assistant Training coordinated through Eastern’s Workforce Education Department do take the National Health Career Association certification examination. The pass rate for this examination is 70%.

Plans for program improvement, including timeline

To date, no tracking studies have been conducted to discern an appropriate average rate of completion, the point at which students tend to drop from this program or if students opt to change majors. Therefore, the program improvement plan includes a transcript analysis of all majors to determine student progression through transitional studies into college level courses and impediments to course and program completion. This review will be completed by December 2016. Results of this review will determine the intervention(s) to be employed by the College. The College will explore alternatives for improving enrollment through degree pathways and certificate opportunities by continued collaboration with Workforce Education. This has proven to be successful with the implementation of allied health training programs. Providing an educational ladder will expand certificate opportunities for students and likely increase retention and completion rates in the Technical Studies, A.A.S. programs. Review for addition of certificate level tracks and skill set certifications will be completed by December 2016. Identified certificate level programs will be implemented by the fall semester, 2017.

Identification of weaknesses or deficiencies from the previous review and the status of improvements implemented or accomplished

The 2010 program review indicated a low enrollment and completion rate for the Technical Studies, AAS. Since the last program review, renewed efforts have been placed on increasing the number of technical core credit opportunities available. This emphasis included allied health training opportunities such as medical assisting and medical records coding. With the addition of these training options, the program is experiencing notable enrollment increases. Graduation rates have also increased but not to a level in keeping with the enrollments.

Five year trend data on graduates and majors enrolled

| Number of Majors and Graduates by Term | | | | |
|---|--------------------|---------------------|------------|------------------|
| Academic Term | Majors | Credit Hours | FTE | Graduates |
| Fall 2010 | 11 | 96 | 6.4 | |
| Spring 2011 | 5 | 60 | 4.0 | 1 |
| Fall 2011 | 3 | 36 | 2.4 | |
| Spring 2012 | 4 | 31 | 2.1 | |
| Fall 2012 | 7 | 54 | 3.6 | |
| Spring 2013 | 9 | 65 | 4.3 | 3 |
| Fall 2013 | 15 | 171 | 11.4 | |
| Spring 2014 | 33 | 321 | 21.4 | 1 |
| Fall 2014 | 36 | 292 | 19.4 | |
| Spring 2015 | 31 | 178 | 11.9 | 10 |
| Total | 154(duplicated HC) | 1304 | 86.9 | 15 |

Summary of assessment model and how results are used for program improvement

Eastern’s assessment plan consists of three levels: entry level assessment, process assessment, and long term assessment. These levels address student satisfaction, academic achievement, program effectiveness, and student success (See Figure 1).

Assessment of academic achievement incorporates standardized processes to assess accomplishment of student learning and the College mission. Program assessment, incorporating all of the aforementioned assessment levels, serves as the core of the assessment plan. Given the individualized nature of the Technical Studies program, assessment activities focus primarily on general education assessment and long term assessment. Such activities include review of enrollment patterns, tracking studies, program completion and graduating student survey. The ETS Proficiency Profile has been administered as the test of general education. Course evaluation surveys and distance course evaluation surveys are administered each semester in all course sections. Technical Studies, AAS students participate in these surveys.

| The Assessment Process (Adapted “The Assessment Funnel”, Alfred, et.al.) | | |
|---|--|---|
| Assessment Level | Measures | Area(s) Responsible |
| Entry Level | Entry level testing | Learner Support Services |
| Process Level | Course level assessment, program level assessment, tracking studies, student satisfaction surveys, withdrawing student survey, drop rates from courses, faculty/course evaluation survey Summative assessment activities for program level assessment, technical skills assessment, general education assessment, graduating student survey, advisory committee survey/focus group, program graduation rate, placement rates, transfer data | Academic Services, Learner Support services |
| Long-Term Level | Employer satisfaction survey, alumni survey, continuing education data, employment & salary data | Learner Support Services, Academic Services |

Figure 1

Technical Studies is a CTCS based degree program. When curriculum and implementation changes are made at the system level, these changes will be adopted by Eastern. However, future course assessment activities may yield data supporting revision of courses supporting the general education core or Eastern courses supporting technical core.

Data on student placement (for example, number of students employed in positions related to the field of study or pursuing advanced degrees)

Employment status of graduates is tracked through the Graduating Student Survey. Unfortunately, no Technical Studies, AAS graduates participated in the survey during this designated review cycle.

Final recommendations approved by Board of Governors

The Technical Studies, A.A.S. program provides Eastern students with a flexible, general degree option to incorporate technical or occupational training provided through the workplace or other training providers. During the five year review cycle, the program had a total of 89 majors and 15 graduates. Eastern will continue to offer the program as it is currently offered. However, upon completion of the tracking study, the College will explore alternatives for improving the retention and program completion rates. The College will also continue to explore alternatives for improving enrollment and retention by building parallel certificate tracks and skill set certifications with existing A.A.S. Technical Studies programming. Providing an educational ladder will expand certificate opportunities for students and likely increase retention and completion rates in the Technical Studies, A.A.S. programs.