



HLC Accreditation Evidence

Title: Workforce Training & Community Education Division 2017 Program Review Summaries

Office of Origin: Vice President of Instruction - WTCE

Workforce Training & Community Education (WTCE) Division
2017 Program Review Summaries
Reporting Years: 2013-2014 – 2014-2015 –2015-2016

Adult Healthcare

- The Adult Healthcare program contributes to the fiscal health of the institution.
- The program is embracing alternative delivery formats beginning with its current design of a hybrid Certified Nurse Aid course.
- Significant outreach is ongoing that includes meetings with partner facilities and high schools.
- The availability of a regular, part-time instructor has assisted the program in increased offerings.
- The team is working to increase the effectiveness of the enrollment process; the availability of RX should contribute to their desired outcome.
- The program is challenged to find sufficient adjunct faculty members to serve student and industry needs.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Continue building the CNA course for online (hybrid) instruction will drive student success and better serve our service area as well as putting other courses online (CNA Refresher, CMA Update, CMA). This will be evidenced by more Adult Healthcare programs student enrollments and credit hours generated.
 - Continue overhauling the enrollment process for our courses will seek to emphasize institutional effectiveness. This will be evidenced by quicker enrollments for AHC courses more in line with other course enrollment.
 - Continue to encourage advisory board input to enhance external communications by continuing to network with clinical partners, adding new members to the AHC advisory board and finding a method of holding advisory boards which have greater attendance.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.

Agriculture

- The Agriculture program throughout this three year review period has shifted from a program with a net loss to a program with fiscal contributions to the College.
- The program has successfully contracted with the Department of Agriculture to offer continuing education for the Weights & Measures industry.
- A second semi was added to the CDL program through receipt of a grant.
- The program has recently open CDL testing opportunities to the community.
- A CA1 application has been developed and submitted to the Kansas Board of Regents for consideration of a new Scales Technician certificate program.
- The CNH program is not reflected in the Agriculture program fiscal report, but is captured in the monthly credit hour report.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).

- Approved Goals:
 - Develop a visitation schedule for area high schools, targeting interested juniors and seniors. Work with high school administrators in school districts without active agriculture programs and agriculture instructors in districts that do have active agriculture programs.
 - Work with community members to provide more opportunities for Beef Cattle students to learn technical skills – Medication and Implant administration, AI, and cattle handling skills.
 - By next Fall Semester, pending final approval develop the materials for the three scale class syllabi. Work to secure the equipment necessary classes in the Scale Technician Certificate Program, either through donations or the strategic planning process.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.
 - Further research the development of the Beef Cattle certificate program in an online format.
 - Assess student data recognizing how many courses student take before dropping out of the program (whether employment or other reasons) to develop strategies for program completion.

Automotive

- The Automotive program has yielded financial losses for four years in a row.
- A surge in enrollment occurred during 2015-2016 which was supported by marketing provided by the Public Relations Office.
- Marketing was not sustained due to other program needs; declining enrollment is occurring during the 2016-2017 year.
- The Automotive program suffers from minimal program completers – lowest in the state.
- Significant improvements need to occur with program enrollment, completion and financial contributions.
- Program leadership has submitted the following review goals:
 - Continue to target program growth. Brainstorm recruiting strategies and work with local schools to grow numbers.
 - Continue to pursue leads for adjunct faculty and grow instructor pool to allow full program presentation.
 - Work diligently to increase completer numbers knowing increased enrollment is a desired outcome.
- The goals are on target; however, they are too vague and need refinement.
- Recommended strategies:
 - Promote the first level certificate to area high school counselors and students to include benefits of SB#155.
 - Identify how far students continue with the program (number of classes) and determine program completion points supporting the data.
 - Research successful automotive programs (in and out of state) and identify potential program changes and/or enhancements.

- Increase the number of members, diversity and engagement of the Automotive Advisory Board.
- Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
- Amended Program Goals – Received 2/10/17
 - We are going to order Auto Technology hats for the advisory board members, hand deliver them and talk about the state of the auto program one on one. Starting with the new advisory members, so we can truly introduce program leadership and thank them for serving.
 - Develop a program flyer to be used at recruiting events, something similar to the Ag and natural gas.
 - Ron is going to look into professional development on how to interact with today's students.
 - Restructured class schedule to ensure that high school students will complete the 24 hour certificate if they stay for two years.
 - Ron is going to research different field trips to take students on.
 - Ron is going to follow up with Randy Thode to update his automated response.
 - Conduct ASE testing for first year students as well as second year students.
 - Research what other automotive programs are doing to drive enrollment.

Business

- The Business program is strong and a role model for other program operations. There are multiple programming options available in both face-to-face and online formats. The program attracts majors and non-majors while contributing significant fiscal health to the institution. Another unique factor is the program's opportunity for students to participate in clubs and volunteer activities.
- The Business Program Review incorporates segments of a proposed new model for reviewing programs. Additional data elements are included not yet available in the current model. As a first review, it appears the additional information will prove helpful to identifying program opportunities and challenges.
- The largest enrollment decreases are documented in conjunction with Fort Riley and Fort Leavenworth operations.
- Continued program growth is associated with online course enrollment.
- Shifts in faculty load and streamlined scheduling will be a focus during the next year; opportunities for program completion and consistency of quality instruction should be safe-guarded during the process and monitored.
- Initial changes in the number of sections offered has netted enrollment growth.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Continue work towards full implementation of Entrepreneurship certificate in face-to-face and online offerings.
 - Continue work towards qualified adjunct faculty pool.
 - Streamline business department course offerings for best potential scheduling for students and faculty along with development of course offerings for students to utilize in planning program completion.
- Added Goals:
 - Focus on marketing online Business program with emphasis on completion opportunity.

- Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
- Research part-time student's retention rates.
- Research high business student's success rate.
- Research non-degree seeking business students – what is drawing them to the program and is there an opportunity to shift them to degree-seeking.

Criminal Justice

- The struggles of this program are lessening due to the leadership of Melissa Stevens. Melissa is working hard to rebuild the reliability of the program and reaching out to re-establish partnerships.
- Melissa's dedication to recruitment serves as a model for the WTCE Division. She dedicates herself to adapting processes to create program awareness.
- While this three-year program review period does not reveal increased enrollment figures nor lessens the financial loss of the program, I'm confident the 2016-2017 review will show an uptrend in both. Enrollment for fall '16 has already demonstrated growth.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Develop and implement the five core Criminal Justice courses necessary for completion of AA degree fully online
 - Develop a strategy to implement the firearm simulator into existing credit courses as well as develop non-credit training
 - Increase enrollment through consistent and innovative recruiting strategies
 - Increase collaborative Criminal Justice advisory committee activities such as ride-alongs, internships, observation and courtroom participation.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.

Corrections

- While there is little to report over this three-year program review, there will be much to report in the future. The certificate and degree program is developed online and marketing activities have initiated.
- The partnership with the Kansas Department of Corrections is supporting awareness of the opportunity.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Continue marketing efforts to promote the online Corrections program to current correctional officers, military veterans, and the general public
 - ✓ Customized brochures and fliers will be distributed to any correctional facility in the state who requests these items
 - Promote communication between the instructors by holding one-two meetings via GTM

- ✓ The goal of these meetings will be to discuss options for program growth, scheduling and any other issues with the program.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.
 - Focus on the high school market and the availability of SB#155 to support coursework
 - Re-active the corrections advisory board.

Dietary Manager

- The Dietary program experienced some grave difficulties this past year. Long term employee and former Instructor-Coordinator, Marsha Finley, had to resign from the program and later lost her battle with cancer.
- Adjunct faculty member, Emily Cowles, assume multiple responsibilities during Marsha's illness and later resignation. She was eventually named the new Instructor-Coordinator.
- Minimal enrollment declines despite the tragic situation.
- Implementation of new ANFP curriculum.
- Achieved reaccreditation status
- Approved Goals:
 - Achieve at least an 80% pass rate on National Certification exam.
 - Keep our program numbers the same by not seeing a decline in the credit hour report.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.

Early Childhood

- The Early Childhood program contributes to the financial health of the institution.
- The program has a diverse pool of adjunct faculty members that contribute to programming and student experience.
- The EC team develops continuing education events for the industry; proceeds are not included in the program's fiscal report, but do contribute to the college's budget.
- Efforts are ongoing to include the cost of the Professional Child Associate (PCA) industry credential in the program; therefore increasing student participation in this exit outcome.
- The team is working to add new courses to the program with consideration underway to develop a new special education certificate program.
- A specialized recruitment day has been developed to attract high school students to the program.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:

- Expand practicum and internships sites to include preschools and licensed daycares to give students a better understanding of the different types of employment opportunities available with a Barton certificate or degree.
- Develop at least one new course offering during the academic year. Currently working on Autism course, scheduled to be complete by June 1, 2017. It will be designed for online and face to face 9 week offerings for students, early childhood professionals and other community members.
- Develop an extensive marketing and recruitment plan to build enrollment.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Continue to streamline course offerings as needed for maximum enrollment.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.
 - Assess student data recognizing how many courses student take before dropping out of the program (whether employment or other reasons) to develop strategies for program completion.
 - Determine need and support for new special education certificate program.

Emergency Medical Services

- Loss of programming – Accelerated Paramedic (Military) and Topeka Paramedic
- Continued financial loss impacts institution's fiscal operations.
- Working on new programming initiatives to impact enrollment, i.e. high school students and northwest Kansas location.
- Approved Goals:
 - First time pass rates for EMT – 70%
 - Overall pass rates for EMT – 75%
 - EMT testing – EMT students attempt boards at least one time – 70%
 - First time pass rates for paramedic – 88%
 - Overall pass rates for paramedic – 95%
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.
 - Continued pursuit of new markets and programming opportunities
 - Assess 2009-2010 operations in comparison to 2014-2015 operations to identify potential strategies to enhance revenues and lower net losses.

Information Technology

- Credit hour production is demonstrating decreases in the 2016-2017 year; however, the 2015-2016 financial report demonstrated fiscal contribution to the College and an upward trend in credit hour production during 2013-2014 and 2015-2016. This program requires marketing. Potential students need to be aware of the online program opportunity available with the Networking option and re-introduced to Barton's transfer program in Computer Science and Computer Information Systems.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).

- Approved Goals:
 - Finalize development and implement the Networking Program online by Bartonline Session I, fall 17.
 - Develop and implement the Computer Science and the Computer Information Systems Program online by fall 18.
 - Strong emphasis on marketing/recruitment; target high school students (to begin immediately).
 - Increase the number of members and diversity of the Information Technology Advisory Board.
- Added Goals:
 - Implement operational process for completion of additional industry credentials beyond the current Information Security credential in the Networking program.
 - Finalize 2+2 agreements with chosen universities and make information available to potential students.
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.

Medical Laboratory Technology

- Despite fiscal losses for several years and a downturn in enrollment, the program experienced growth last year and again this year. We are hopeful net losses will decrease with this upward trend in enrollment.
- The Director is working to ensure labs are familiar with Barton's program both in partnership and as a recruitment source.
- The program completed the KBOR alignment and implemented updated curriculum this year.
- Approved Goals:
 - Increasing exposure of program to industry by assisting with "Grow Your Own" marketing strategy.
 - Once WSU students have taken their national certification, provide marketing for bridging MLS to MLT.
 - Continue with personal visits to area hospital and labs. 2015-16 expanded advisory board membership.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.

Medical Support

- Medical Support includes three programming areas: Medical Assistant, Medical Administrative Technology and Medical Coding. This area contributes significantly to the fiscal health of the College.
- The program achieved a major goal by replacing a key Medical Coding adjunct faculty position. The loss of that member for a period of time resulted in decreased credit hour production. With the replacement in team member, all three coding classes are once again available and credit hours have increased.

- The program is achieving the implementation of industry credentials in the program and has cited continued work in that area in their new goals.
- The program will serve in a pioneer role as it launches a new non-credit Medical Scribe program this year.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Implement new Medical Scribe Program and evaluate student enrollment and program industry certifications
 - Implement industry certificate exams into the Medical Administrative Technology Program and explore the stackable credential exams for CCMAs in phlebotomy and ECG technical routes with NHA
 - Query other Medical Coding providers to research the program's internship experience
- Added Goals:
 - Explore partnership opportunity with Salina Regional Hospital to serve as training provider for Medical Assistants
 - Re-emphasize awareness of the Medical Assistant program through marketing strategies.
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.

Natural Gas

- The program is facing enrollment challenges during the 2016-2017 year; however, fiscal contributions during the program review period remain positive due to the elimination of the Coordinator of Industrial Technology position.
- Recruitment activities were not a priority with the former Coordinator, but the team is regrouping to reconnect with industry members, advisory board members, high schools and potential students.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Develop a comprehensive marketing and recruitment plan that includes educating potential students on industries preference on associate degrees. Also include the opportunities of scholarships available.
 - Develop relationships with area partners to expand field trip locations, advisory board membership and possible equipment donations.
 - Build a stronger adjunct faculty pool.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Research and identify way to offer Gas Measurement Certificate program.

Nursing

- Recruitment activities to try and minimize declining application levels.
- Ongoing assessment to utilize selection system that enters students into the program who will successfully complete and pass the NCLEX.

- Significant list of strategies either implemented or will so be to address declining RN pass rates.
- Growth among faculty members – new team learning to navigate instructional roles and teamwork.
- Completed reports and site visit for ACEN accreditation; working to maintain accreditation.
- Fiscal losses mostly stabilized; however, a negative impact on the institution.
- Approved Goals:
 - NCLEX Pass Rates for PN and RN meet or exceed the State and National Levels.
 - Explore opportunities to increase simulation use in clinical base courses.
 - Review Clinical sites annually.
 - Promote interaction & relationship between PN & ADN programs and Faculty.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.

Pharmacy Technician

- Program is overall steady with minimal enrollment decreases.
- Contributing positively to the fiscal health of the institution.
- Increased team by one – additional of adjunct faculty member.
- Continued work on program lab component
- Continued work on future accreditation
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Marketing & Recruitment: Increase enrollment in the pharmacy tech program.
 - Continue completion on site lab at Great Bend.
 - Incorporate instructional lab requirements into Pharmacy Tech curriculum.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.
 - Monitor adjunct faculty pool and maintain sufficient numbers to support load requirements and availability of programming.
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Welding

- The Welding program contributes financially to the institution. Programming occurs at two locations – Ellsworth Correctional Facility and on campus.
- The campus program faced a challenging situation this past fall '16. Without an instructor, the majority of the students enrolled in the program left. We did maintain the majority of the evening students due to the generosity of Mr. Collins.
- Our new Instructor/Coordinator arrived shortly before the spring '17 semester and has assumed responsibility for the campus program.
- Program leadership has outlined acceptable goals noted below with additional goals recommended by the Dean (see below).
- Approved Goals:
 - Develop a comprehensive marketing and recruitment plan for the main campus location.

- Have a certified welding inspector/welding educator at both ECF and main campus.
- Establish a pool of adjunct faculty members.
- Added Goals:
 - Implementation of automated recruitment messages to assist with students who have inquired, applied and enrolled.

Program Reviews Completed by Mary Foley, Jane Howard and Kathy Kottas in addition to program Instructor-Coordinators

Final Review Completed by Elaine Simmons

2/3/17

Updated Summary 2/13/17