ASSESSMENT DAY

College of Business, Engineering and Technology

School of Business – AS/CCC

February 28, 2022

Strengths

Challenges

Recommendations

Academic Assessment

	LEVEL	FOCUS	CONDUCTED BY	FREQUENCY
Academic Success Committee	Program	• Quality of assessment practices	Committee of peers	Years 1 & 2
Instructional Program Review	Program / Cluster	• Enrollment, retention, completion • Industry certifications and job placement • Program budget and staffing • Advisory committees • Curriculum changes	Committee of peers	Year 3
Assessment Day	Course/ Program	• Enrollment by demographics • Graduation and retention • Average class size • Course success rate • Placement rate • SLOs, PLOs and ILOs	Program Chair and Faculty	Years 1, 2, 3

Programs – Certificates and 2 Year Degree Programs

2084 - Accounting Technology
0943 - Accounting Technology Management
0935 - Accounting Technology Operations
2059 - Business Administration
0916 - Business Management
0913 - Business Operations - Entrepreneurship
2221 - Industrial Management Technology (Limited Access Program)
0817 - Marketing, Sales and Service - Entrepreneurship
2229 - Office Administration (General, Legal or Medical Specializations)
0914 - Office Management
0926 - Office Support (Technical Certificate)
2062 - Paralegal Studies (Legal Assisting)

School of Business – AS/CCC
Last Assessment Day Action Items

Last Assessment Day (02-08-2021)

- Anita and Karla to get together and see possibility to combined A.S. and certificates outcome assessment - Programs moved to another department

- Contact Alicia Alexander re: changes to Industrial Management (name change and other changes);

- Explore options to increase success rates in ACG2021, move to full-term, look into gap for underserved population, research options of two accounting pathways;

- Look at adjunct referrals to ASC, embed widget in adjunct course shells to the ASC;

- Expand recruitment efforts

Program Learning Outcomes

AS Business Administration #2059

PLO 1: Generate effective communication of ideas, concepts and terminology.

PLO 2: Identify legal and ethical concerns and demonstrate social responsibility in business situations.

PLO 3: Explain how economic theories impact businesses and consumers.

PLO 4: Interpret and apply business related theories and technology to problems, cases, or research papers.

PLO 5: Utilize appropriate software and prepare applicable business documentation.

PLO 6: Create and analyze financial information for management related decisions.

PLO 7: Formulate a marketing plan for a company that incorporates marketing concepts.

PLO 8: Develop a business plan for a new business venture.

Business Management Certificate #0916

PLO 1: Prepare financial information for management-related decisions.

PLO 2: Generate effective communication of ideas, concepts and terminology.

PLO 3: Apply business related theories to problems, cases, or research papers.

PLO 4: Create business documentation using appropriate software.

PLO 5: Formulate a company marketing plan using marketing concepts.

PLO 6: Develop a business plan for a new business venture.

Program Learning Outcomes

Business Operations – Entrepreneurship Certificate #0913

PLO 1: Prepare financial information for management-related decisions.

PLO 2: Generate effective communication of ideas, concepts and terminology.

PLO 3: Apply business related theories to problems, cases, or research papers.

PLO 4: Create business documentation using appropriate software.

PLO 5: Formulate a company marketing plan using marketing concepts.

PLO 6: Develop a business plan for a new business venture.

Marketing, Sales and Service - Entrepreneurship, A.S. Certificate #0817

Graduates of the program will be able to:

PLO 1: Identify various marketing strategies or service techniques.
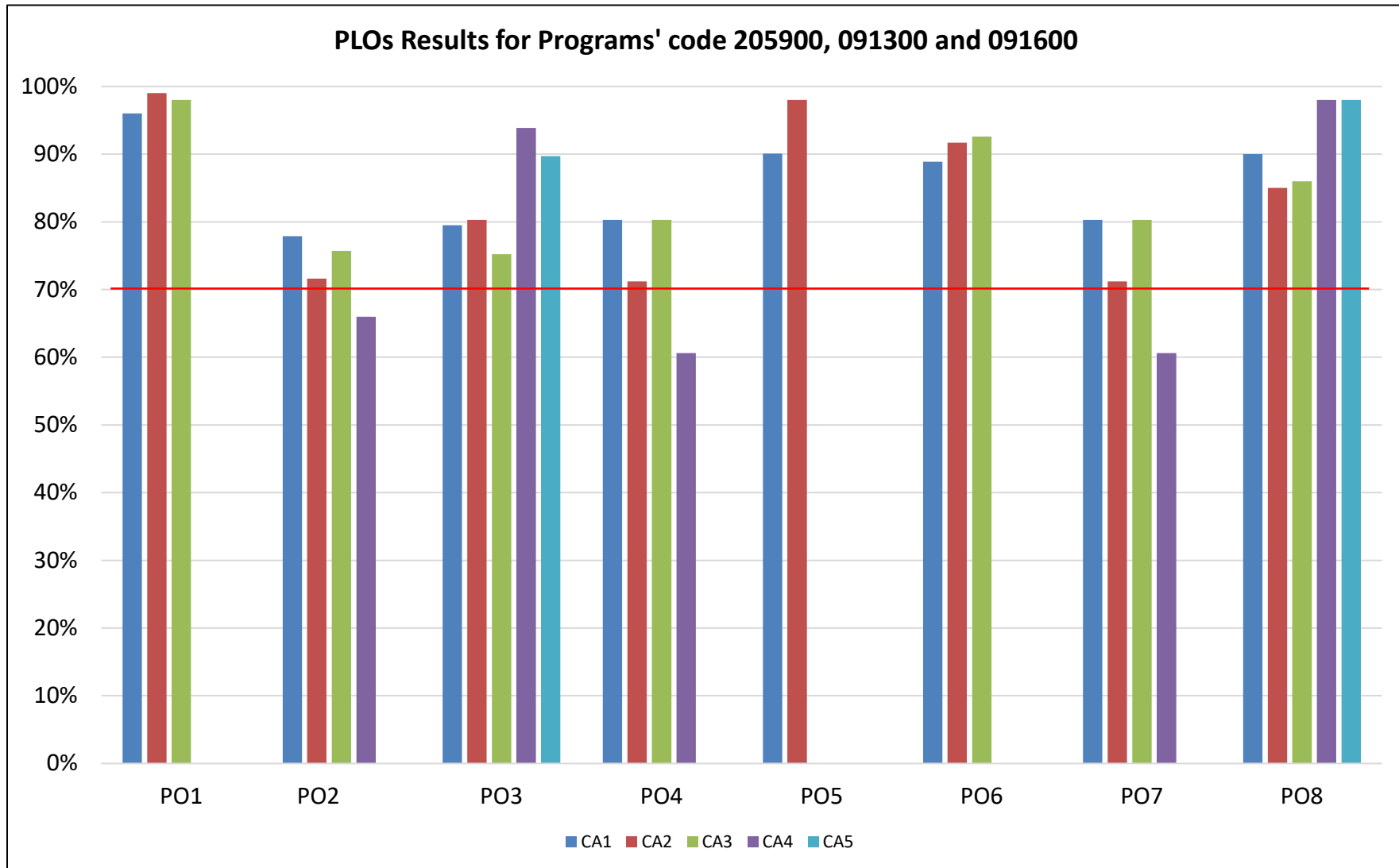
PLO 2: Demonstrate effective communication via marketing strategy.

PLO 3: Plan the components of a marketing strategy.

PLO 4: Develop a business plan.

Assessment Results – 2020-2021
#205900, #091300, #091600

PLOs Results for Programs' code 205900, 091300 and 091600

CA: Critical Assignment

# Program Learning Outcomes and Assessment Results – 2020-2021 Sales Entrepreneurship Certificate #081700

Graduates of the program will be able to:

PLO 1: Identify various marketing strategies or service techniques.

PLO 2: Demonstrate effective communication via marketing strategy.

PLO 3: Plan the components of a marketing strategy.

PLO 4: Develop a business plan.

PLOs Results for Program Code 081700

CA: Critical Assignment ■ CA1 ■ CA2 ■ CA3 ■ CA4
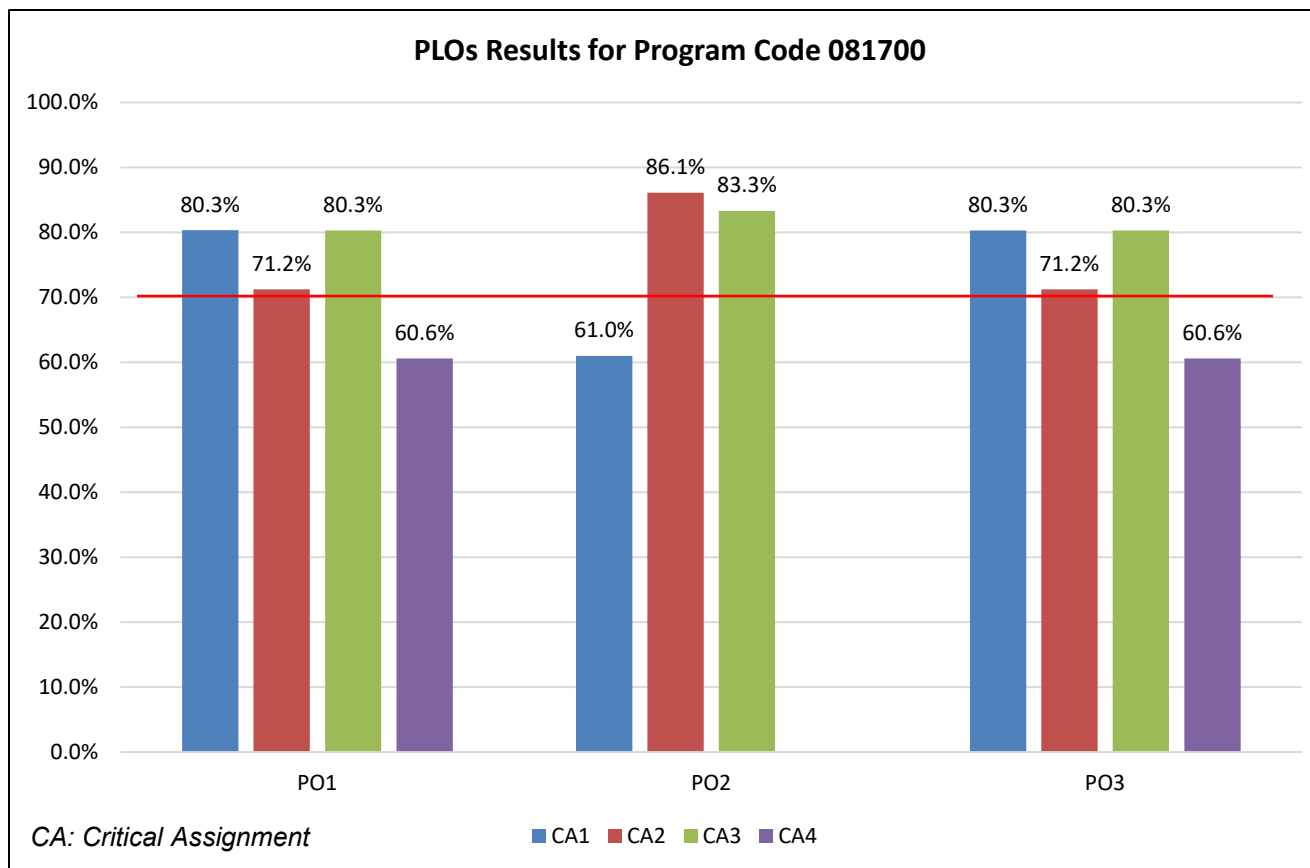
Program Learning Outcomes
AS Accounting Technology #208400

PLO 1: Demonstrate clear and effective communication

PLO 2: Solve business problems using critical thinking.

PLO 3: Identify and discuss legal and ethical issues in tax preparation, financial planning, and the business environment.

PLO 4: Use appropriate software and hardware to produce tax returns, financial plans, and financial reports.

PLO 5: Demonstrate a basic working knowledge of estate planning, investment planning and cash management.

PLO 6: Apply Generally Accepted Accounting Principles to record, summarize, and report business transactions.

PLO 7: Demonstrate an understanding of corporate finance in the field of business.

PLO 8: Identify sound measures of internal control and protection of business assets.

PLO 9: Demonstrate an understanding of the global business environment.

Program Learning Outcomes

Accounting Technology Operations – Tax Preparation - #093500

PLO 1: Demonstrate clear and effective communication

PLO 2: Solve business problems using critical thinking.

PLO 3: Identify and discuss legal and ethical issues in tax preparation, financial planning, and the business environment.

PLO 4: Use appropriate software and hardware to produce tax returns, financial plans, and financial reports.

PLO 5: Demonstrate a basic working knowledge of estate planning, investment planning and cash management.

PLO 6: Apply Generally Accepted Accounting Principles to record, summarize, and report business transactions.

AS Certificate – Accounting Applications/Computerized #094300

PLO 1: Demonstrate clear and effective communication

PLO 2: Solve business problems using critical thinking.

PLO 3: Identify and discuss legal and ethical issues in tax preparation, financial planning, and the business environment.

PLO 4: Use appropriate software and hardware to produce tax returns, financial plans, and financial reports.

PLO 5: Demonstrate a basic working knowledge of estate planning, investment planning and cash management.

PLO 6: Apply Generally Accepted Accounting Principles to record, summarize, and report business transactions.

PLO 7: Demonstrate an understanding of corporate finance in the field of business.

Assessment Results – 2020-2021
#208400, #093500, #094300

PLOs Results for Programs' code 208400, 093500, and 094300
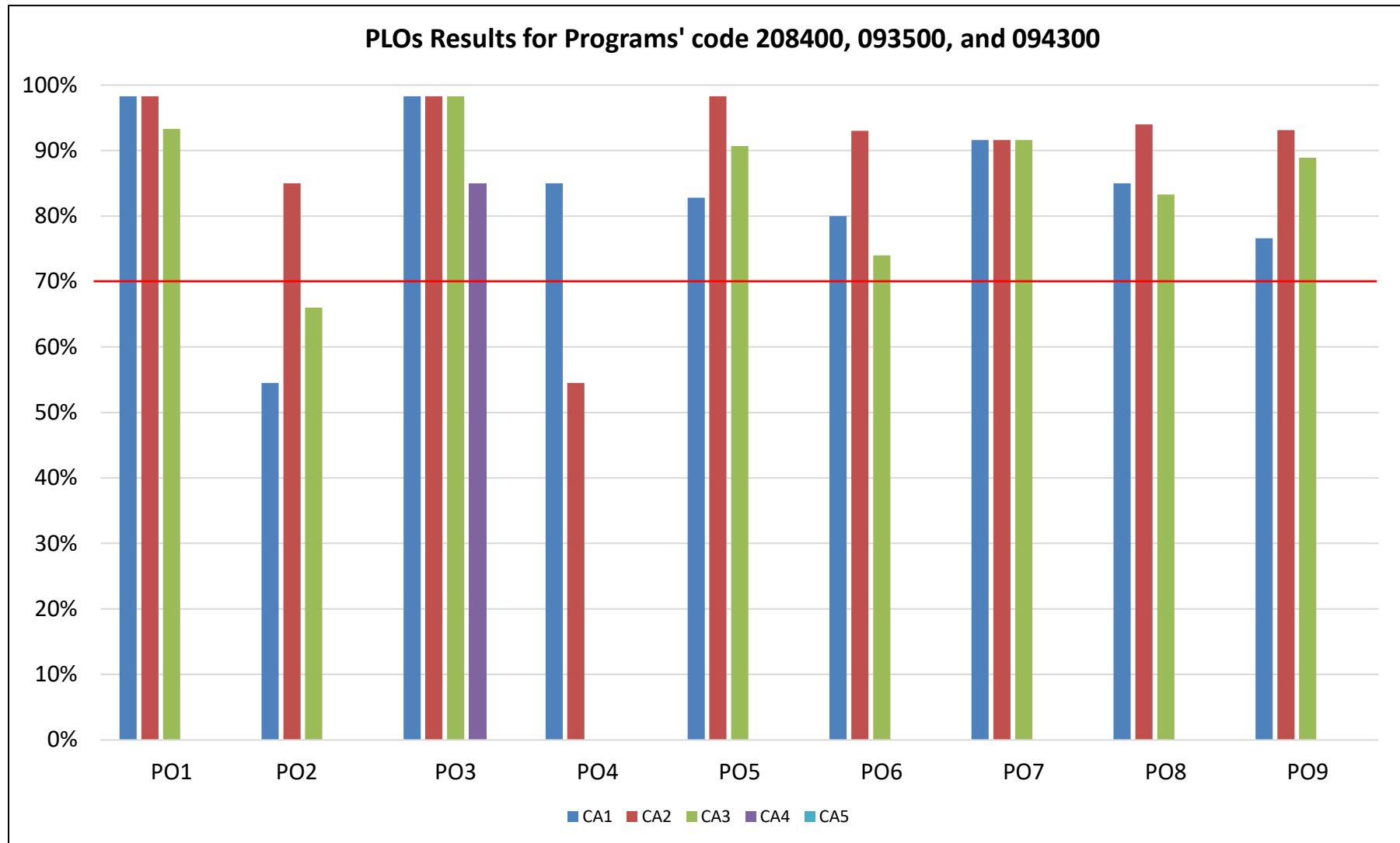
CA: Critical Assignment
*: Results given for students that completed the course (No Ws or FNs included)

Program Learning Outcomes
AS Paralegal Studies (Legal Assisting) #206200

PLO 1: Communicate in a clear and effective manner.

PLO 2: Identify and apply ethical and professional standards of the paralegal profession.

PLO 3: Demonstrate ability to utilize the law library and electronic legal research to create well-written legal documents.

PLO 4: Apply knowledge of tort law, constitutional law, and criminal law concepts to analyze factual situations.

PLO 5: Demonstrate knowledge of all phases of litigation practice and procedure.

PLO 6: Examine real property law and its application to real property transactions.

PLO 7: Analyze issues related to estate planning and probate administration concepts and their application to probate procedures.

PLO 8: Identify the fundamental principles of the law of business organizations.

**PLO 9**: Explain how contract law and the Uniform Commercial Code impacts individuals and business entities.

PLO 10: Demonstrate knowledge of entrepreneurship, management techniques and procedures.

PLO 11: Analyze family law situations by applying family law and procedure.

PLO 12: Identify and demonstrate employability skills.

Assessment Results – 2020-2021
AS Paralegal Studies (Legal Assisting) #206200

PLOs Results for Program Code 206200
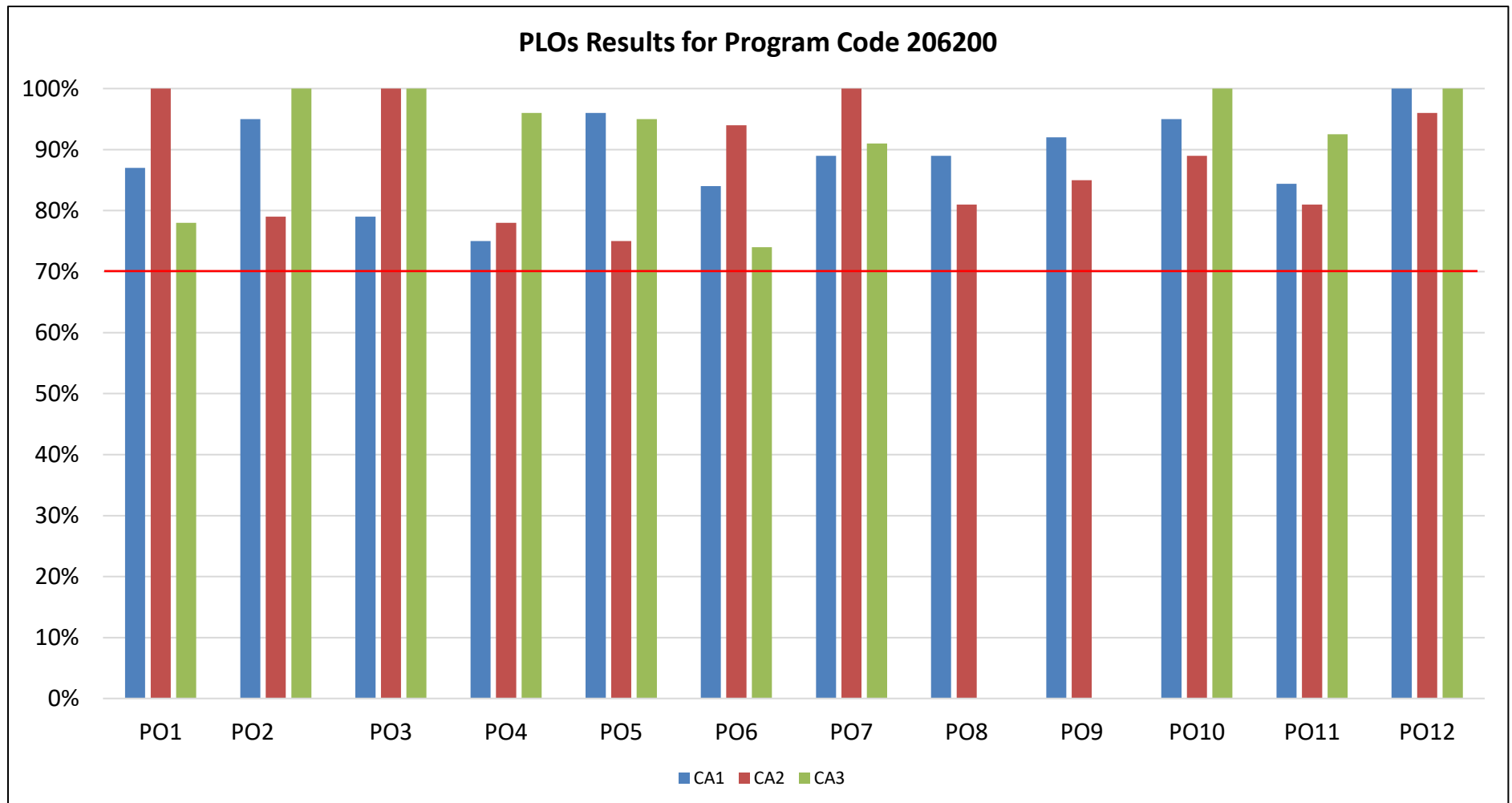
CA: Critical Assignment

Program Learning Outcomes and Assessment Results
AS Industrial Management #222100

PLO 1: Prepare financial information for management-related decisions.
PLO 2: Generate effective communication of ideas, concepts and terminology.
PLO 3: Apply business related theories to problems, cases, or research papers.
**PLO 4**: Create business documentation using appropriate software.
PLO 5: Formulate a company marketing plan using marketing concepts.
PLO 6: Develop a business plan for a new business venture.
PLO 7: Demonstrate proficiency in a technical field including theory, applications, troubleshooting and safety.
PLO 8: Demonstrate the ability to plan and initiate projects related to the field.
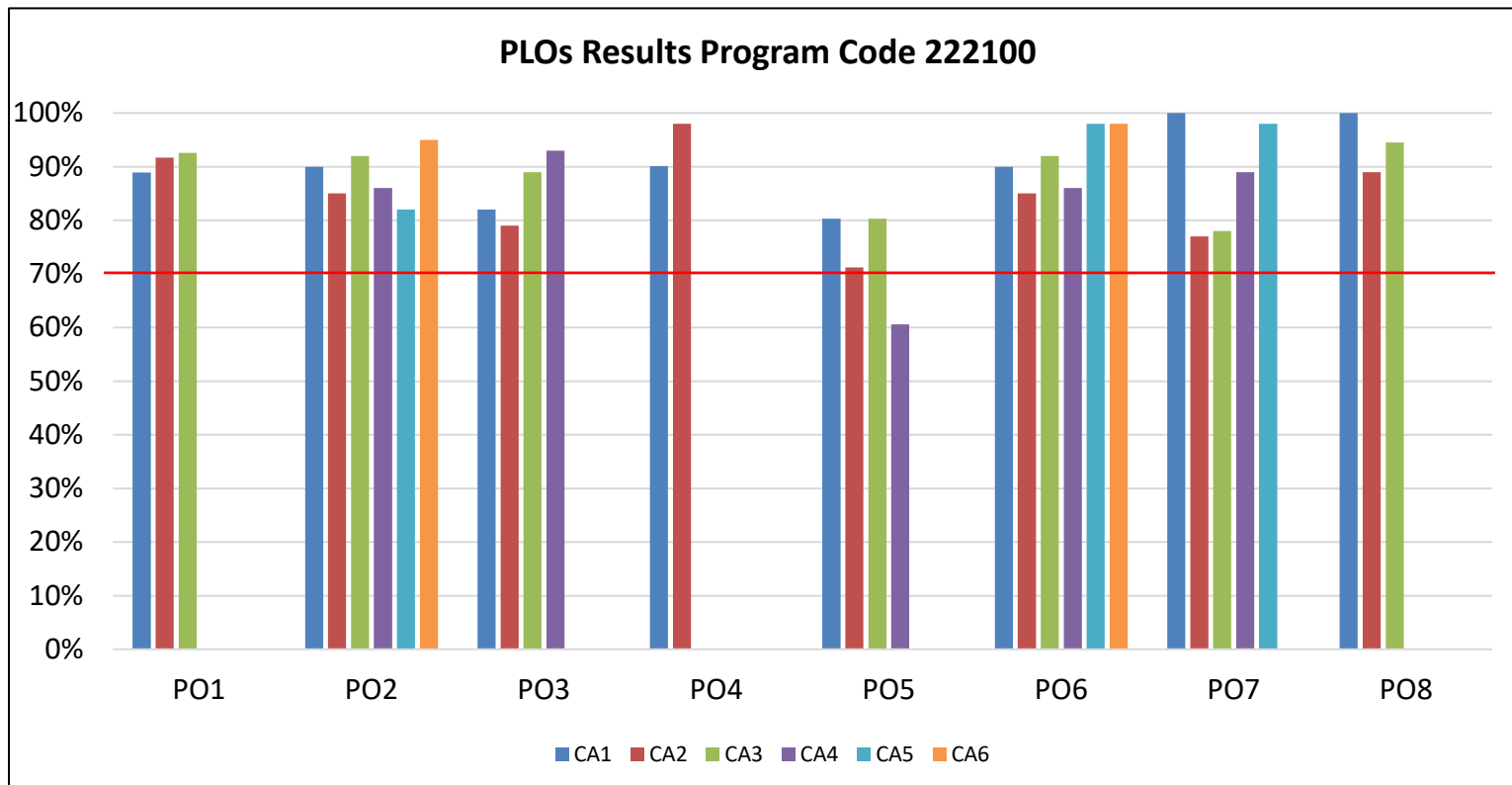
CA: Critical Assignment

Program Learning Outcomes

AS Office Administration #222900

PLO 1: Communicate in a clear and effective manner.
PLO 2: Perform business computations, records and office management skills.
PLO 3: Perform keyboarding and document processing activities.
PLO 4: Demonstrate knowledge of human relation skills.
PLO 5: Demonstrate employability skills.
PLO 6: Perform information processing and transmittal activities.
PLO 7: Develop leadership skills.
PLO 8: Perform consumer purchasing activities.
PLO 9: Perform decision making activities.

Certificate Office Management #091400

PLO 1: Communicate in a clear and effective manner.
PLO 2: Perform keyboarding and document processing activities.
PLO 3: Demonstrate knowledge of human relations skills.
PLO 4: Demonstrate employability skills.
PLO 5: Develop leadership skills.
PLO 6: Perform information processing and transmittal activities.
PLO 7: Perform decision-making activities as related to business software and the office environment.
PLO 8: Perform business computations, records and office management skills.

Program Learning Outcomes
Certificate Office Support (Technical) #092600

PLO 1: Communicate in a clear and effective manner.

PLO 2: Perform keyboarding and document processing activities.

**PLO 3**: Demonstrate knowledge of human relations.

PLO 4: Demonstrate employability skills.

PLO 5: Perform information processing and transmittal activities.

PLO 6: Perform decision-making activities as related to business software and the office environment.

Assessment Results – 2020-2021
#222900, #092600, #091400

PLOs Results Programs Code 222900, 092600, and 091400
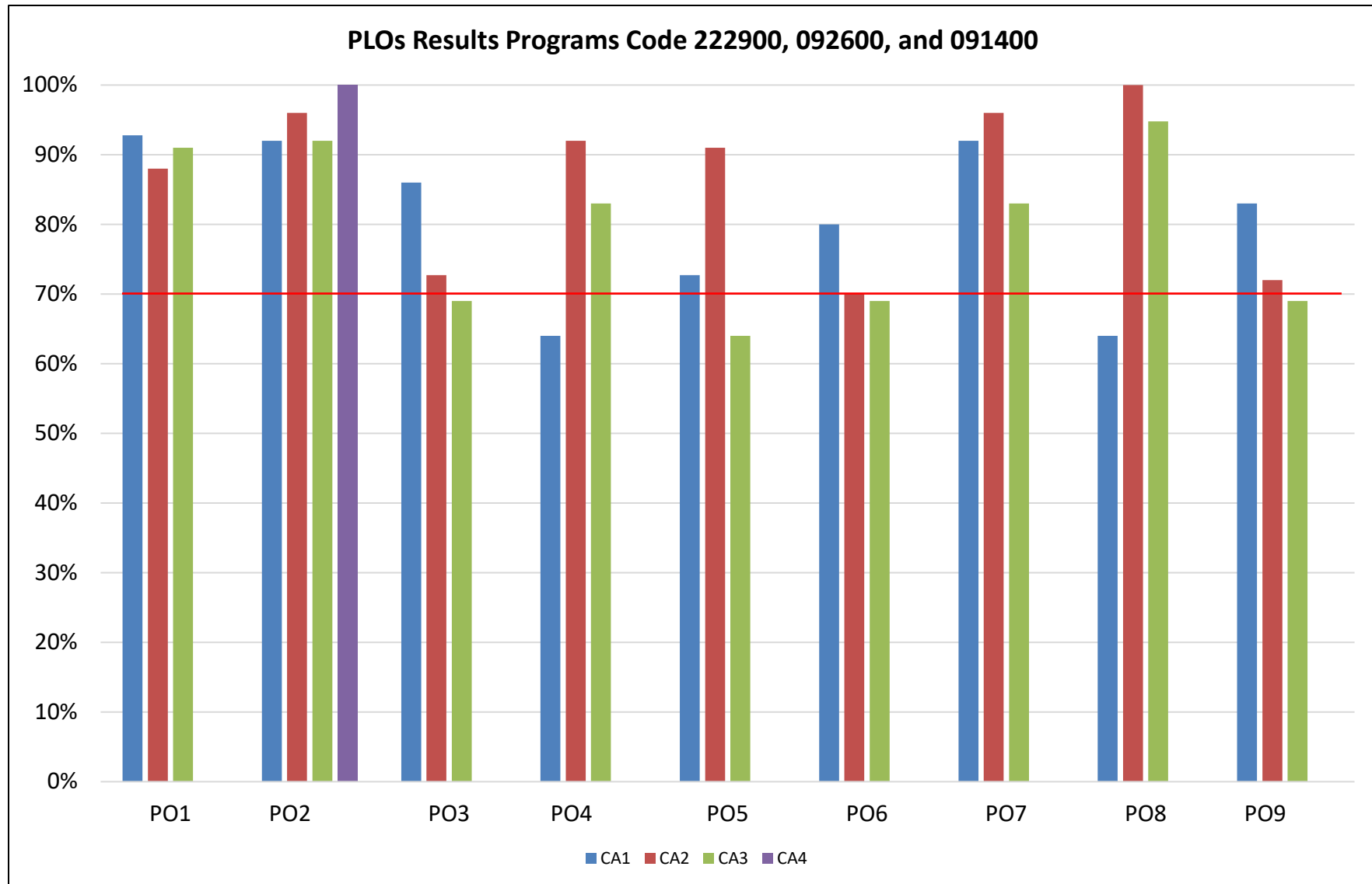
CA: Critical Assignment

Assessment Data 2019-2020 and 2020-2021
Programs and Institutional Learning Outcomes

Program	Critical/ Creative Thinking		Communication		Cultural Literacy		Information & Technical Literacy	
	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21
0817 - MARKETING, SALES,SER ENT	68%-91%	60.6%-80.3%	79%-89%	96%-100%	62.5%-90%	60.6%-80.3%	79%-89%	90.1%-98%
0913 - BUSINESS OPER/ENTREPREN.	68%-91%	60.6%-80.3%	79%-89%	96%-100%	62.5%-90%	60.6%-80.3%	79%-89%	90.1%-98%
0914 - OFFICE MANAGEMENT	88%-94%	83%-100%	82%	82%	96%-100%	94.4%-100%	79%-94%	68%-100%
0916 - BUSINESS MANAGEMENT	68%-91%	60.6%-80.3%	79%-89%	96%-100%	62.5%-90%	60.6%-80.3%	79%-89%	90.1%-98%
0926 - OFFICE SUPPORT-TECH. CER	88%-94%	83%-100%	82%	82%	96%-100%	94.4%-100%	79%-94%	68%-100%
0935 - ACCOUNTING OPER-TAX PREP	83%-91%	74%-91%	93.1%-97.6%	93.3%-98.3%	84%-91%	66%-98.3%	86%-100%	54.5%-85%
0943 - ACCOUNTING TECH MGMT	83%-91%	74%-91%	93.1%-97.6%	93.3%-98.3%	84%-91%	66%-98.3%	86%-100%	54.5%-85%
2059 - BUSINESS ADMINISTRATION	68%-91%	60.6%-80.3%	79%-89%	96%-100%	62.5%-90%	60.6%-80.3%	79%-89%	90.1%-98%
2062 - PARALEGAL-LEGAL ASST	83.3%-100%	79%-100%	84%-100%	97%-100%	83%-94.7%	66%-95%	92%-100%	79%-100%
2084 - ACCOUNTING TECHNOLOGY	83%-91%	74%-91%	93.1%-97.6%	93.3%-98.3%	84%-91%	66%-98.3%	86%-100%	54.5%-85%
2221 - INDUSTRIAL MGMT TECH	68%-91%	60.6%-80.3%	83%-88%	96%-100%	68%-91%	60.6%-80.3%	76%	90.1%-98%
2229 - OFFICE ADMINISTRATION	88%-94%	83%-100%	82%	82%	96%-100%	94.4%-100%	79%-94%	68%-100%

Headcount by Major

Major	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
0817 - MARKETING, SALES,SER ENT	7	2	3	8	10
0913 - BUSINESS OPER/ENTREPREN.	18	8	11	5	5
0914 - OFFICE MANAGEMENT	10	12	10	16	20
0916 - BUSINESS MANAGEMENT	84	46	57	54	56
0926 - OFFICE SUPPORT-TECH. CER	11	1	3	3	11
0935 - ACCOUNTING OPER-TAX PREP	13	4	5	7	7
0943 - ACCOUNTING TECH MGMT	30	33	22	13	15
2059 - BUSINESS ADMINISTRATION	315	322	326	289	312
2062 - PARALEGAL-LEGAL ASST	122	97	89	98	88
2084 - ACCOUNTING TECHNOLOGY	79	91	103	98	96
2221 - INDUSTRIAL MGMT TECH	10	8	9	19	13
2229 - OFFICE ADMINISTRATION	51	65	63	51	43
Total	819*	742*	741*	695*	672

*total includes the Broadcast TV programs

Students are duplicated across programs, unduplicated in the total.

Source: IR Program Assessment Data

Graduates

Major	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
0817 - MARKETING, SALES,SER ENT	8	34	2	16	25
0913 - BUSINESS OPER/ENTREPREN.	55	52	3	68	64
0914 - OFFICE MANAGEMENT	4	25	5	9	15
0916 - BUSINESS MANAGEMENT		43	8	51	62
0919 - OFFICE MGMT-MEDICAL	3	4			
0926 - OFFICE SUPPORT-TECH. CER	3	26	1	5	14
0935 - ACCOUNTING OPER-TAX PREP	4	12		31	28
0943 - ACCOUNTING TECH MGMT	4	15	9	28	24
2059 - BUSINESS ADMINISTRATION	26	21	26	27	38
2062 - PARALEGAL-LEGAL ASST	23	15	11	12	14
2084 - ACCOUNTING TECHNOLOGY	6	10	18	21	21
2221 - INDUSTRIAL MGMT TECH	2	1	1	4	5
2228 - OFFICE ADM-MED SYSTEMS	5	7	2		
2229 - OFFICE ADMINISTRATION	6	9	14	15	11
Total	159	285	107	312	321

Blank cells or missing years indicate no graduates.

Source: IR Program Assessment Data

Program	2020-21	2019-20	2018-19
081700 - Sales / Entrepreneurship Cert.	25	16	2
Asian	1		
Black	4	1	
Hispanic/Latino	5	3	
Two or More Races	2		
White	13	12	2
091300 - Business Operations Cert.	64	68	3
Asian	1	1	
Black	11	7	1
Hispanic/Latino	8	11	1
Native Hawaiian		1	
Two or More Races	2	5	1
Unknown		1	
White	42	42	
091400 – Office Management Cert.	15		
Black	1		
Hispanic/Latino	1		
Two or More Races	1		
Unknown	2		
White	10		
0916 - BUSINESS MANAGEMENT	62	51	1
Asian	1		
Black	8	6	
Hispanic	10	7	
Native Hawaiian		1	
Two or More Races	2	3	
Unknown		2	
White	41	32	1

Program	2020-21	2019-20	2018-19
092600 – Office Support Tech Cert	14	4	1
Black			1
Hispanic/Latino	2	1	
Two or More Races	1		
Unknown	1	1	
White	10	3	
093500 – Accounting Tech – Tax Cert	28	31	
Black	4	3	
Hispanic/Latino	5	4	
White	19	24	
094300 – Accounting Tech Management	24	28	2
Black	5	3	
Hispanic/Latino	4	4	1
White	15	21	1
205900 - Business Administration A.S.	38	27	26
Asian	1		3
Black	5	1	3
Hispanic/Latino	3	7	1
Native Hawaiian		1	
Two or More Races	1	2	
Unknown		2	
White	28	14	19
206200 - Paralegal - Legal Assist. A.S.	14	13	11
American Indian/Alas	1		
Black	1		1
Hispanic/Latino	1	5	
White	11	7	10

Number of Graduates by Race/Ethnicity (2 of 2)

Program	2020-21	2019-20	2018-19
208400 - Accounting Technology A.S.	21	21	18
Black	2	1	3
Hispanic/Latino	4	4	1
Two or More Races		1	
White	15	15	14
222100 - Industrial Mgmt Tech. A.S.	5	4	1
Black	1		
Hispanic/Latino	1	1	
White	3	3	1
222900 - Office Adm AS (Gen, Leg, Med)	11	15	14
Black		3	4
Hispanic/Latino	1	2	1
Two or More Races	1		1
Unknown	1	1	1
White	8	9	7
Grand Total	321	278	79

Time to Degree

Major	Average of Yrs to Degree (2019-2020 cohort)	Average of Yrs to Degree (2020-2021 cohort)
205900 - BUSINESS ADMINISTRATION	1.99	2.28
206200 - PARALEGAL-LEGAL ASST	2.22	2.23
208400 - ACCOUNTING TECHNOLOGY	1.95	1.54
222100 - INDUSTRIAL MGMT TECH	1.48	1.3
222900 - OFFICE ADMINISTRATION	3.58	2.02

Source: IR Program Assessment Data

Graduation Rates (1 of 2)

Major	Fall Cohort Year	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
205900- Business Administration	2014	140	9	6.4%	12	8.6%
	2015	104	10	9.6%	12	11.5%
	2016	135	21	15.6%	24	17.8%
	2017 –200% In progress	109	12	11.0%	14	12.8%
	2018 – In progress	141	20	14.2%	20	14.2%
206200- Paralegal Studies	2014	30	8	26.7%	10	33.3%
	2015	35	12	34.3%	15	42.9%
	2016	38	8	21.1%	14	36.8%
	2017 –200% In progress	14	2	14.3%	3	21.4%
	2018 – In progress	25	6	24.0%	6	24.0%
208400- Accounting Technology	2014	31	8	25.8%	10	32.3%
	2015	26	6	23.1%	7	26.9%
	2016	27	8	29.6%	8	29.6%
	2017 –200% In progress	28	7	25.0%	8	28.6%
	2018 – In progress	32	13	40.6%	13	40.6%

Fall terms include prior Summer term enrollment in major.

Source: IR Program Assessment Data

Graduation Rates (2 of 2)

Major	Fall Cohort Year	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
2221- Industrial Management	2014	6	1	16.7%	1	16.7%
	2015	1	0	0%	0	0%
	2016	3	0	0%	1	33.3%
	2017 – 200% In progress	4	2	50.0%	2	50.0%
	2018 – In progress					
2228 - Office Administration- (Medical Systems Option)	2014	10	0	0%	1	10%
	2015	14	2	14.3%	3	21.4%
	2016 – 200% In progress	6	3	50%	3	50%
2229- Office Administration (Gen, Leg, Med)	2014	21	4	19%	4	19%
	2015	8	4	50.0%	4	50.0%
	2016	9	5	55.6%	5	55.6%
	2017 – 200% In progress	27	13	48.1%	13	48.1%
	2018 – In progress	19	5	26.3%	5	26.3%

Fall terms include prior Summer term enrollment in major.

Source: IR Program Assessment Data

Graduation Rates by Race/Ethnicity (1 of 3)

Major	Fall Cohort Year	Race/ Ethnicity	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
2059- Business Administration	2016	Asian	2	0	0%	0	0%
		Black	33	2	6.1%	2	6.1%
		Hispanic	19	1	5.3%	1	5.3%
		Native Hawaiian/Pac	1	0	0%	1	100%
		Two or More Races	3	0	0%	0	0%
		White	77	18	23.4%	20	26%
	2017 –200% In progress	Asian	1	0	0%	0	0%
		Black	26	2	7.7%	2	7.7%
		Hispanic	17	2	11.8%	3	17.6%
		Two or More Races	1	0	0%	0	0%
		White	64	8	12.5%	9	14.1%
	2018 – In progress	Asian	2	1	50%	1	50%
		Black	22	0	0%	0	0%
		Hispanic	23	1	4.3%	1	4.3%
		Two or More Races	10	2	20%	2	20%
		Unknown	3	1	33.3%	1	33.3%
		White	81	15	18.5%	15	18.5%
2062- Paralegal Studies	2016	Black	6	3	50%	3	50%
		Hispanic	5	0	0%	2	40%
		White	27	5	18.5%	9	33.3%
	2017 –200% In progress	Black	2	0	0%	0	0%
		Hispanic	2	0	0%	0	0%
		White	10	2	20%	3	30%
	2018 – In progress	Black	4	0	0%	0	0%
		Hispanic	4	0	0%	0	0%
		Two or More Races	2	0	0%	0	0%
		White	15	6	40%	6	40%

Source: IR Program Assessment Data

Graduation Rates by Race/Ethnicity (2 of 3)

Major	Fall Cohort Year	Race/ Ethnicity	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
2084- Accounting Technology	2015	Asian	1	0	0%	0	0%
		Black	3	1	33.3%	1	33.3%
		Hispanic	2	1	50%	1	50%
		Two or More Races	1	0	0%	0	0%
		White	19	4	21.1%	5	26.3%
	2016	Black	5	2	40%	2	40%
		Hispanic	4	1	25%	1	25%
		Two or More Races	1	0	0%	0	0%
		Unknown	1	1	100%	1	100%
		White	16	4	25%	4	25%
	2017 – 200% In progress	Black	2	0	0%	0	0%
		Hispanic	5	1	20%	1	20%
		Two or More Races	1	0	0%	0	0%
		Unknown	1	0	0%	0	0%
		White	19	6	31.6%	7	36.8%
	2018 – In progress	Asian	1	0	0%	0	0%
		Black	7	3	42.9%	3	42.9%
		Hispanic	7	4	57.1%	4	57.1%
		Two or More Races	1	0	0%	0	0%
		White	16	6	37.5%	6	37.5%
2221- Industrial Management	2015	White	1	0	0%	0	0%
	2016	Black	1	0	0%	0	0%
		White	2	0	0%	1	50%
	2017 – 200% In progress	Hispanic	1	1	100%	1	100%
		White	2	1	50%	1	50%

Fall terms include prior Summer term enrollment in major.

Source: IR Program Assessment Data

Graduation Rates by Race/Ethnicity (3 of 3)

Major	Fall Cohort Year	Race/ Ethnicity	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
2228 - Office Administration- (Medical Systems Option)	2015	Black	4	0	0%	0	0%
		Hispanic	1	0	0%	0	0%
		White	9	2	22.%	3	33.3%
	2016 –200% In progress	Black	1	0	0%	0	0%
		Hispanic	2	1	50%	1	50%
		White	3	2	66.7%	2	66.7%
2229- Office Administration (Gen, Leg, Med)	2015	Black	1	0	0%	0	0%
		White	7	4	57.1%	4	57.1%
	2016	Black	2	1	50%	1	50%
		Hispanic	1	0	0%	0	0%
		White	6	4	66.7%	4	66.7%
	2017 - 200% In progress	Black	3	0	0%	0	0%
		Hispanic	4	1	25%	1	25%
		Unknown	2	2	100%	2	100%
		White	18	10	55.6%	10	55.6%
	2018 - In progress	Black	6	1	16.7%	1	16.7%
		Hispanic	1	0	0%	0	0%
		White	12	4	33.3%	4	33.3%

Fall terms include prior Summer term enrollment in major.

Source: IR Program Assessment Data

Major	Fall Cohort Year	Gender	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
2059- Business Administration	2015	Female	53	4	7.6%	6	11.3%
		Male	49	6	12.2%	6	12.2%
		Unknown	2	0	0%	0	0%
	2016	Female	67	14	20.9%	16	23.9%
		Male	65	7	10.8%	8	12.3%
		PrefNoAns	2	0	0%	0	0%
		Unknown	1	0	0%	0	0%
	2017 – 200% In progress	Female	60	7	11.7%	9	15%
		Male	46	5	10.9%	5	10.9%
		PrefNoAns	1	0	0%	0	0%
		Unknown	2	0	0%	0	0%
	2018 – In progress	Female	84	11	13.1%	11	13.1%
		Male	50	7	14%	7	14%
		PrefNoAns	6	2	33.3%	2	33.3%
		Unknown	1	0	0%	0	0%
2062- Paralegal Studies	2015	Female	29	9	31%	12	41.4%
		Male	4	2	50%	2	50%
		PrefNoAns	1	0	0%	0	0%
		Unknown	1	1	100%	1	100%
	2016	Female	33	8	24.2%	12	36.4%
		Male	4	0	0%	1	25%
		Unknown	1	0	0%	1	100%
	2017 – 200% In progress	Female	13	2	15.4%	3	23.1%
		Male	1	0	0%	0	0%
	2018 – In progress	Female	21	5	23.8%	5	23.8%
		Male	4	1	25%	1	25%
2084- Accounting Technology	2015	Female	22	6	27.3%	7	31.8%
		Male	4	0	0%	0	0%
	2016	Female	17	6	35.3%	6	35.3%
		Male	10	2	20%	2	20%
	2017 – 200% In progress	Female	24	6	25%	7	29.2%
		Male	4	1	25%	1	25%
	2018 – In progress	Female	28	10	35.7%	10	35.7%
		Male	4	3	75%	3	75%

Source: IR Program Assessment Data

Graduation Rates by Gender (2 of 2)

Major	Fall Cohort Year	Gender	# in Cohort	150% Graduates	150% Graduation Rate	200% Graduates	200% Graduation Rate
2221- Industrial Management	2015	Male	1	0	0%	0	0%
	2016	Male	3	0	0%	1	33.3%
	2017 – 200% In progress	Female	1	1	100%	1	100%
		Male	2	1	50%	1	50%
2229- Office Administration (Gen, Leg, Med)	2015	Female	8	4	50%	4	50%
	2016	Female	4	2	50%	2	50%
		Male	1	0	0%	0	0%
		PrefNoAns	2	1	50%	1	50%
		Unknown	2	2	100%	2	100%
	2017 – 200% In progress	Female	24	12	50%	12	50%
		Male	2	1	50%	1	50%
		PrefNoAns	1	0	0%	0	0%
	2018 – In progress	Female	16	3	18.8%	3	18.8%
		Male	3	2	66.7%	2	66.7%
2229 – Office Administration	2015	Female	4	0	0%	0	0%
	2016 – 200% in progress	Female	4	1	25%	1	25%

Fall terms include prior Summer term enrollment in major.

Source: IR Program Assessment Data

Retention Rates (1 of 2)

Program and Cohort Year		Registered	Exclusions	Adjusted Cohort	Retained by DSC		Retained by Program		DSC Total Retained
					N	%	N	%	
2059 BUSINESS ADMINISTRATION	2015	205	4	201	4	2%	86	43%	45%
	2016	224	25	199	13	7%	77	39%	45%
	2017	212	19	193	15	7.8%	74	38.3%	46.1%
	2018	230	23	207	7	3.4%	106	51.2%	54.6%
	2019	251	26	225	7	3.1%	103	45.8%	48.9%
2062 PARALEGAL-LEGAL ASST	2015	109	20	89	7	8%	50	56%	64%
	2016	93	19	74	4	5%	39	53%	58%
	2017	64	16	48	3	6.3%	25	52.1%	58.3%
	2018	69	9	60	1	1.7%	38	63.3%	65%
	2019	83	15	68	2	2.9%	39	57.4%	60.3%
2084 ACCOUNTING TECHNOLOGY	2015	58	5	53	4	8%	26	49%	57%
	2016	60	5	55	1	2%	33	60%	62%
	2017	67	13	54	3	5.6%	30	55.6%	61.1%
	2018	72	16	56	0	0%	32	57.1%	57.1%
	2019	72	22	50	19	2%	30	60%	62%

Registered - Includes all students enrolled in the fall term of the specified year, with the specified program as their primary major.

Exclusions - Includes students who are deceased or graduated fall of the specified year or the following spring or summer.

Not retained - Students who were not registered the following fall term.

Retained by DSC - Students who were still registered at DSC the following fall but with a different primary major.

Retained by Program - Students who were registered the following fall with the same primary major.

Source: IR Program Assessment Data

Retention Rates (2 of 2)

Program and Cohort Year		Registered	Exclusions	Adjusted Cohort	Retained by DSC		Retained by Program		DSC Total Retained
					N	%	N	%	
2221 INDUSTRIAL MGMT TECH	2015	8	1	7	1	14%	5	71%	85%
	2016	7	2	5	0	0%	2	40%	40%
	2017	5	0	5	0	0%	4	80%	80%
	2018	6	2	4	1	25%	3	75%	100%
	2019	13	5	8	0	0%	4	50%	50%
2228 OFFICE ADM-MED SYSTEMS	2014	26	2	24	3	16%	12	48%	64%
	2015	21	0	21	1	5%	10	48%	53%
	2016	27	6	21	1	5%	9	43%	48%
	2017	13	6	7	1	14.3%	2	28.6%	42.9%
2229 OFFICE ADMINISTRATION	2015	33	2	31	2	6%	18	58%	64%
	2016	40	4	36	0	0%	22	61%	61%
	2017	52	11	41	2	4.9%	28	68.3%	73.2%
	2018	51	12	39	1	2.6%	19	48.7%	51.3%
	2019	46	14	32	1	3.1%	15	46.9%	52.7%

Registered - Includes all students enrolled in the fall term of the specified year, with the specified program as their primary major.
Exclusions - Includes students who are deceased or graduated fall of the specified year or the following spring or summer.
Not retained - Students who were not registered the following fall term.
Retained by DSC - Students who were still registered at DSC the following fall but with a different primary major.
Retained by Program - Students who were registered the following fall with the same primary major.

Source: IR Program Assessment Data

Major	Fall Term	Race/Ethnicity	Registered	Exclusions	Adjusted Cohort	Retained by Program	
						N	%
2059 BUSINESS ADMINISTRATION	2017	Asian	4	0	4*	2	50.0%
		Black	47	3	44*	14	31.8%
		Hispanic	32	3	29	9	31.0%
		Two or More Races	4	0	4	2	50.0%
		Unknown	1	0	1	0	0.0%
		White	124	13	121*	47	42.3%
	2018	Am. Ind.	1	0	1	1	100.0%
		Asian	3	1	2	2	100.0%
		Black	39	3	36	17	47.2%
		Hispanic	34	1	33*	18	54.5%
		Native Hawaiian	1	0	1	1	100.0%
		Two or More Races	11	1	10	4	40.0%
		Unknown	3	0	3	2	66.7%
		White	138	17	121*	61	50.4%
	2019	Am. Ind.	1	0	1	1	100.0%
		Asian	3	1	2	2	100.0%
		Black	49	2	47*	22	46.8%
		Hispanic	53	6	47*	16	34.0%
		Native Hawaiian	1	1	0		
		Two or More Races	8	1	7	6	85.7%
		Unknown	6	1	5	2	40.0%
		White	130	14	116*	54	46.6%
2062 PARALEGAL-LEGAL ASST	2017	Am. Ind.	1	0	1	1	100.0%
		Black	9	3	6	2	33.3%
		Hispanic	8	1	7*	4	57.1%
		Two or More Races	2	0	2	1	50.0%
		Unknown	1	1	0		
		White	43	11	32*	17	53.1%
	2018	Am. Ind.	1	0	1	1	100.0%
		Black	9	1	8	4	50.0%
		Hispanic	11	0	11	7	63.6%
		Two or More Races	3	0	3	1	33.3%
		White	45	8	37	25	67.6%
	2019	American Indian/Alas	1	1	0		
		Asian	1	0	1	1	100%
		Black	9	0	9	4	44.4%
		Hispanic/Latino	20	6	14	7	50.0%
		Two or More Races	3	0	3	0	0.0%
		White	49	8	41*	27	65.9%

*one or more students retained by DSC

Retention Rates by Race/Ethnicity (2 of 3)

Major	Fall Term	Race/Ethnicity	Registered	Exclusions	Adjusted Cohort	Retained by Program	
						N	%
2084 ACCOUNTING TECHNOLOGY	2017	Asian	2	0	2	2	100.0%
		Black	6	0	6	4	66.7%
		Hispanic	11	2	9*	4	44.4%
		Two or More Races	1	0	1	1	100.0%
		Unknown	3	2	1	0	0.0%
		White	44	9	35*	19	54.3%
	2018	Asian	3	0	3	1	33.3%
		Black	11	3	8	4	50.0%
		Hispanic	10	1	9	6	66.7%
		Two or More Races	4	1	3	0	0.0%
		White	44	11	34	21	63.6%
	2019	Asian	2	0	2	1	50.0%
		Black	9	3	6	3	50.0%
		Hispanic	11	5	6	4	66.7%
		Two or More Races	2	0	2	1	50.0%
		White	48	14	34*	21	61.8%
2221 INDUSTRIAL MGMT TECH	2017	Black	2	0	2	1	50.0%
		Hispanic	1	0	1	1	100.0%
		White	2	0	2	2	100.0%
	2018	Black	1	0	1	1	100.0%
		Hispanic	1	1	0		
		White	4	1	3*	2	66.7%
	2019	Black	5	2	3	0	0.0%
		Hispanic	1	1	0		
		White	7	2	5	4	80.0%
2228 OFFICE ADM-MED SYSTEMS	2017	Black	1	0	1	0	0.0%
		Hispanic	3	2	1*	0	0.0%
		White	9	4	5	2	40.0%

*one or more students retained by DSC

Retention Rates by Race/Ethnicity (3 of 3)

Major	Fall Term	Race/Ethnicity	Registered	Exclusions	Adjusted Cohort	Retained by Program	
						N	%
2229 OFFICE ADMINISTRATION	**2017**	Black	7	2	5*	2	40.0%
		Hispanic	9	2	7	2	28.6%
		Two or More Races	1	0	1	1	100.0%
		Unknown	1	0	1	1	100.0%
		White	34	7	27*	22	81.5%
	2018	Black	10	4	6	1	16.7%
		Hispanic	2	0	2	0	0.0%
		Two or More Races	1	1	0		
		Unknown	3	1	2	2	100.0%
		White	35	6	29*	16	55.2%
	2019	Black	10	2	8	1	12.5%
		Hispanic	3	1	2*	1	50.0%
		Unknown	3	2	1	0	0.0%
		White	30	9	21	13	61.9%

one or more students retained by DSC

Source: IR Program Assessment Data

Major	Fall Term	Gender	Registered	Exclusions	Adjusted Cohort	Retained by Program	
						N	%
2059 BUSINESS ADMINISTRATION	2017	Female	115	9	104*	45	42.5%
		Male	95	10	85*	29	34.1%
		Unknown	2	0	2	0	0.0%
	2018	Female	144	21	123*	60	48.8%
		Male	84	2	82*	45	54.9%
		PrefNoAns	2	0	2*	1	50.0%
	2019	Female	141	13	128*	62	48.4%
		Male	99	10	89*	38	42.7%
		PrefNoAns	7	3	4	2	50.0%
		Unknown	4	0	4	1	25.0%
2062 PARALEGAL-LEGAL ASST	2017	Female	60	16	44*	23	52.3%
		Male	4	0	4	2	50.0%
	2018	Female	59	9	50*	31	62.0%
		Male	9	0	9	6	66.7%
		PrefNoAns	1	0	1	1	100.0%
	2019	Female	69	11	58*	36	62.1%
		Male	10	3	7	2	28.6%
		PrefNoAns	1	0	1	1	100%
		Unknown	3	1	2	0	0.0%
2084 ACCOUNTING TECHNOLOGY	2017	Female	55	11	44*	24	54.5%
		Male	12	2	10	6	60.0%
	2018	Female	57	14	43	27	62.8%
		Male	14	2	12	5	41.7%
		Unknown	1	0	1	0	0.0%
	2019	Female	53	15	38	24	63.2%
		Male	17	7	10	6	60.0%
		PrefNoAns	1	0	1*		
		Unknown	1	0	1	0	0.0%
2221 INDUSTRIAL MGMT TECH	2017	Female	1	0	1	1	100.0%
		Male	4	0	4	3	75.0%
	2018	Female	1	1	0		
		Male	5	1	4*	3	75.0%
	2019	Male	13	5	8	4	50.0%

*one or more students retained by DSC

Source: IR Program Assessment Data

Retention Rates by Gender (2 of 2)

Major	Fall Term	Gender	Registered	Exclusions	Adjusted Cohort	Retained by Program	
						N	%
2228 OFFICE ADM-MED SYSTEMS	2017	Female	11	6	5*	2	40.0%
		Male	1	0	1	0	0.0%
		Unknown	1	0	1	0	0.0%
2229 OFFICE ADMINISTRATION	2017	Female	48	11	37*	24	64.9%
		Male	3	0	3	3	100.0%
		Unknown	1	0	1	1	100.0%
	2018	Female	44	9	35*	17	48.6%
		Male	5	1	4	2	50.0%
		PrefNoAns	1	1	0		
		Unknown	1	1	0		
	2019	Female	39	12	27*	11	40.7%
		Male	7	2	5	4	80.0%

*one or more students retained by DSC

Source: IR Program Assessment Data

Placement Rates

Program Title	Major	2015/16 DSC%	FCS%	2016/17 DSC%	FCS%	2017/18 DSC%	FCS%	2018/19 DSC%	FCS%	Average Annual Salary
MARKETING, SALES,SER ENT	0817	100%	93%	100%	94%	78%	85%	80%	94%	$44,044
BUSINESS OPER/ENTREPREN	0913	100%	100%	100%	100%	100%	100%	100%	100%	$47,300
OFFICE MANAGEMENT	0914	100%	98%	100%	97%	100%	93%	100%	98%	$**,***
BUSINESS MANAGEMENT	0916	100%	99%	100%	99%	95%	99%	100%	99%	$45,396
OFFICE MGMT-MEDICAL	0919	100%	99%	100%	97%	100%	93%	100%	85%	$**,***
OFFICE SUPPORT-TECH. CER	0926	100%	98%	100%	98%	100%	97%	100%	99%	$**,***
ACCOUNTING OPER-TAX PREP	0935	***%	82%	100%	86%	***%	86%	67%	81%	$41,260
ACCOUNTING TECH MGMT	0943	N/A	N/A	100%	83%	***%	78%	69%	71%	$36,420
BUSINESS ADMINISTRATION	2059	94%	95%	95%	94%	93%	95%	96%	95%	$38,248
PARALEGAL-LEGAL ASST	2062	82%	82%	82%	80%	92%	85%	75%	82%	$**,***
ACCOUNTING TECHNOLOGY	2084	***%	70%	33%	77%	60%	69%	N/A	69%	$**,***
				Revised Program		100%	93%	88%	91%	$51,028
INDUSTRIAL MGMT TECH	2221	100%	98%	100%	70%	100%	94%	0%	93%	$**,***
OFFICE ADMINISTRATION	2229	100%	97%	100%	97%	100%	95%			$**,***
OFFICE ADMINISTRATION	2229			Revised Program		80%	93%	93%	94%	$**,***

Source: Florida Education Training Placement Information Program (FETPIP)

*Currently Inactive Program
N/A - No placement data for the program
(****), ($**,***), or (***%) - Number of graduates less than 10 but greater than 0 suppressed.

Indicates the College average above the State Averages
Indicates the College average same as the State Averages
Indicates the College average below the State Averages

Course Success Rates (1 of 3)

Major	Course	2017-2018		2018-2019		2019-2020		2020-2021		
		Attempted	% Successful	Attempted	% Successful	Attempted	% Successful	Attempted	% Successful	
2059 BUSINESS ADMINISTRATION	ECO2013	917	76%	947	78%	861	83%	812	86%	↑
	ECO2023	708	80%	565	83%	541	87%	453	90%	
	GEB1011	363	79%	419	76%	457	81%	423	79%	
	GEB2351	326	81%	349	78%	336	75%	305	76%	↑
	GEB2430	448	71%	430	70%	385	81%	292	73%	
	ISM2000	410	77%	396	71%	442	69%	381	66%	
	MAN2021	184	85%	185	91%	192	76%	191	79%	↑
	MAR2011	114	77%	140	86%	135	83%	183	72%	
	MAR2101	162	82%	190	85%	213	78%	224	85%	↑
	MAR2321	103	81%	87	80%	95	73%	113	78%	
	MAR2720							36	78%	
	MKA2021	22	82%	21	86%	17	65%	24	83%	↑
	MNA2161	77	95%	88	93%	97	82%	109	84%	
	MNA2345	73	86%	62	89%	34	88%	43	88%	
	QMB1001	77	73%	68	74%	75	72%	74	70%	
	RMI2001					25	72%	40	70%	
	RMI2110					6	100%	14	86%	
	RMI2212					8	88%	5	100%	↑
	SBM2000	151	82%	162	83%	158	82%	154	79%	
	Major	4,061	78%	4,041	79%	4,002	80%	3876	80%	

■ Indicates a success rate of 90% or higher
■ Indicates a success rate between 70% and 89%
■ Indicates a success rate below 70%

Source: IR Program Assessment Data

Course Success Rates (2 of 3)

Major	Course	2017-2018		2018-2019		2019-2020		2020-2021		
		Attempted	% Successful	Attempted	% Successful	Attempted	% Successful	Attempted	% Successful	
2062 PARALEGAL-LEGAL ASST	BUL2241	259	78%	242	80%	285	83%	267	81%	
	BUL2242	39	87%	38	89%	48	88%	30	73%	
	OST1141	148	83%	100	84%	87	84%	100	81%	
	OST1435	55	91%	60	75%	64	81%	56	84%	↑
	PLA1003	47	77%	49	73%	76	71%	43	74%	
	PLA1103	18	83%	21	71%	23	96%	26	81%	
	PLA1610	21	86%	17	88%	27	89%	20	85%	
	PLA1800	26	85%	14	79%	24	92%	24	75%	
	PLA2114	15	100%	12	92%	17	94%	15	100%	↑
	PLA2200	18	83%	19	89%	18	83%	20	100%	
	PLA2303	26	92%	21	76%	38	84%	34	88%	↑
	PLA2460	20	75%	24	88%	19	84%	22	91%	
	PLA2600	24	88%	12	92%	18	100%	12	83%	
	PLA2763	30	80%	17	88%	14	93%	20	90%	
	PLA2880	52	81%	18	83%	30	87%	32	81%	
	PLA2949	1	100%			1	100%	4	100%	
	Major	860	83%	664	81%	789	84%	725	82%	
2084 ACCOUNTING TECHNOLOGY	ACG2021	668	66%	618	68%	609	67%	714	73%	↑
	ACG2071	342	81%	381	85%	361	88%	470	88%	
	APA1111	60	82%	56	84%	48	83%	45	69%	
	APA1121	26	73%	45	87%	36	86%	31	84%	
	APA1711	70	76%	67	91%	93	91%	51	76%	↑
	FIN1100	180	72%	181	83%	188	77%	190	78%	
	FIN2000	70	69%	80	78%	79	87%	78	78%	
	TAX2000	52	81%	58	86%	38	87%	54	80%	
	Major	1,468	72%	1,486	78%	1,452	78%	1633	78%	

Indicates a success rate of 90% or higher
Indicates a success rate between 70% and 89%
Indicates a success rate below 70%

Source: IR Program Assessment Data

Course Success Rates (3 of 3)

Major	Course	2017-2018		2018-2019		2019-2020		2020-2021	
		Attempted	% Successful	Attempted	% Successful	Attempted	% Successful	Attempted	% Successful
2228 OFFICE ADM- MED SYSTEMS	OST2461	20	95%	9	100%	3	100%	4	100%
	Major	20	95%	9	100%	3	100%	4	100%
2229 OFFICE ADMINISTRATION	OST1100	37	86%	42	79%	32	69%	27	78%
	OST1110	24	96%	21	81%	16	100%	9	100%
	OST1330	32	91%	26	88%	43	70%	46	83%
	OST2336	23	96%	22	73%	30	87%	10	90%
	OST2401	52	96%	43	91%	38	71%	46	74%
	OST2431	28	100%	17	100%	25	92%	18	100%
	OST2501	28	93%	21	76%	29	86%	25	76%
	OST2713	16	94%	21	100%	18	89%	15	87%
	OST2828	16	100%	7	86%	13	62%		
	OST2852	16	94%						
	Major	288	89%	288	83%	319	77%	196	82%
	Total	6,801	78%	6,607	79%	6,716	80%	6,434	80%

Indicates a success rate of 90% or higher
Indicates a success rate between 70% and 89%
Indicates a success rate below 70%

Source: IR Program Assessment Data

Course Success Rates by Race/Ethnicity (1 of 6)

Program, Course & Race/Ethnicity	2018-2019		2019-2020		2020-2021	
	Enroll	Success	Enroll	Success	Enroll	Success
2059 - Business Administration	4041	79%	4002	80%	3876	80%
ECO2013	947	78%	861	83%	812	86%
American Indian/Alas	1	100%	3	67%		
Asian	30	87%	28	82%	26	88%
Black	95	63%	80	80%	85	71%
Hispanic/Latino	154	75%	126	80%	131	85%
Native Hawaiian/Paci	1	100%	1	0%	1	100%
Two or More Races	43	77%	34	71%	33	88%
Unknown	18	94%	25	80%	18	94%
White	605	81%	564	85%	518	88%
ECO2023	565	83%	541	87%	453	90%
American Indian/Alas					2	100%
Asian	10	90%	10	100%	17	88%
Black	76	71%	58	78%	55	76%
Hispanic/Latino	82	82%	85	87%	68	94%
Two or More Races	17	94%	25	88%	14	93%
Unknown	10	80%	14	100%	9	89%
White	369	85%	349	88%	288	91%

Program, Course & Race/Ethnicity	2018-2019		2019-2020		2020-2021	
	Enroll	Success	Enroll	Success	Enroll	Success
2059 - Business Administration	4041	79%	4002	80%	3876	80%
GEB1011	419	76%	457	81%	423	79%
American Indian/Alas					2	100%
Asian	5	40%	9	78%	7	71%
Black	63	60%	74	73%	76	67%
Hispanic/Latino	84	75%	71	85%	70	83%
Two or More Races	17	59%	18	72%	16	81%
Unknown	9	78%	6	83%	5	60%
White	238	84%	279	82%	247	83%
GEB2351	349	78%	336	75%	305	76%
American Indian/Alas	1	0%	1	100%		
Asian	11	73%	14	71%	7	86%
Black	55	76%	51	71%	46	54%
Hispanic/Latino	57	67%	62	73%	66	80%
Native Hawaiian			2	50%		
Two or More Races	16	56%	16	63%	19	74%
Unknown	9	78%	5	100%	10	60%
White	200	84%	185	78%	157	82%
GEB2430	430	70%	385	81%	292	73%
American Indian/Alas			1	100%		
Asian	8	75%	6	83%	5	80%
Black	77	58%	74	73%	42	40%
Hispanic/Latino	66	71%	59	85%	46	85%
Two or More Races	25	68%	13	85%	11	82%
Unknown	12	42%	9	44%	3	67%
White	241	74%	223	84%	185	77%

Source: IR Program Assessment Data

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2059 - Business Administration	4041	79%	4002	80%	3876	80%
ISM2000	396	71%	442	69%	381	66%
Asian	6	50%	7	86%	7	86%
Black	64	59%	80	59%	55	40%
Hispanic/Latino	57	63%	75	67%	79	67%
Two or More Races	14	64%	14	71%	13	62%
Unknown	10	80%	7	57%	6	33%
White	241	78%	259	73%	221	73%
MAN2021	185	91%	192	76%	191	79%
American Indian/Alas					1	100%
Asian	3	100%	7	71%	8	75%
Black	20	75%	26	65%	36	64%
Hispanic/Latino	25	88%	25	68%	32	81%
Native Hawaiian/Paci	1	100%	1	100%		
Two or More Races	3	67%	9	89%	5	100%
Unknown	4	100%	4	50%	3	33%
White	129	95%	120	80%	106	84%
MAR2011	140	86%	135	83%	183	72%
Asian	3	100%	3	100%	3	67%
Black	20	85%	24	83%	37	59%
Hispanic/Latino	15	80%	28	86%	27	67%
Native Hawaiian/Paci			1	100%		
Two or More Races	4	100%	6	83%	8	75%
Unknown	2	100%	3	67%	3	33%
White	96	85%	70	81%	105	79%
MAR2101	190	85%	213	78%	224	85%
American Indian/Alas					1	100%
Asian	2	100%	1	100%	8	88%
Black	29	66%	38	79%	48	79%
Hispanic/Latino	22	86%	32	78%	34	85%
Native Hawaiian/Paci					1	100%
Two or More Races	10	90%	3	100%	8	88%
Unknown	3	100%	3	33%	2	100%
White	123	89%	136	79%	122	87%

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2059 - Business Administration	4041	79%	4002	80%	3876	80%
MAR2321	87	80%	95	73%	113	78%
Asian	2	50%	3	100%	2	100%
Black	6	83%	15	73%	23	52%
Hispanic/Latino	15	67%	16	56%	23	96%
Two or More Races	3	67%	3	67%	7	86%
Unknown	2	50%	2	50%	58	79%
White	59	86%	56	77%	36	78%
MAR2720					36	78%
American Indian/Alas					1	100%
Black					5	80%
Hispanic/Latino					13	92%
Two or More Races					1	100%
White					16	63%
MKA2021	21	86%	17	65%	24	83%
Black	4	25%	3	33%	2	50%
Hispanic/Latino	3	100%	3	67%	10	90%
Unknown	1	100%	2	50%		
White	12	100%	9	78%	12	83%
MNA2161	88	93%	97	82%	109	83%
American Indian/Alas					1	100%
Asian					5	40%
Black	14	86%	24	67%	16	81%
Hispanic/Latino	9	100%	15	87%	14	100%
Two or More Races	2	100%	3	100%	4	100%
Unknown	1	100%	6	67%		
White	62	94%	49	90%	69	83%
MNA2345	62	89%	34	88%	43	88%
Asian					1	100%
Black	11	82%	6	100%	4	75%
Hispanic/Latino	4	75%	1	100%	7	86%
Two or More Races	1	100%	1	0%	1	100%
Unknown					1	100%
White	43	91%	26	88%	29	90%
QMB1001	288	83%	319	77%	74	70%
Asian	68	74%	75	72%	2	100%
Black			4	75%	13	38%
Hispanic/Latino	12	58%	10	40%	11	73%
Two or More Races	9	89%	12	67%	1	100%
Unknown	2	50%	2	50%	1	100%
White	45	76%	47	81%	46	76%

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2059 - Business Administration	4041	79%	4002	80%	3876	80%
RMI2001			25	72%	40	70%
Black			7	71%	8	50%
Hispanic/Latino			2	100%	6	100%
Two or More Races			2	100%	1	0%
White			14	64%	25	72%
RMI2110			6	100%	14	86%
Black			3	100%	3	100%
Hispanic/Latino					3	67%
Two or More Races			1	100%		
White			2	100%	8	88%
RMI2212			8	88%	5	100%
Black			5	80%		
Two or More Races					1	100%
White			3	100%	4	100%
SBM2000	162	83%	158	82%	154	79%
Asian	1	100%	2	100%	2	50%
Black	30	60%	27	85%	30	70%
Hispanic/Latino	22	91%	28	93%	24	88%
Two or More Races	8	75%	5	100%	7	71%
Unknown	4	75%	2	0%	4	25%
White	95	91%	94	79%	87	83%
2062 - Paralegal-Legal Asst	664	81%	789	84%	725	82%
BUL2241	242	80%	285	83%	267	81%
American Indian			1	100%		
Asian	5	80%	7	57%	6	50%
Black	32	66%	53	70%	41	66%
Hispanic/Latino	36	81%	44	75%	45	82%
Native Hawaiian/Paci	2	50%	2	100%		
Two or More Races	10	70%	10	90%	4	100%
Unknown	2	50%	3	67%	8	63%
White	155	85%	165	90%	163	85%
BUL2242	38	89%	48	88%	30	73%
Asian	2	100%	1	100%		
Black	3	100%	10	90%	4	50%
Hispanic/Latino	4	100%	3	100%	7	71%
Two or More Races	2	100%	4	75%	1	0%
Unknown					1	0%
White	26	85%	30	87%	17	88%

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2062 - Paralegal-Legal Asst	664	81%	789	84%	725	82%
OST1141	100	84%	87	84%	100	81%
Asian	3	100%	3	67%	3	67%
Black	13	77%	12	58%	13	77%
Hispanic/Latino	19	74%	20	85%	17	82%
Two or More Races	6	100%	5	100%	4	100%
Unknown			1	100%	4	75%
White	59	86%	46	89%	59	81%
OST1435	60	75%	64	81%	56	84%
Asian			1	100%		
Black	10	50%	9	67%	7	100%
Hispanic/Latino	10	50%	8	88%	8	63%
Native Hawaiian/Paci			1	100%		
Two or More Races	2	100%	1	0%	3	33%
Unknown	1	100%	2	100%	1	100%
White	37	86%	42	83%	37	89%
PLA1003	49	73%	76	71%	43	74%
Asian			1	100%		
Black	6	67%	10	60%	8	88%
Hispanic/Latino	10	50%	13	69%	5	60%
Native Hawaiian/Paci					1	100%
Two or More Races	2	100%	1	0%	3	67%
Unknown					1	100%
White	29	79%	51	75%	25	72%
PLA1103	21	71%	23	96%	26	81%
Asian					1	100%
Black	1	100%	1	100%	2	50%
Hispanic/Latino	8	75%	1	0%	6	83%
Two or More Races					1	0%
White	10	60%	21	100%	16	88%
PLA1610	17	88%	27	89%	20	85%
Asian					2	50%
Black	2	100%	2	100%		
Hispanic/Latino	2	100%	7	100%	3	100%
Two or More Races			1	100%		
White	12	83%	17	82%	15	87%
PLA1800	14	79%	24	92%	24	75%
Asian					1	100%
Black	1	100%	2	100%	2	50%
Hispanic/Latino	6	83%	1	100%	4	50%
Two or More Races			1	100%	1	0%
White	6	67%	20	90%	16	88%

Source: IR Program Assessment Data

Course Success Rates by Race/Ethnicity (4 of 6)

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2062 - Paralegal-Legal Asst	664	81%	789	84%	725	82%
PLA2114	12	92%	17	94%	15	100%
American Indian			1	100%		
Black	1	100%	1	0%	1	100%
Hispanic/Latino	2	100%	5	100%		
Two or More Races			1	100%		
White	9	89%	9	100%	14	100%
PLA2200	19	89%	18	83%	20	100%
Asian					1	100%
Black	1	100%	1	0%	2	100%
Hispanic/Latino	3	100%	3	100%	3	100%
Two or More Races			1	100%		
White	14	86%	13	85%	14	100%
PLA2303	21	76%	38	84%	34	88%
Asian			1	100%		
Black	2	100%	5	80%	2	100%
Hispanic/Latino	2	100%	8	75%	9	78%
Two or More Races	2	50%	2	100%		
White	15	73%	22	86%	23	91%
PLA2460	24	88%	19	84%	22	91%
Asian			1	100%		
Black	3	67%	2	100%	1	0%
Hispanic/Latino	3	100%	2	100%	6	83%
Two or More Races	1	100%	1	100%		
White	16	88%	13	77%	15	100%
PLA2600	12	92%	18	100%	12	83%
Asian					1	100%
Black	2	100%	2	100%		
Hispanic/Latino	3	100%	3	100%	3	33%
Two or More Races	1	100%	1	100%		
White	5	80%	12	100%	8	100%
PLA2763	17	88%	14	93%	20	90%
Asian					1	100%
Black					1	100%
Hispanic/Latino	2	100%	7	100%		
White	13	85%	7	86%	18	89%

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2062 - Paralegal-Legal Asst	664	81%	789	84%	725	82%
PLA2880	18	83%	30	87%	32	81%
Asian					2	100%
Black	2	100%	3	100%	1	100%
Hispanic/Latino	5	80%	6	67%	6	67%
Native Hawaiian/Paci					1	100%
Two or More Races	2	50%	1	0%		
White	9	89%	20	95%	22	82%
PLA2949			1	100%	4	100%
Black					1	100%
White			1	100%	3	100%
2084 - Accounting Tech	1486	78%	1452	78%	1633	78%
ACG2021	618	68%	609	67%	714	73%
American Indian/Alas	2	50%	1	100%		
Asian	20	90%	15	87%	18	89%
Black	57	44%	57	47%	62	42%
Hispanic/Latino	79	61%	120	67%	130	72%
Native Hawaiian/Paci	2	0%	2	50%		
Two or More Races	23	39%	27	74%	14	79%
Unknown	15	67%	18	56%	14	93%
White	420	73%	369	70%	476	76%
ACG2071	381	85%	361	88%	470	88%
American Indian/Alas	1	100%	1	100%		
Asian	21	90%	6	100%	20	90%
Black	26	73%	25	68%	27	56%
Hispanic/Latino	43	84%	75	87%	102	82%
Native Hawaiian/Paci			1	100%		
Two or More Races	9	78%	10	100%	14	79%
Unknown	9	78%	10	100%	20	95%
White	272	86%	233	89%	287	92%
APA1111	56	84%	48	83%	45	69%
Asian	1	100%	1	100%	2	100%
Black	6	83%	4	75%	9	33%
Hispanic/Latino	9	89%	10	60%	6	67%
Two or More Races	2	50%	1	100%		
White	38	84%	32	91%	28	79%

Source: IR Program Assessment Data

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2084 - Accounting Tech	1486	78%	1452	78%	1633	78%
APA1121	45	87%	36	86%	31	84%
Asian					1	100%
Black	5	80%	7	57%	3	67%
Hispanic/Latino	6	67%	8	88%	3	100%
Two or More Races	3	67%	2	50%		
White	29	97%	19	100%	24	83%
APA1711	67	91%	93	91%	51	76%
Asian	2	50%	3	67%		
Black	8	100%	10	80%	8	63%
Hispanic/Latino	4	75%	18	94%	8	88%
Two or More Races	2	100%	2	100%	3	100%
Unknown	1	100%	2	100%	1	100%
White	50	92%	58	93%	31	74%
FIN1100	181	83%	188	77%	190	78%
American Indian/Alas			1	100%		
Asian	2	50%	4	75%	3	100%
Black	25	60%	28	71%	24	63%
Hispanic/Latino	28	71%	33	73%	33	79%
Two or More Races	5	100%	4	75%	11	82%
Unknown	1	100%	1	100%	4	75%
White	119	90%	117	79%	115	80%
FIN2000	80	78%	79	87%	78	78%
Asian	3	100%	2	100%	4	100%
Black	18	72%	15	73%	11	64%
Hispanic/Latino	11	73%	9	78%	17	82%
Two or More Races	4	50%	1	100%	3	100%
Unknown	1	100%	1	100%	2	50%
White	43	81%	51	92%	41	78%

Program, Course & Race/Ethnicity	2018-2019 Enroll	Success	2019-2020 Enroll	Success	2020-2021 Enroll	Success
2084 - Accounting Tech	1486	78%	1452	78%	1633	78%
TAX2000	58	86%	38	87%	54	80%
Asian	1	100%	2	100%	2	100%
Black	14	86%	6	100%	11	45%
Hispanic/Latino	4	100%	7	57%	8	88%
Two or More Races			1	100%	1	100%
White	39	85%	22	91%	32	88%
2228 - Office Adm-Med Systems	9	100%	3	100%	4	100%
OST2461	9	100%	3	100%	4	100%
Black	1	100%	1	100%		
Two or More Races					1	100%
Unknown			1	100%		
White	7	100%	1	100%	3	100%
2229 - Office Admin	288	83%	319	77%	196	82%
OST1100	42	79%	32	69%	27	78%
Black	9	78%	3	33%	2	100%
Hispanic/Latino	3	67%	5	60%	4	75%
Two or More Races	1	100%	1	100%	2	100%
Unknown	3	33%	1	100%		
White	26	85%	22	73%	19	74%
OST1110	21	81%	16	100%	9	100%
Black	4	75%	2	100%	1	100%
Hispanic/Latino	3	33%	1	100%	1	100%
Two or More Races	2	100%	1	100%	1	100%
White	12	92%	12	100%	6	100%
OST1330	26	88%	43	70%	46	83%
Asian					1	100%
Black	5	100%	6	50%	9	78%
Hispanic/Latino	1	100%	10	80%	5	60%
Two or More Races	2	100%	1	100%	1	0%
Unknown	2	50%	1	100%		
White	16	88%	25	68%	30	90%

Indicates a success rate of 90% or higher
Indicates a success rate between 70% and 89%
Indicates a success rate below 70%

Source: IR Program Assessment Data

Course Success Rates by Race/Ethnicity (6 of 6)

Program, Course & Race/Ethnicity	2018-2019		2019-2020		2020-2021	
	Enroll	Success	Enroll	Success	Enroll	Success
2229 - Office Admin	**288**	**83%**	**319**	**77%**	**196**	**82%**
OST2336	22	73%	30	87%	10	90%
Asian			1	100%		
Black	6	33%	5	60%	1	100%
Hispanic			5	80%		
Two or More Races	1	100%	1	100%		
White	15	87%	18	94%	9	89%
OST2401	43	91%	38	71%	46	74%
Black	9	78%	6	50%	5	60%
Hispanic/Latino	4	100%	7	86%	12	83%
Two or More Races			1	100%		
Unknown	2	50%	1	100%	1	0%
White	28	96%	23	70%	28	75%
OST2431	17	100%	25	92%	18	100%
Asian					1	100%
Black	2	100%	1	100%	1	100%
Hispanic/Latino	3	100%	5	80%	3	100%
Native Hawaiian			1	100%		
Two or More Races			1	100%		
Two or More Races	1	100%	1	100%		
White	11	100%	16	94%	13	100%
OST2501	21	76%	29	86%	25	76%
Black	7	43%	3	67%	2	100%
Hispanic/Latino			3	67%	6	67%
Two or More Races	1	100%	1	100%	2	100%
Unknown	1	100%	1	100%	1	0%
White	12	92%	21	90%	14	79%
OST2713	21	100%	18	89%	15	87%
Black	3	100%	4	75%	1	0%
Hispanic/Latino	1	100%	2	50%		
Two or More Races					1	100%
Unknown	1	100%	1	100%		
White	14	100%	11	100%	13	92%
OST2828	7	86%	13	62%		
Black	2	50%	2	100%		
Hispanic/Latino			2	0%		
White	5	100%	9	67%		

Indicates a success rate of 90% or higher
Indicates a success rate between 70% and 89%
Indicates a success rate below 70%

Source: IR Program Assessment Data

Overall Success Rates by Program and Race/Ethnicity

| Program, Course & Race/Ethnicity	2019-2020		2020-2021	
	Enroll	Success	Enroll	Success
2059 - Business Administration	4002	80%	3876	80%
American Indian/Alas	5	80%	8	100%
Asian	90	83%	100	82%
Black	595	73%	584	63%
Hispanic/Latino	628	79%	664	83%
Native Hawaiian/Paci	5	60%	2	100%
Two or More Races	153	78%	150	82%
Unknown	88	72%	65	69%
White	2438	82%	2303	83%
2062 - Paralegal-Legal Assistant	789	84%	725	82%
American Indian/Alas	2	100%		
Asian	15	73%	18	72%
Black	113	72%	86	73%
Hispanic/Latino	131	82%	122	77%
Native Hawaiian/Paci	3	100%	2	100%
Two or More Races	30	83%	17	65%
Unknown	6	83%	15	67%
White	489	88%	465	87%

Program, Course & Race/Ethnicity	2019-2020		2020-2021	
	Enroll	Success	Enroll	Success
2084 - Accounting Technology	1452	78%	1633	78%
American Indian/Alas	3	100%		
Asian	33	88%	50	92%
Black	152	63%	155	50%
Hispanic/Latino	280	75%	307	78%
Native Hawaiian/Paci	3	67%		
Two or More Races	48	81%	46	83%
Unknown	32	75%	41	90%
White	901	81%	1034	81%
2228 - Office Administration-Med Systems	3	100%	4	100%
Black	1	100%		
Two or More Races			1	100%
Unknown	1	100%		
White	1	100%	3	100%
2229 - Office Administration	319	77%	196	82%
Asian	5	80%	2	100%
Black	42	57%	22	77%
Hispanic/Latino	52	71%	31	77%
Native Hawaiian/Paci	1	100%		
Two or More Races	8	88%	7	86%
Unknown	7	100%	2	0%
White	204	82%	132	85%
Grand Total	6716	80%	6434	80%

Indicates a success rate of 90% or higher
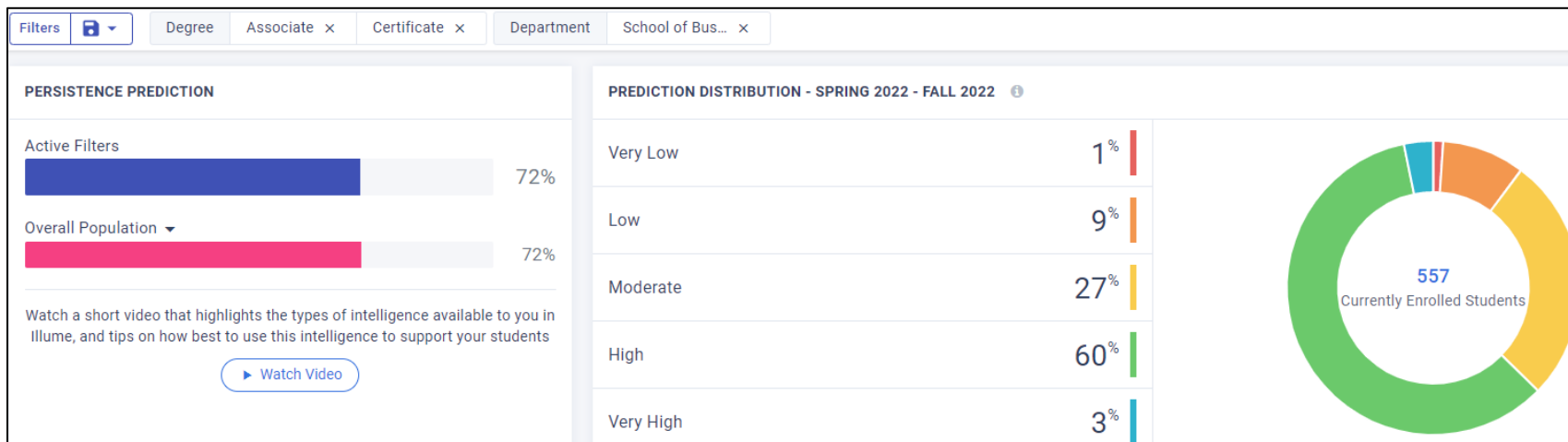Indicates a success rate between 70% and 89%
Indicates a success rate below 70%

Source: IR Program Assessment Data

Captured on 11/11/20
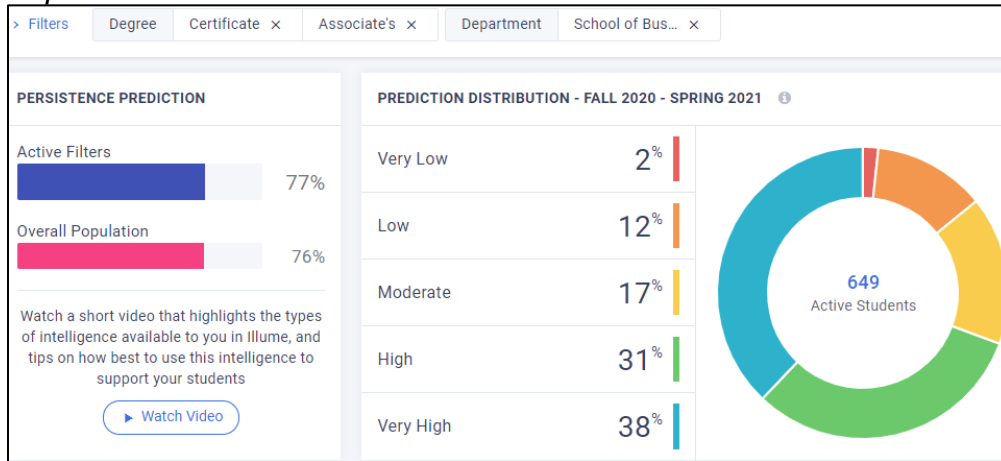
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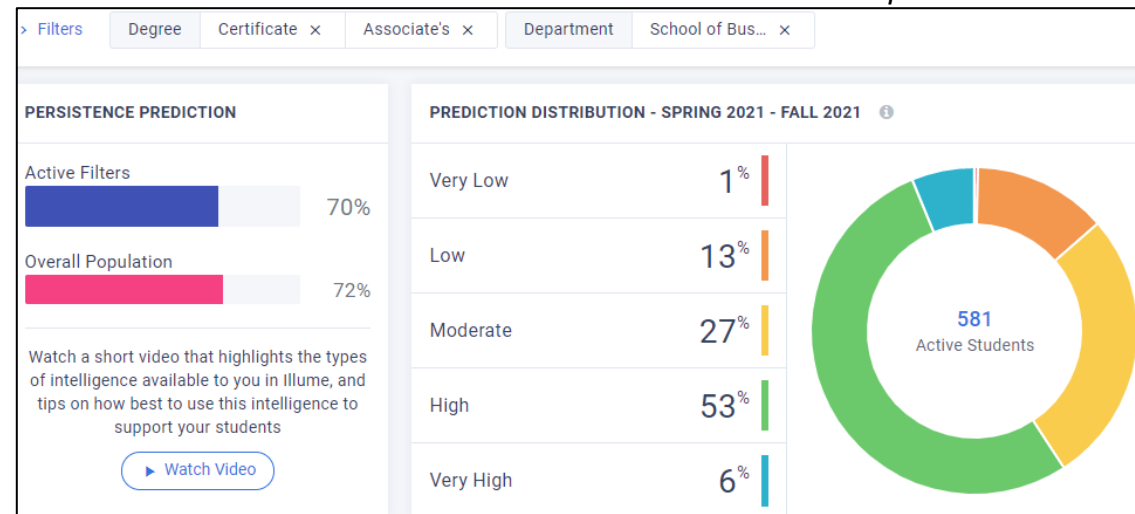
Captured on 2/16/22

Civitas – illume Courses

Civitas – Completion Insights

Captured on 2/8/21

Captured on 2/16/22