



## Program Review

2020 Annual Report  
September 4, 2020

The Program Review model at Northshore Technical Community College aims to ensure the viability and health of educational programming of the college while also assessing student achievement of established learning outcomes within each program. The model consists of two separate processes: the Program Health Index and Program Assessment Planning.

### Program Assessment Planning

At NTCC, student achievement of learning outcomes is a key component of institutional effectiveness. Since fall 2014, educational programs at NTCC have developed student learning outcomes focused on programs that lead to improvement in student learning and operational efficiencies. Through the Program Assessment Planning process, each program of study develops and assesses outcomes and uses the results for improvements. The educational programs across all college locations engage in this systematic planning and evaluation process in order to promote institutional performance and accountability for continuous improvement toward the advancement and the fulfillment of the identified program-level student learning outcomes. Therefore, each planning unit sets its priorities for the year based on their core areas of responsibility and institutional priorities; then defines assessment measures and performance targets, and analyzes the results, which they use for the continuous improvement of their programs.

### Program Health Index

NTCC assesses program performance through the Program Health Index that is submitted to the Louisiana Technical and Community College System (LCTCS) annually. Program offerings are evaluated at least once every three years as it relates to relevancy, sustainability, effectiveness, and efficiency. Completed reports are reviewed at the system level and recommendations may be made to the college's Chancellor based on the analyses conducted. This assessment supports decisions related to program continuation; modification; expansion; resource allocation; and/or program discontinuation.

In the 2020 report, processes and findings related to activity within the 2019-2020 academic year will be summarized and analyzed.

### NTCC PROGRAM REVIEW:

#### Program Assessment Plans

A two-year assessment cycle model for review of program-level student learning outcomes.

#### Program Health Index

A three-year cycle examining overall program health as related to relevancy, sustainability, effectiveness, and efficiency.

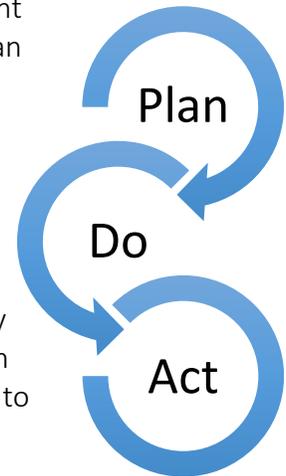
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## PROGRAM ASSESSMENT PLANNING

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The Program Assessment Planning model is established based on a two-year assessment cycle. Leading up to the two-year cycle, faculty within each program of study **plan** out assessments for the cycle, including establishing multiples measures of student learning for each program-level learning outcome. In the second stage (**do**), faculty administer the assessment plan. Upon the close of the cycle, faculty **act** on findings from assessment plan measures to improve teaching and learning within the program.

The most recent two-year cycle, the 2018-2020 cycle, concluded in July 2020. The cycle spanned two academic years (2018-2019, 2019-2020) beginning in Fall 2018. At the close of the assessment period, final results were compiled from across the assessment period for each measure and presented to faculty prior to the beginning of the Fall 2020 semester. Faculty engaged in planning sessions to analyze assessment results and create action plans for the upcoming academic year (2020-2021) to effectively use results to improve teaching and learning within the program.



### Program Participation

In the 2018-2020 cycle, each program of study at the college, including the general education core, participated in the Program Assessment Plan process. The programs include the following:

#### ***General Education:***

- General Education

- Practical Nursing
- Veterinary Technology

#### ***Division of Academic Studies***

- Business Office Administration
- Criminal Justice
- Culinary Arts and Occupations
- General Studies
- Information Technology

#### ***Division of Technical Studies***

- Air Conditioning and Refrigeration
- Automotive Technology
- Building Technology Specialist
- Diesel Powered Equipment Technology
- Drafting and Design Technology
- Electric Line Technology
- Electrician
- Machine Tool Technology
- Maritime Technology
- Welding

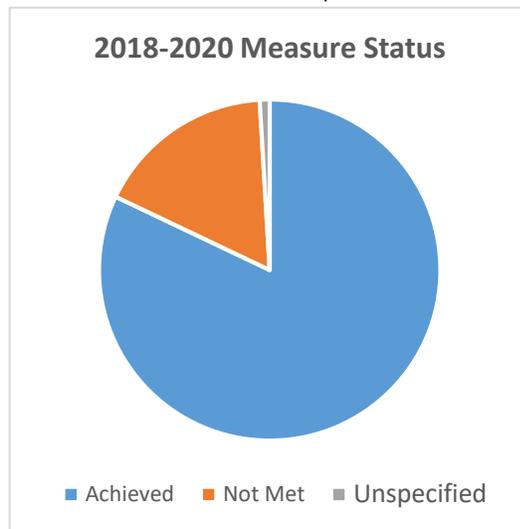
#### ***Division of Health Sciences & Nursing***

- Care and Development of Young Children
- Medical Assistant
- Patient Care Technician
- Pharmacy Technician

## Summary Results

Each program of study at NTCC has a minimum of five program-level student learning outcomes and the general education core includes six student learning outcomes. During the cycle, 106 program-level student learning outcomes were assessed by a minimum of two measures per outcome, resulting in 212 total measures employed. Overall, students achieved the designated performance standard on 82% of the measures across each program of study. Results, by program, are published to the college website. Links to each published plan are provided below.

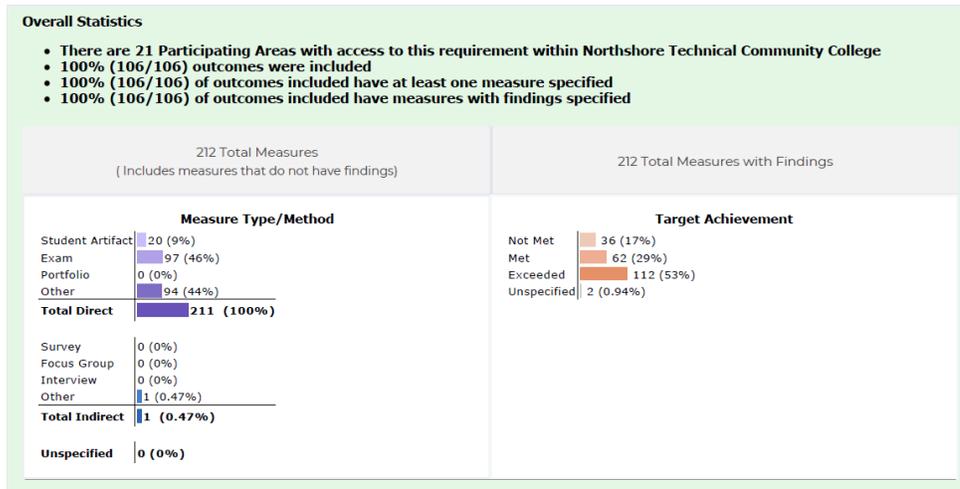
**Action Plans:** Upon the close of the cycle, faculty collaborate to developed action plans that seek to improve teaching and learning within the program related to achievement of each program-level student learning outcome. An action plan is required for each measure listed with a student achievement status of “not met”. Since each outcome is measured by multiple measures, an action plan may include focus on multiple measures if more than one did not meet the desired performance standard during the cycle. Action plans for the 2018-2020 initiated in August 2020 and will be implemented and executed during the 2020-2021 academic year. A total of 106 action plans are now active across the 21 programs of study at the college. With the exception of the general education core which has identified six program level student learning outcomes, each program has five student learning outcomes. An action plan has been established for each outcome across all programs.



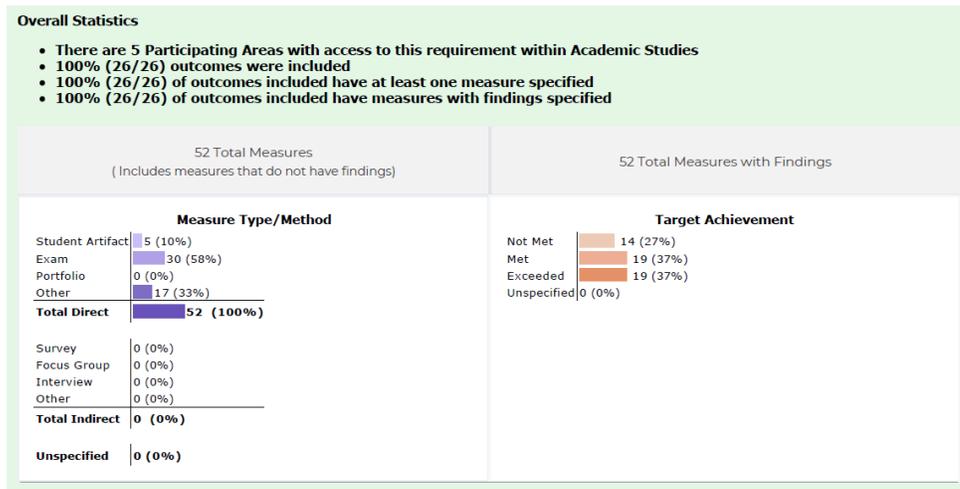
### Program Assessment Plans, Results, and Action Plans (By Program)

Academic Studies	Health Sciences & Nursing	Technical Studies
Business Office Administration • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Criminal Justice • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Culinary Arts and Occupations • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> General Studies • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Information Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a>  <b>General Education:</b> General Education Core: • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a>	Care and Dev of Young Children • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Medical Assistant • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Patient Care Technician • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Pharmacy Technician • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Practical Nursing • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Veterinary Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a>	Air Conditioning & Refrigeration • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Automotive Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Building Technology Specialist • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Diesel Powered Equip Tech • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Drafting and Design Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Electric Line Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Electrician • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Machine Tool Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Maritime Technology • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a> Welding • <a href="#">[Plan &amp; Results]</a> <a href="#">[Action Plans]</a>

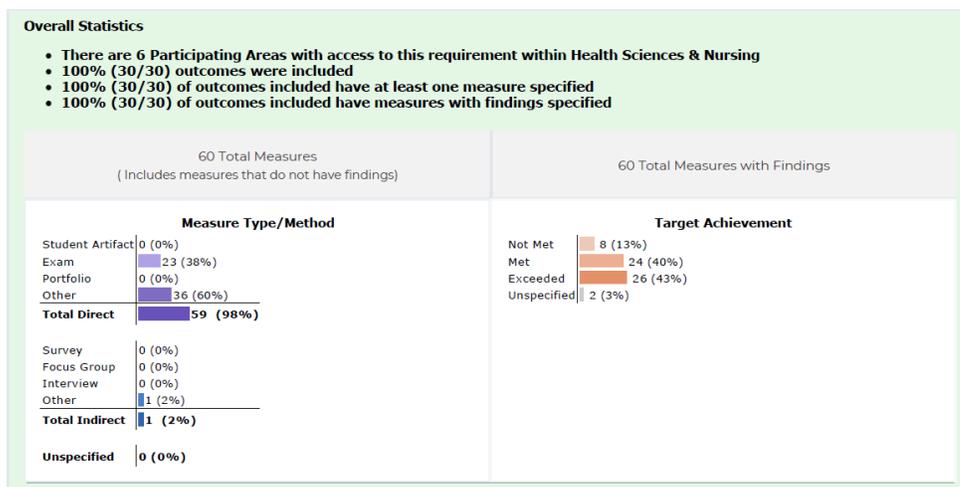
## College-Wide Summary Results:



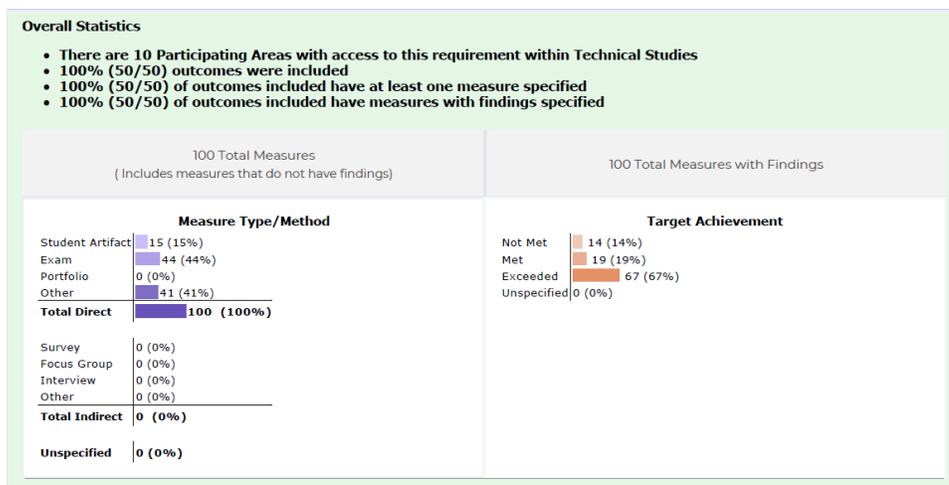
## Division of Academic Studies Summary Results:



## Division of Health Sciences & Nursing Summary Results:



## Division of Technical Studies Summary Results:




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## PROGRAM HEALTH INDEX

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Additionally, NTCC assesses program performance through the Program Health Index that is submitted to the Louisiana Technical and Community College System (LCTCS) annually. Program offerings are evaluated at least once every three years as it relates to relevancy, sustainability, effectiveness, and efficiency. Completed reports are reviewed at the system level and recommendations may be made to the college's Chancellor based on the analyses conducted. This assessment supports decisions related to program continuation; modification; expansion; resource allocation; and/or program discontinuation.

### Overview of Criteria Used in Analysis:

#### *Program Overview*

- Program CIP code
- Program title
- Program STAR Rating
- Types of awards offered

#### *Program's Focus on Students*

- Number of graduates
- Average graduate salaries
- Number of enrolled students

#### *Program's Link to the Community*

- Number of partnerships
- Regional demand for graduates

#### *Program's Fiscal Health*

- Revenue / Cost analysis
- Average annual costs to students

#### *Program's Foundational Support*

- Assets / foundation support secured for program initiatives

#### *Chancellor Recommendation on Program's Future*

- Chancellor will make a recommendation in terms of program continuation; expansion; resource allocation; and/or program discontinuation

NTCC has completed one three-year cycle of program review via the Program Health Index (AYs 2015-2016; 2016-2017; 2017-2018). A new three-year cycle began AY 2018-2019 and will continue through 2020-2021. These reports are kept on file by the Office of Accreditation and Reporting.

### **2018-2019 PHI Review**

The most recent cycle of the Program Health Review process was completed in January 2020 with a review of one-third of the college's programs of study during the 2018-2019 year. The following programs were reviewed:

- Air Conditioning and Refrigeration ([Link](#))
- Automotive Technology ([Link](#))
- Building Technology Specialist ([Link](#))
- Drafting and Design Technology ([Link](#))
- Electrician ([Link](#))
- Information Technology ([Link](#))
- Medical Assistant ([Link](#))

Upon conclusion of the review, both the NTCC Chancellor and the review committee at the system-office level (LCTCS) recommended that each program continue.