

**Southeast Missouri Hospital College of Nursing & Health Sciences**  
**2013 Annual Assessment Report**  
*(Data is collected January 1 – December 31. Data Analysis completed in January each year)*

**Assessment of Student Learning**

\* *The feedback loop column is used to evaluate the effectiveness of changes made the prior year.*

<b>General Education Objective</b>	<b>Benchmark</b>	<b>Data Analysis (2013 data)</b>	<b>Action Recommended (for Year 2014)</b>	<b>Feedback Loop* (2014 data) (complete January 2015)</b>
<b><u>Communication.</u></b> <b>Demonstrate effective communication skills both in person and in print.</b>	80% of students will score greater than or equal to national mean on the CAAP writing assessment.	College Total: 84.4% of students completing the April 2013 and September 2013 assessments scored greater than or equal to national mean on the CAAP writing assessment. (2011-77%, 2012 – 81.9%) Break down by program: <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 90.9%</li> <li>▪ Nursing: 81.5%</li> <li>▪ Radiology Tech: 100.0%</li> <li>▪ Surgical Tech: 100.0%</li> </ul> <i>Analysis: Benchmark met. Scores on the CAAP writing exam continue to improve since implementing an incentive program for students to encourage them to do their best.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	81.9% of students completing the April 2014 and September 2014 assessments scored greater than or equal to national mean on the CAAP writing assessment. Break down by program: <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 91.7%</li> <li>▪ Nursing: 81.9%</li> <li>▪ Radiology Tech: 81.8%</li> <li>▪ Surgical Tech: 75.0%</li> </ul> <i>Continue to meet benchmark</i>
	80% of the graduating students will demonstrate a mastery of oral presentation skills as shown by a score of 75% or greater on the capstone project communication rubric	College Total: 89.6% of students completing the April 2013 and September 2013 Capstone Assessment met or exceeded the benchmark (2012 – 88.2%) Break down by program: <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 90.9%</li> <li>▪ Nursing: 88.2%</li> <li>▪ Radiology Tech: 100.0%</li> <li>▪ Surgical Tech: 80.0%</li> </ul> <i>Analysis: Scores for oral communication continue to improve since implementation of the incentive program that encourages students to do their best.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	College Total: <b>89.3%</b> of students completing the April and September 2014 Capstone Assessment scored greater than or equal to the benchmark. Break down by program: <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 100.0%</li> <li>▪ Nursing: 90.4%</li> <li>▪ Radiology Tech: 90.9%</li> <li>▪ Surgical Tech: 62.5%</li> </ul> <i>Continue to meet benchmark.</i>

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General Education Objective	Benchmark	Data Analysis (2013 data)	Action Recommended (for Year 2014)	Feedback Loop* (2014 data) (complete January 2015)
<p><b><u>Critical Thinking.</u></b>  <b>Demonstrate effective critical thinking skills, including but not limited to, judging, synthesizing information, constructing arguments and solving problems.</b></p>	<p>80% of the students will score greater than or equal to national mean on the CAAP critical thinking assessment.</p>	<p>College Total: 71.9% of students completing the April and September 2013 CAAP tests scored greater than or equal to national mean on the CAAP critical thinking assessment.            2011 – 69% (benchmark not met)            2012 – 76.4% (benchmark not met)            Break down by program:  <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 100.0%</li> <li>▪ Nursing: 70.4%</li> <li>▪ Radiology Tech: 58.3%</li> <li>▪ Surgical Tech: 100.0%</li> </ul> <i>Analysis: Scores on Critical Thinking CAAP scores continue to be lower than the benchmark for three consecutive years.</i></p>	<p>Each program whose students scored below benchmark on the CAAP Critical Thinking exams the past three years will develop a program-specific plan for improvement and implement in the next academic year</p> <p><i>Budgetary Needs: See program-specific plan for any budgetary needs.</i></p>	<p>75.5% of students completing the April 2014 and September 2014 assessments scored greater than or equal to national mean on the CAAP critical thinking assessment.</p> <p>Break down by program:  <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 100.0%</li> <li>▪ Nursing: 71.4%</li> <li>▪ Radiology Tech: 81.8%</li> <li>▪ Surgical Tech: 75.0%</li> </ul> <i>Slight improvement noted.</i></p>
<p><b><u>Diversity.</u></b>  <b>Demonstrate the ability to adapt interactions to meet cultural and or psychosocial needs of clients, patients and or co-workers.</b></p>	<p>90% of students will receive a passing score on the clinical objective measuring ability to adapt interactions to meet cultural and/or psychosocial needs of clients, patients and or co-workers on the final clinical course evaluation tool.</p>	<p>100% of the students achieved mastery on ability to adapt interactions to meet cultural and/or psychosocial needs of clients, patients and or co-workers.</p> <p><i>Analysis: Students continue to meet the benchmark for meeting cultural and psychosocial needs of patients and coworkers.</i></p>	<p>Continue to monitor.</p> <p><i>Budgetary Needs: None</i></p>	<p>100.0% of the students completing the clinical objective measures achieved mastery on those objectives.</p> <p><i>Continue to meet benchmark.</i></p>
<p><b><u>Ethics.</u></b>  <b>Demonstrate an understanding of ethics and the role they play in health care providers' personal and professional lives.</b></p>	<p>80% of students will demonstrate the ability to understand ethics and the role they play as shown by a score of 75% on the capstone project.</p>	<p>College Total: 83.3% of students completing the April and September 2013 Capstone Assessment scored greater than or equal to benchmark for ethics (2012 – 67.1%)            Break down by program:  <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 81.8%</li> <li>▪ Nursing: 91.2%</li> <li>▪ Radiology Tech: 50.0%</li> <li>▪ Surgical Tech: 80.0%</li> </ul> <i>Analysis: Benchmark met. The scores on the Ethical Capstone Project have improved.</i></p>	<p>Continue to monitor.</p> <p><i>Budgetary Needs: None</i></p>	<p>94.6% of students completing the April 2014 and September 2014 Capstone assessments scored greater than or equal to locally-established benchmark for ethics.            Break down by program:  <ul style="list-style-type: none"> <li>▪ Medical Lab Science: 91.6%</li> <li>▪ Nursing: 95.2%</li> <li>▪ Radiology Tech: 100.0%</li> <li>▪ Surgical Tech: 87.5%</li> </ul> <i>Continue to meet benchmark</i></p>

General Education Objective	Benchmark	Data Analysis (2013 data)	Action Recommended (for Year 2014)	Feedback Loop* (2014 data) (complete January 2015)
<p><b><u>Integration.</u></b>  <b>Demonstrate the ability to integrate principles, theories, concepts, and facts learned in general education courses, including the ability to apply scientific method to solve problems, into the specializations and in clinical practice.</b></p>	<p>80% of students will pass their licensure/certification exam on the first attempt.</p>	<p>College Total: 86.0 % of students passed their licensure/certification exam on the first attempt                      2011-85%, (met benchmark)                      2012 – 90.1% (met benchmark)                      Break Down by program:                      ▪ Medical Lab Science: 87.0%                      ▪ Nursing: 93.5%                      ▪ Radiology Tech: 83.00%                      ▪ Surgical Tech = 80.0%  <i>Analysis: Students continue to meet the benchmark of 80% licensure pass rates indicating they are able to integrate knowledge into specialization and clinical practice. Surgical Technology program has increased to 80% licensure pass rate after instituting an ongoing review.</i></p>	<p>Continue to monitor.   <i>Budgetary Needs: None</i></p>	<p>80.0% of students passed their licensure/certification exam on the first attempt:                       Break Down by program:                      ▪ Medical Lab Science: 70.0%                      ▪ Nursing: 81.4%                      ▪ Radiology Tech: 83.0%                      ▪ Surgical Tech: 80.0%   <i>Continue to meet benchmark.</i></p>
	<p>90% of students will pass their clinical evaluations after each course.</p>	<p>100% of students passed their clinical evaluations.                      2011 – 100% (met benchmark)                      2012 – 100% (met benchmark)  <i>Analysis: Benchmark was met. Students continue to pass clinical evaluations indicating they are able to integrate knowledge into specialization and clinical.</i></p>	<p>Continue to monitor.   <i>Budgetary Needs: None</i></p>	<p>100% of students passed their clinical evaluations after each course.   <i>Continue to meet benchmark.</i></p>
<p><b><u>Technology.</u></b>  <b>Demonstrate the ability to use technology to find, evaluate, and apply information and subsequently to communicate that information to others accurately and concisely.</b></p>	<p>80% of students will demonstrate the ability to use technology at a mastery level as shown by a score of 75% on a capstone project.</p>	<p>89.5% of students completing the 2013 Capstone Assessment scored greater than or equal to benchmark for oral communications.                      2012 -94.1% (met benchmark)                      .Break down by program:                      ▪ Medical Lab Science: 100.0%                      ▪ Nursing: 85.3%                      ▪ Radiology Tech: 100.0%                      ▪ Surgical Tech: 100.0%  <i>Analysis: Students have met the established benchmark indicating their ability to use technology.</i></p>	<p>Continue to monitor.   <i>Budgetary Needs: None</i></p>	<p>86.1% of students completing the April and September 2014 Capstone assessments scored greater than or equal to locally-established benchmark for technology.                      Break Down by program:                      ▪ Medical Lab Science: 83.3%                      ▪ Nursing: 85.7%                      ▪ Radiology Tech: 100.0%                      ▪ Surgical Tech: 75.0%  <i>Continue to meet benchmark.</i></p>

## Assessment of Student Satisfaction

- The feedback loop column is used to evaluate the effectiveness of changes made the prior year.

	Benchmark	Data Analysis	Action Recommended	Feedback Loop *(complete January 2015)
<b>Financial Aid</b>	When asked on the Student Opinion Survey about the helpfulness, accessibility, and knowledge of the Financial Aid Officer, 80 % of students will rate very satisfied, satisfied, or neutral.	<p>Only 73% of students were satisfied about the helpfulness, accessibility, and knowledge of the Financial Aid Officer.</p> <p>2011 3.09 (benchmark not met), 2012 – 3.35/3.64 (benchmark not met) *2013 data collection tool changed</p> <p><i>Analysis: The benchmark was not met. We continue to fall below the established benchmark the past three years related to helpfulness, accessibility and knowledge of financial aid services.</i></p>	<p>Financial Aid Officer will:</p> <ul style="list-style-type: none"> <li>Promote education about financial aid in month of March via bulletin board</li> <li>Send out mass e-mails about scholarships</li> <li>Educate students about FASFA at orientation and offer help with FASFA to new students</li> <li>Keep website updated with financial aid information and links</li> <li>Change office hours of Financial Aid Officer to 0900 –1700 to help with availability for evening students.</li> </ul> <p><i>Budgetary Needs: None.</i></p>	<p>44% were satisfied about the helpfulness, accessibility, and knowledge of the Financial Aid Officer.</p> <p><i>Benchmark conditions to be unmet. See 2014 Assessment Plan for further actions.</i></p>
<b>Financial Aid</b>	When asked on the Student Opinion Survey, about their satisfaction with financial aid services, 80 % of students will rate very satisfied, satisfied, or neutral.	<p>67 % of students indicated satisfaction with financial aid services.</p> <p>2011 -3.36/4.0 (benchmark not met) 2012 -3.58/4.0 (benchmark not met) *2013 data collection tool changed</p> <p><i>Analysis: We continue to fall below the benchmark for the past three years. The action plan from the 2012 assessment plan was not implemented. Student complaints were related to slow distribution of award letters.</i></p>	<p>Award letters will be made available to students immediately through SONIS.</p> <p><i>Budgetary Needs: None – SONIS platform has this capability.</i></p>	<p>78.2% of students indicated satisfaction with financial aid services.</p> <p><i>Continues to be unmet. See 2014 Assessment Plan for further actions</i></p>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop *(complete January 2015)</b>
<b>Financial Aid</b>	When asked on the Student Opinion Survey, to rate the availability of financial aid information prior to enrolling, 80 % of students will rate very satisfied, satisfied, or neutral.	76% of students were satisfied with the availability of financial aid information prior to enrolling.  2011- 3.43/3.8 (benchmark not met) 2012 -3.74/3.8 (benchmark not met) *2013 data collection tool changed  <i>Analysis: We continue to fall below the benchmark for the past three years.</i>	<ul style="list-style-type: none"> <li>• Continue to present information about financial aid to students at orientation</li> <li>• Dean of General Education will introduce new students to Financial Aid Officer when he meets with them prior to enrollment.</li> <li>• <i>Budgetary Needs: None</i></li> </ul>	82.05 of students were satisfied with the availability of financial aid information prior to enrolling  <i>Plan successful, benchmark met.</i>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, whether they would recommend this college to friends and relatives, 90 % of students agree.	73% of students said they would recommend the college to friends and relatives.  2011 - 4.44/4.1 (met benchmark) 2012 - 3.97/4.1 (did not meet) *2013 data collection tool changed  <i>Analysis: We did not met benchmark the past two years indicating some dissatisfaction with the college in general. Student complaints included lack of consistency when asking questions at the college and lack of printing and copying capabilities.</i>	<ul style="list-style-type: none"> <li>• Improve consistency among staff and faculty when answering student questions.</li> <li>• Purchase equipment for students printing and copying.</li> <li>• All faculty and staff will develop personal goals related to improving student satisfaction</li> <li>• Dr. Whiffen and Mr. Barger will present to faculty and staff on helping students cope with stress(September 14)</li> <li>• Faculty are to be very clear at the beginning of each course regarding expectations for the course</li> </ul> <i>Budgetary Needs: Equipment purchase for copy and printing needs of students.</i>	77% of students said they would recommend the college to friends and relatives.  <i>Benchmark not met, but improved.</i>

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	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop *(complete January 2015)</b>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, how they would rate the academic reputation of the college, 90 % of students will rate very satisfied, satisfied, or neutral.	94% of students were satisfied with the academic reputation of the college. 2011 -4.47 Met benchmark) 2012 -4.23/4.0 (met benchmark) *2013 data collection tool changed  <i>Analysis: Benchmarks met the past three years indicating students are satisfied with the academic reputation of the College</i>	Continue to maintain rigor in all courses.  <i>Budgetary Needs: None</i>	97% of students were satisfied with the academic reputation of the college  <i>Continue to meet benchmark</i>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, if they were satisfied with the student voice in college policies and opportunity for input into student governance 90 % of students will rate very satisfied, satisfied, or neutral.	72/99 (73%) of students were satisfied with their voice in college policies  75/88 (85%) of students were satisfied with the input into governance  2011 - 3.49 (met benchmark) 2012 3.71/3.38 (met benchmark) *2013 data collection tool changed  <i>Analysis: The benchmark was not met.</i>	<ul style="list-style-type: none"> <li>• Add to orientation agenda a 5-10 minute introduction to Student Council.</li> <li>• Recruitment and Retention Committee to check the suggestion box monthly and make large sign identifying suggestion box.</li> <li>• Ask Student Council for suggestions on ways to increase student awareness of how to have their voice heard.</li> </ul> <i>Budgetary Needs: None</i>	<u>Satisfaction with student voice in college policies:</u> 78% of students were satisfied with their voice in college policies  <u>Opportunity for input into student governance:</u> 87% of students were satisfied with the input into governance  <i>Some improvement but benchmark still not met. See 2014 plan for further action.</i>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, to rate the college in general 90 % of students will rate very satisfied, satisfied, or neutral.	78/88 (89%) of students were satisfied with the college in general. 2011 -4.1 (met benchmark) 2012 – 4.05/4.07 (did not meet benchmark) *2013 data collection tool changed  <i>Analysis: The benchmark was not met.</i>	Continue to monitor  <i>Budgetary Needs: None</i>	94% % of students were satisfied with the college in general.  <i>The benchmark was met.</i>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop *(complete January 2015)</b>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, about whether the college is free from harassment and discrimination of any kind, 90% will agree.	98% of students indicated they believe the college is free from harassment. 2011 – 94% 2012 – 77%  <i>Analysis: The benchmark was met.</i>	Continue to treat students respectfully, fairly, and equitably.	98% of students indicated they believe the college is free from harassment.  <i>Continue to meet benchmark.</i>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, if they believe that confidentiality of their student record is maintained, 100% will agree.	83/86 (97%) of students believed that confidentiality of their student record is maintained. 2011 – 99% 2012 – 71%  <i>Analysis: The benchmark was not met.</i>	Registrar will provide FERPPA in-servicing and we will re-evaluate next year.  <i>Budgetary needs: None</i>	100% of students believed that confidentiality of their student record is maintained  <i>Benchmark was met.</i>
<b>Satisfaction with College</b>	When asked on the Student Opinion Survey, whether they believe the atmosphere of the college is conducive to academic achievement; 90 % of students will rate very satisfied, satisfied, or neutral.	89/91 (98%) of students believed the atmosphere of the college was conducive to academic achievement.  2012 -86% (benchmark not met)  <i>Analysis: Results are improved from last year. The benchmark was met.</i>	Continue to maintain rigor in all coursework.  <i>Budgetary Needs: None</i>	98% of students believed the atmosphere of the college was conducive to academic achievement  <i>Continue to meet benchmark.</i>
<b>Advising</b>	When asked on the Student Opinion Survey, about satisfaction with academic advising 90 % of students will rate very satisfied, satisfied, or neutral.	86/93 (92%) of students were satisfied with academic advising. 2011– 4.23/3.88 (met benchmark) 2012 – 4.07/3.88 (met benchmark) *2013 data collection tool changed  <i>Analysis: Benchmark has been met the past three years indicating satisfaction with advising.</i>	Continue to assign students to faculty advisors with Advising listing  <i>Budgetary Needs: None</i>	92.31% of students were satisfied with academic advising.  <i>Continue to meet benchmark.</i>

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	Benchmark	Data Analysis	Action Recommended	Feedback Loop *(complete January 2015)
Advising	When asked on the Student Opinion Survey about the availability of the advisor 90 % of students will rate very satisfied, satisfied, neutral	83/93 (89%) of students were satisfied with the availability of their advisor. 2011 - 4.3/3.86 (met benchmark) 2012 - 4.13/3.86 (met benchmark) *2013 data collection tool changed  <i>Analysis: Benchmark was not met No comments were found in 2013 student responses to indicate why the satisfaction might have decreased.</i>	<ul style="list-style-type: none"> <li>Continue to schedule evening and daytime office hours and meet with students by appointment as needed for advising.</li> <li>Continue to be flexible to meet student needs.</li> </ul>	93.5% 2014 Benchmark met  Continue next assessment period. Evening and day advising times are scheduled by faculty advisors in order to meet student needs.
Advising	When asked on the Student Opinion Survey about the quality of academic advising 90 % of students will rate very satisfied, satisfied, neutral, or does not apply.	86/94 (91%) of students were satisfied with the quality of academic advising 2011 – 3.69/3.55 (met benchmark) 2012 – 3.53/3.55 (met benchmark) *2013 data collection tool changed  <i>Analysis: Benchmark has been met the past three years indicating satisfaction the quality of advising.</i>	Advisors will continue to be knowledgeable of curriculum and assist students with course planning.  <i>Budgetary needs: None</i>	91.02% of students were satisfied with the quality of academic advising  <i>Benchmark continues to be met.</i>
College Admission & Registration/Process	When asked on the Student Opinion Survey, about their overall satisfaction with the general enrollment/ registration process 90 % of students will rate very satisfied, satisfied, neutral, or does not apply.	97% of students were satisfied with the general enrollment and registration processes. 2011 - 3.87/3.91 (did not meet benchmark) 2012 – 3.92/3.92 (met benchmark) *2013 data collection tool changed  <i>Analysis: Benchmark was met.</i>	Continue to monitor  <i>Budgetary needs: None</i>	93.57% of students were satisfied with the general enrollment and registration processes  <i>Have met benchmark for the last 3 years</i>
College Admission & Registration/Process	When asked on the Student Opinion Survey, about the accuracy of college information received prior to applying 90 % of students will rate very satisfied, satisfied, neutral, or does not apply.	89% of students were satisfied with the accuracy of information received prior to applying. 2011 – 3.95/3.89 2012 – 3.87/3.89 *2013 data collection tool changed  <i>Analysis: Benchmark was not met. This is the first year not met.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	80.7% of students were satisfied with the accuracy of information received prior to applying.  <i>Continues to be unmet. See 2014 Assessment report for plan of action.</i>



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	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop *(complete January 2015)</b>
<b>College Admission &amp; Registration/Process</b>	When asked on the Student Opinion Survey, whether the Registrar was helpful, accessible, and knowledgeable; 90 % of students will respond yes.	87% of students agreed the Registrar was helpful, accessible, and knowledgeable. 2011 – 3.87/3.91 (met benchmark) 2012 - 3.98/3.91 (met benchmark) <i>*2013 data collection tool changed</i>  <i>Analysis: Benchmark was not met. It has been met two of the past three years.</i>	Continue to Monitor.  <i>Budgetary needs: None</i>	81.69% of students agreed the registrar was helpful, accessible, and knowledgeable.  <i>Continues to be unmet. See 2014 Assessment report for plan of action.</i>
<b>College Admission &amp; Registration/Process</b>	When asked on the Student Opinion Survey, whether the billing personnel were helpful, accessible and knowledgeable; 90 % of students will respond yes.	84% of students agreed that the billing personnel were helpful, accessible and knowledgeable.  2011 – 3.54/3.82 (did not meet benchmark) 2012 – 3.69/3.89 (did not meet benchmark) 2013 - <i>*data collection tool changed</i>  <i>Analysis: We have not met the benchmark for the past three years.</i>	Ask the Student Council officers to assess the students for feedback relating to their dissatisfaction with billing.  <i>Budgetary needs: None</i>	71.79% of students agreed that the billing personnel were helpful, accessible and knowledgeable.  <i>Benchmark continues to be unmet. See 2014 Assessment report for plan of action.</i>

## Assessment for Systematic Evaluation Plan

The feedback loop column is used to evaluate the effectiveness of changes made the prior year.

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (complete January 2015)</b>
<b>College Mission</b>	On the faculty survey, 100% of faculty will agree that the mission is clear .and easily accessible.	100% of faculty agreed that the mission was clear .and easily accessible. 2011 – 100% (benchmark met) 2012 – 100% (benchmark met)  <i>Analysis: Benchmark has been met the past three years indicating the mission is clear and easily accessible.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	100% of faculty agreed that the mission was clear .and easily accessible  <i>Benchmark continues to be met.</i>
<b>College Mission</b>	On the Student Opinion Survey, 100% of students will agree they understand the mission of the College.	93% of students agreed they understand the mission of the College. 2011 – 100% (Benchmark met) 2012 - 100% (Benchmark met)  <i>Analysis: The benchmark has been met two of the past three years.</i>	Encourage faculty to explain the mission of the College in the introduction of their class.  <i>Budgetary needs: None</i>	84.62% of students agreed they understand the mission of the College.  <i>Benchmark continues to be unmet. See 2014 Assessment report for plan of action.</i>
<b>College Mission</b>	On the Student Opinion Survey, 100% of students will agree that the mission is clear and easily accessible.	98% of students agreed that the mission was clear and easily accessible. 2011 – 100% (Benchmark met) 2012 - 100% (Benchmark met)  <i>Analysis: The benchmark was not met but has been met two of the past three years.</i>	Encourage faculty to explain to students that the mission is found in the Student Handbook and is posted throughout the college.  <i>Budgetary needs: None</i>	84.62% of students agreed that the mission was clear and easily accessible.  <i>Benchmark continues to be unmet. See 2014 Assessment report for plan of action.</i>
<b>College Mission</b>	On the Support Staff Survey, 100% of support staff will agree that the mission is clear and easily accessible.	100% of the support staff at the college agreed the mission was clear. 2011 – 100% (benchmark met) 2012 - 100% (benchmark met)  <i>Analysis: The benchmark has been met three of the past three years.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	100% of the support staff at the college agreed the mission was clear.  <i>The benchmark continues to be met.</i>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Governance</b>	On the Faculty Survey, 100% of faculty will agree that they have input into the policies of the college.	100% of faculty agreed that they have input into the policies of the college. 2011- 100% (benchmark met) 2012 - 100% (benchmark met)  <i>Analysis: The benchmark was met. It has been met the past three years.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	100% of faculty agreed that they have input into the policies of the college.  <i>The benchmark continues to be met.</i>
<b>Professional Development</b>	On the Faculty Survey, 100% of faculty will agree that the environment of the college encourages professional growth.	94% of faculty agreed that the environment of the college encourages professional growth. 2011 - 100% (benchmark met) 2012 - 100% (benchmark met)  <i>Analysis: The benchmark was not met. It has been met two of the past three years.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	100% of faculty agreed that the environment of the college encourages professional growth  <i>The benchmark was met.</i>
<b>Professional Development</b>	On the Faculty Survey, 100% of faculty will agree that opportunities for seeking higher education have been adequate.	94% of faculty agreed that opportunities for seeking higher education have been adequate 2011 – 100% (Benchmark met) 2012 - 96.12% (Benchmark not met)  <i>Analysis; The benchmark was not met.</i>	Ask Dr. Buttry to address all faculty regarding the current policies related to opportunities for seeking higher education.  <i>Budgetary needs: None</i>	95% of faculty agreed that opportunities for seeking higher education have been adequate  <i>Benchmark continues to be unmet. See 2014 Assessment report for plan of action.</i>
<b>Faculty</b>	The ratio of full time faculty to students will be no more than 1:12.	The overall faculty to student ratio is 1:12 or less. Radiology 1:10 (1:12 - 2012) Med Lab Science 1:7 (1:5 2012) Surg Tech 1:10 Nursing 1: 12 <i>Analysis: Benchmark has been met the past three years.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	The overall ratio of faculty to student ratio is 1:8.  <i>Continue to meet the benchmark.</i>
<b>Faculty</b>	95% of full-time faculty will have a minimum of a master's degree.	92% of full-time faculty has a minimum of a master's degree. 2011 – 92% (benchmark not met) 2012 – 96% (benchmark met)  <i>Analysis: Benchmark was not met.</i>	<ul style="list-style-type: none"> <li>Plan in place to ensure faculty complete Master's degrees</li> </ul> <i>Budgetary needs: Education funds for degree completion. .</i>	90% of full-time faculty have a minimum of a master's degree although plan in progress  <i>Continues to be unmet.</i>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Faculty</b>	100% of full time faculty will have a degree above the level being taught.	96% of faculty has a degree above the level being taught. 2011 – 96% 2012 - 96%  <i>Analysis: While this benchmark has not been met the past three years, the one faculty who does not have a degree higher has been in progress and will complete in Summer 2014.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	100% of faculty has a degree above the level being taught.  <i>Benchmark was met.</i>
<b>Faculty</b>	When asked on the Student Opinion Survey about the attitude of the teaching staff toward students; 90 % of students will rate very satisfied, satisfied, or neutral.	89% of students were satisfied with the attitude of the teaching staff. 2011 – 4.25/4.15 (Benchmark met) 2012 – 4.17/4.15 (Benchmark met) *2013 Collection tool was changed  <i>Analysis: The benchmark was no met but has been met two of the past three years.</i>	Continue to Monitor.  <i>Budgetary needs: None</i>	96% of students were satisfied with the attitude of the teaching staff.  <i>Benchmark was met.</i>
<b>Clerical Support</b>	On the Faculty Survey, 90% of the faculty will agree that clerical support is adequate.	93.75% of the faculty agrees that clerical support is adequate. 2011 - 100% (Benchmark met) 2012 - 94% (Benchmark met)  <i>Analysis: Benchmark was met the past three years indicating satisfaction of faculty with clerical support</i>	Obtain clarification from faculty regarding what support is needed.  <i>Budgetary needs: None</i>	87% of the faculty agrees that clerical support is adequate.  <i>Satisfaction continues to decline See 2014 Assessment report for plan of action.</i>
<b>Clerical Support</b>	When asked on the Student Opinion Survey about the attitude of the non-teaching staff toward students, 90 % of students will rate very satisfied, satisfied, or neutral.	88% of students were satisfied about the attitude of the non-teaching staff towards them. 2011 – 3.87/3.79 (Benchmark met) 2012 – 3.89/3.79 (Benchmark met) *2013 Collection tool was changed <i>Analysis: Benchmark was not met but it was met two of the past three years.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	92% of students were satisfied about the attitude of the non-teaching staff towards them.  <i>The Benchmark was met.</i>

## Assessment for Systematic Evaluation Plan

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Library</b>	When asked on the Student Opinion Survey about whether their satisfaction with the library learning resources. 90 % of students will rate very satisfied, satisfied, or neutral.	81.7% of students were satisfied with the library learning resources. 2011 - 3.69/4.25 2012 - 4.09/4.25 <i>*2013 Collection tool was changed</i>  <i>Analysis: Benchmark was not met the past three years indicating dissatisfaction with library resources.</i>	Change/clarify the question on the Student Opinion Survey to reflect the MAHEC (our online library).  <i>Budgetary Needs; No additional funds needed.</i>	72% of students were satisfied with the library learning resources.  <i>Satisfaction continues to decline See 2014 Assessment report for plan of action.</i>
<b>Library</b>	When asked on the Faculty Survey, 90% of faculty will state they believe the library services are adequate to meet their needs.	93.75% of the faculty agreed that library resources are adequate. 2011 – 100 % 2012 – 94%  <i>Analysis: The benchmark has been met the past three years.</i>	Continue to monitor	100% of the faculty agreed that library resources are adequate.  <i>Benchmark has been met for the last 4 years</i>
<b>Technology Services</b>	When asked on the Faculty Survey, 90% of faculty will state that the equipment, technology, and materials are adequate for helping students learn.	93.75% of the faculty agreed that technology support is adequate. 2011 – 100% 2012 - 94%  <i>Analysis: The benchmark has been met the past three years indicating that the faculty believes the technology is adequate.</i>	Continue to monitor	94% 2 of the faculty agreed that technology support is adequate.  <i>Benchmark continues to be met.</i>
<b>Technology Services</b>	When asked on the Student Opinion Survey, if the computer lab is available at the time they need it, 80 % of students will rate very satisfied, satisfied, or neutral.	90.5% of students agreed that computing services are available at the time they needed them. 2011 – 71% (Benchmark not met) 2012 - 65% (Benchmark not met)  <i>Analysis: Benchmark was met in 2013 indicating an improvement since the 2011 and 2012 survey responses.</i>	Continue to monitor.  <i>Budgetary needs: None</i>	95% of students agreed that computing services are available at the time they needed them.  <i>Benchmark continues to be met.</i>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Classroom, Audiovisual, and Laboratory Facility/Services</b>	When asked on the Student Opinion Survey, whether they are satisfied with college book store, 90 % of students will rate very satisfied, satisfied, or neutral.	75/92 (82%) of students were satisfied with college book store. 2011 - 3.39/3.77 (Not met) 2012 - 3.59/3.77 (Not met) <i>*2013 Collection tool was changed</i>  <i>Analysis: We have failed to meet the benchmark the past three years.</i>	Student Council to assess the students for feedback relating to their dissatisfaction with the bookstore.  <i>Budgetary Needs: None</i>	61% of students were satisfied with college book store.  <i>Satisfaction continues to decline See 2014 Assessment Report for plan of action.</i>
<b>Classroom, Audiovisual, and Laboratory Facility/Services</b>	When asked on the Student Opinion Survey, whether they are satisfied with college laboratory facilities, 90 % of students will rate very satisfied, satisfied, or neutral.	76/92 (83%) of students were satisfied with college laboratory facilities, 2011 – 4.06/3.87 2012 - 4.05/3.87 <i>*2013 Collection tool was changed</i>  <i>Analysis: Benchmark was not met.</i>	Ensure all improperly working lab equipment is functional and continue to monitor.  <i>Budgetary Needs: Funds for repair or replacement of lab equipment.</i>	79% of students were satisfied with college laboratory facilities.  <i>Satisfaction continues to decline See 2014 Assessment Report for plan of action.</i>
<b>Classroom, Audiovisual, and Laboratory Facility/Services</b>	When asked on the Student Opinion Survey, whether they are satisfied with study space/ Commons area, 90 % of students will rate very satisfied, satisfied, or neutral.	85/92 (92%) of the students were satisfied with study space/commons area. 2011 – 3.48/3.92 (Not met) 2012 – 3.61/3.92 (Not met) <i>*2013 Collection tool was changed</i>  <i>Analysis: Benchmark was met after establishing a quiet study space for students on second floor and posting open classrooms available for students to use for studying.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	84% of the students were satisfied with study space/commons area.  <i>Benchmark was not met.</i>
<b>Classroom, Audiovisual, and Laboratory Facility/Services</b>	When asked on the Student Opinion Survey, whether they are satisfied with classroom facilities, 90 % of students will rate very satisfied, satisfied, or neutral.	83/92 (90%) of students were satisfied with classroom facilities 2011- 3.79/4.02 (Not met) 2012 - 3.87/4.02 (Not met) <i>*2013 Collection tool was changed</i>  <i>Analysis: Benchmark was met. Student responses continue to improve since the heating and cooling system has been replaced.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	87% of students were satisfied with classroom facilities  <i>Benchmark was not met.</i>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Office Space</b>	100% of faculty members will have a desk with computer.	100% of faculty members have a desk with a computer. 2011 - 100% (Benchmark met) 2012 - 100% (Benchmark met)  <i>Analysis: Benchmark has been met the three past years.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	100% of faculty members have a desk with a computer.  <i>Benchmark continues to be met.</i>
<b>Office Space</b>	Private consultation space will be available.	Private consultation space is available on third floor. 2011 – Private consultation space under construction 2012 - Met - Private consultation space is available on third floor.  <i>Analysis: Benchmark was met.</i>	Continue to ensure space is available.  <i>Budgetary Needs: None</i>	Private consultation space is available on third floor.  <i>Benchmark continues to be met.</i>
<b>Diversity</b>	On the Student Opinion Survey, when asked if faculty treat students in my racial/ ethnic group with respect, 90 % of students will rate very satisfied, satisfied, or neutral.	88/92 (96%) of students believe the faculty treat students in their racial/ ethnic group with respect. 2011 - 4.46/4.25 (Benchmark met) 2012 – 4.31/4.25 (Benchmark met) *2013 Collection tool was changed  <i>Analysis: Benchmark has been met the past three years.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	96% of students believe the faculty treats students in their racial/ ethnic group with respect.  <i>Benchmark continues to be met.</i>
<b>Diversity</b>	On the Student Opinion Survey, when asked whether college non-teaching staff treat students in my racial/ ethnic group with respect, 90 % of students will rate very satisfied, satisfied, neutral, or does not apply.	91/92 (99%) of students believe college non-teaching staff treat students in my racial/ ethnic group with respect. 2011 - 4.45/4.17 (Benchmark met) 2012 – 4.18/4.17 (Benchmark met) *2013 Collection tool was changed  <i>Analysis: Benchmark has been met the past three years.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	94% of students believe college non-teaching staff treat students in my racial/ ethnic group with respect.  <i>Benchmark continues to be met.</i>

	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Diversity</b>	On the Student Opinion Survey, when asked whether other students treat students in my racial/ ethnic group with respect, 90 % of students will rate very satisfied, satisfied, neutral, or does not apply.	91/92 (99%) of students believe that other students treat students in their racial/ ethnic group with respect. 2011 – 4.5/3.12 (Benchmark met) 2012 – 4.3/3.12 (Benchmark met) *2013 Collection tool was changed  <i>Analysis: Benchmark has been met the past three years.</i>	Continue to monitor  <i>Budgetary Needs: None</i>	96% of students believe that other students treat students in their racial/ ethnic group with respect.  <i>Benchmark continues to be met.</i>
<b>Retention (<i>graduate within 150% of their program length</i>)</b>	Data from Program Assessment Reports indicates that the overall retention rate of students at the college is at or above 75%.	Retention/Graduation rate was 89%. 2011 – 84% 2012 – 88%  <i>Analysis: Overall retention rate have increased over the past three years and continue to meet the established benchmark.</i>	Continue to monitor  <i>Budgetary Needs: None</i>	Retention/Graduation rate was 90%.  <i>Benchmark has been met for the last 4 years and the rate continues to increase each year.</i>
<b>Retention (<i>graduate within 150% of their program length</i>)</b>	Data from Program Assessment Reports indicates that the retention rate of nursing students at the college is at or above 75%.	The retention rate for the nursing program was 95%. 2011 – 87% 2012 – 87%  <i>Analysis: Retention rates for nursing program have continued to meet and exceed the established benchmark and have improved in 2013.</i>	Continue to monitor  <i>Budgetary Needs: None</i>	The retention rate for nursing program was 89%.  <i>Continue to meet the benchmark.</i>
<b>Retention (<i>graduate within 150% of their program length</i>)</b>	Data from Program Assessment Reports indicates that the retention rate of radiologic technology students at the college is at or above 75%.	Retention rate for the radiological technology program was 100%. 2011 – 73% (Benchmark not met) 2012 - 82% (Benchmark met)  <i>Analysis: Retention rates for radiological technology program have met the established benchmark two of the past three years.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	93%-2014 Benchmark met Benchmark has been met in 3 of the last 4 years.  <i>Continue to meet the benchmark.</i>



	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Retention (<i>graduate within 150% of their program length</i>)</b>	Data from Program Assessment Reports indicates that the retention rate of surgical technology students at the college is at or above 75%.	Retention rate for the surgical technology program was 62%. 2011 – 75% (Benchmark met) 2012 – 100% (Benchmark met)  <i>Analysis: Benchmark was not met but did meet benchmark two of the past three years.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	Retention rate for the surgical technology program was 80%  <i>Benchmark was met.</i>
<b>Retention (<i>graduate within 150% of their program length</i>)</b>	Data from Program Assessment Reports indicates that the retention rate of medical laboratory science students at the college is at or above 75%.	Retention rate for the medical laboratory science program was 100%. 2011 -83% (Benchmark met) 2012 – 90% (Benchmark met)  <i>Analysis: Benchmark was met.</i>	Continue to monitor  <i>Budgetary Needs: None</i>	Retention rate for the medical laboratory science program was 100%.  <i>Benchmark has been met for the past 4 years and rate was at 100 % in the last two years.</i>
<b>Licensure Pass Rate</b>	80% of students at the college pass their licensure/certification examinations.	Overall 86% of students at the college passed their licensure/certification exams. 2011 – 87% (Benchmark met) 2012 - 83% (Benchmark met)  <i>Analysis: Benchmark was met.</i>	Continue to monitor  <i>Budgetary Needs: None</i>	92% of students at the college passed their licensure/certification exams.  <i>Continue to meet the benchmark.</i>
<b>Licensure Pass Rate</b>	80% of nursing students at the college pass their licensure/certification examinations.	93.5% of nursing students of students at the college passed their licensure/ certification exams. 2011 – 85.7% (Benchmark met) 2012 – 84% (Benchmark met)  <i>Analysis: Benchmark was met.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	83.7% of nursing students of students at the college passed their licensure/ certification exams.  <i>Continue to meet the benchmark.</i>
<b>Licensure Pass Rate</b>	80% of radiologic technology students at the college pass their licensure/certification examinations.	83% of radiologic technology students at the college passed their licensure/certification examinations. 2011 – 100% (Benchmark met) 2012 – 100% (Benchmark met)  <i>Analysis: Benchmark was met.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	83% of radiologic technology students at the college passed their licensure/certification examinations.  <i>Continue to meet the benchmark.</i>

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	<b>Benchmark</b>	<b>Data Analysis</b>	<b>Action Recommended</b>	<b>Feedback Loop (<i>complete January 2015</i>)</b>
<b>Licensure Pass Rate</b>	80% of surgical technology students at the college pass their licensure/certification examinations.	80% of surgical technology students at the college passed their licensure/certification examinations. 2011 - 33% (Benchmark not met) 2012 – 50% (Benchmark not met)  <i>Analysis: The licensure pass rates continue to improve since the implementation of the review course for the surgical technology students.</i>	Continue to monitor.  <i>Budgetary Needs: None</i>	100% of surgical technology students at the college passed their licensure/certification examinations.  <i>Benchmark has been met for the last 2 years and continues to improve.</i>
<b>Licensure Pass Rate</b>	80% of medical laboratory science students at the college pass their licensure/certification examinations.	87% of medical laboratory science students at the college who took the licensure exam* passed their licensure/certification examinations. 2011 – 100% (Benchmark met) 2012 - 100% (Benchmark met)  <i>*Not all students have taken the exam</i>  <i>Analysis: While the benchmark has been met repeatedly, not all students take the exam.</i>	Continue to monitor.  <i>Budgetary Needs; None</i>	100% of medical laboratory science students at the college who took the licensure exam passed their licensure/certification examinations.  <i>Continue to meet the benchmark.</i>

Submitted by Assessment Committee  
Approved: President

Date: 05/18/16  
Date: 08/01/2016