Program Review
Report of Findings

Fall 2012 Review
October 18, 2012

Prepared for the Curriculum Committee and the Vice-President for Educational Affairs
By Ms. Carolyn Warren
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Overview

Instructional program review is an integral part of Northwest’s overall institutional effectiveness initiative required by the Southern Association of Colleges and Schools (SACS) accreditation criteria. A self-study team made up of industry specialists, students, faculty, administrators, and a member of the Northwest Community Board of Trustees, conducts a program review using established criteria. The self-study report is the final product of the Instructional Program Review process. The self-study report documents the need, cost, and effectiveness of each program in order to answer the question, “Does the instructional quality of the program meet institutional standards?”

For purposes of instructional program review, a program is defined as any organizational unit within the college that provides instructional services.

Purpose

The purpose of program review and evaluation is to provide a system for continuous improvement in programs. Review and evaluation procedures provide recognition of the accomplishments of a program as well as identify interventions needed for improvement of the program.

Goals

1. To ensure the effectiveness of the College’s programs
2. To improve the quality of instructional programs
3. To provide data for such intervention decisions as those regarding staff needs, admissions requirements, and curricular additions or deletions
4. To provide a system of regular data collection and analysis
5. To determine how specific programs serve the mission of the college and respond to student and community needs

Program Review Cycle

Each instructional program will be evaluated once in each five year period. Programs are reviewed by major functional areas and/or locations whenever possible.

Criteria for Evaluation

The program(s) under review must provide the following documents to the Committee:

- Enrollment – Longitudinal enrollment information must be obtained for each across the prior five (5) years.
- Performance – This is gauged by assessing post-NWCC enrollment performance of students from each major. In academic divisions, this is determined by examining transfer performance of students at four-year institutions over the prior five (5) years. Career-Technical programs should look to the state mandated follow-ups with program graduates and (if required) passage rates on state board exams. This should be compiled for the prior five (5) years.
- Curriculum Alignment – Each Board member will receive a copy of the Northwest Bulletin with course descriptions and curricular components. Academic programs should provide current articulation agreements and Career-Technical programs should provide any program certifications from the state.
• Student Learning Outcomes – A general analysis of SLO performance per course over the past three (3) years.
• SACS Principles Compliance Survey
• Instructor Qualifications
• SWOT (Strengths/Weaknesses/Opportunities/Threats) – Using the data gathered above identify the SWOTs of the program.
• Final Assessment/Recommendations/Outcomes – This section provides a summation to the Board of the current status of your program based on the above analysis.

Both hard copies and electronic copies of all the supporting documents listed above are maintained by the Office of Institutional Research and Effectiveness.

Organization for Program Evaluation
The program review process will be managed by the Director of Institutional Research and Effectiveness who will coordinate the reviews and findings of the review committees.

A Program Review Committee will be composed of:
1. Appropriate Deans
2. Appropriate Program Directors/Supervisors
3. Two (2) faculty members
4. Four (4) additional members chosen from the student population, faculty, administration, members of the Board of Trustees, advisory committee members, or individuals from the community

The findings and recommendations of the review committee will be presented to the Vice President for Educational Affairs, the Executive Council, and the Curriculum Committee. The report of findings will then be forwarded to the Academic Council for review.

Fall 2012 Program Review

Committee Members
Dr. Matthew Domas, Associate Vice-President for Educational Affairs
Mr. Jerry Nichols, Associate Vice-President for Career Technical Education
Dr. Jack Butts, Dean of Lafayette-Yalobusha Technical Center
Mr. Richie Lawson, Dean of DeSoto Center
Ms. Phyllis Johnson, Dean of eLearning
Ms. Charlotte Alexander, Mathematics Division Director (Instructor, Academic)
Dr. Stacy Jones, Natural Sciences Division Director (Instructor, Academic)
Mr. Calvin Cooper, Instructor (Career Technical)
Mr. Bill Dawson, NWCC Board of Trustees Member
Ms. Mary Alice Moorman, NWCC Board of Trustees Member
Ms. Emily Jansen, NWCC Student
Mr. David Dowdle, President Sycamore Bank (Community Member)
Program Review Findings
This Program Review Report of Findings summarizes the evaluation of the following programs conducted during the Fall 2012 semester. The programs reviewed include:

- **Business Division**
  - Accounting
  - Business Administration
  - Business & Computer Teacher Education
  - Computer Information Systems Management
  - Computer Science
  - Marketing Communications
  - Office Administration
- **Business, Office & Related Technology**
  - Health-Care Data Technology
  - Office Systems Technology
  - Microcomputer Technology
  - Accounting Technology
- **Business & Marketing Management Technology**
- **Information Systems Technology**
  - Computer Programming
  - Network Technology
- **Paralegal Studies**
  - Paralegal Technology
  - Pre-Paralegal Studies
- **Industrial Electronics Engineering Technology**
- **Hotel Restaurant Management Technology**
- **Commercial Truck Driving**

The following table summarizes the Program Review Committee’s findings for each of the programs reviewed.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Continue Without Conditions</th>
<th>Continue With Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Division (all programs)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Business, Office &amp; Related Technology (all programs)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Business &amp; Marketing Management Technology</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Information Systems Technology (both programs)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Paralegal Studies (both programs)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Industrial Electronics Engineering Technology</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Hotel Restaurant Management Technology</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Commercial Truck Driving</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

A copy of the findings signed by each committee member is on file in the Office of Institutional Research and Effectiveness. The following sections include the results for each program, along with committee comments, and final recommendations. The supporting documents containing specific information for each of the evaluation criteria are on file in Office of Institutional Research and Effectiveness.
Business Division

Presenter: Amy Stewart

SACS Principles of Compliance Survey
In the review of the compliance survey for the Division of Nursing, the program states that all programs are compliant for all survey questions.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Business Division:

Leah Arrington  Margaret Higdon  John Randall
John Blair  Patrick Hoover  Keith D. Reed
Martin L. Bolen  Bettye B. Johnson, CPA  Deborah Rutledge
Mary Beth Bolen  Russell W. Lott  Jonathan Scala
Roy Booth  Amanda Meadows  Daniel J. Scherer
Rebecca Butler  James Meadows  Dawn Stevens
James M. Carden  Michell S. Mize  Amy Stewart
M. Earline Cocke  Sakondra S. Moore  Jody E. Strong
Julie P. Correro  William Scott Mounger  Richard W. Swinney
Allen B. Couch, Jr.  Eleanor Nabors  Tamer Bahloul
Shelia Yount Dandridge  Patricia Norton  Elizabeth Carol Farris-Upton
Elizabeth Dickerson  Jennifer O’Brien  Michael Watts
David Drewrey  Ozell Ueal  Kipps G. Webb
Glynda L. Hall  Ashish Pagare  Denise Puckett Willis
Linnea Hall  Gary Pagels  Hui Xiong
John R. Harrison  Dr. Jamison Posey

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that all programs in the Business Division be continued without conditions.

Main Recommendation: Develop and implement plan to improve SLO performance at the Oxford Center.

Committee Comments/Recommendations
- Investigate further the need for a full-time Business Advisor/Instructor.
- Investigate further the need and capacity for a computer lab at the Desoto Center.
- Continue to make efforts to improve SLO performance at the Oxford campus. Develop plan and implement.
- Promote scholarships and transfer options to the students. Students are unaware of where to go after Northwest, how to pay for it, and what scholarships to apply for.
- I am encouraged by the increase in enrollment for your programs, but concerned for the lack of students who actually graduate from four year colleges and universities. Steps should be taken to increase the success rate of transfer students.
- The department takes good advantage of public relations- very impressive! Director shows that she is very “student-minded”. She offers support to students and information on financial aid. Very knowledgeable on opportunities offered to transfer students at four-year universities.
- Office Advisor 240 should be on the C/T side. This would help enrollment and placement. It’s obvious that these students are not transferring. Why are they just starting to push graduation?
- Develop recruitment & P.R. to inform area of the need for this field. Continue performing the good work already in progress.
- Needs computer labs.
- Office administration should be a career-tech program only. Business and Computer Teacher Education need to be reviewed for its transfer rate to a 4-year institution.
- Need more instructors. Conference was very good. Instructors presented their program well.
- Good presentation and good plans for the future.
- Sounds like the program is getting on track and growing impressive relations with Mississippi State and Ole Miss.
- The program needs to be marketed for freshman in what jobs are available to them if they stick with the four year degree.
- Disappointed in success rate. Needs continuity in the SLOs on all campuses.
Business, Office & Related Technology

Presenter: Shelia Dandridge

SACS Principles Compliance Survey
In the review of the compliance survey for the Business, Office & Related Technology, the program states that all programs are compliant for all survey questions.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Business, Office & Related Technology programs:

- Breanda Baird
- Dale Boatright
- Joy Brinkley
- Kathy Buchanan
- Rebecca Butler
- Shelia Yount Dandridge
- Pam Darnell
- Elizabeth Dickerson
- Marilyn Doolittle
- Katherine O. Gavin
- Linda Hogan
- Deborah Littrell
- Suzette C. Logan
- Faye Massey
- Sandra Marie Meurrier
- Linda Pitcock
- Denise Poe
- John Randall
- Lisa Y. Russell
- Debby Rutledge
- Dawn W. Stevens
- Jennifer O’Brien
- Linda Pitcock
- John Randall
- Lisa Y. Russell
- Debby Rutledge
- Dawn W. Stevens
- Jennifer O’Brien

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Business, Office & Related Technology program be continued without conditions.

Committee Comments/Recommendations
- Impressive command of program. Consider splitting work load online and on ground.
- The courses of the e-learning office are impressive. The ideas will benefit students. I strongly suggest having the e-learning students to be required to meet with instructors, as it was presented. This will benefit the students that have trouble learning on their own. The price of text books also hinders students from attending college. Things like payment options, online textbooks, or cheaper books would be helpful.
- Work with e-learning to accommodate “new styles” of teaching. Definite need for access to more computers. Continue helping the community through this program.
- The recognition of the changes in the student population and adaptation of the program into a hybrid format are excellent examples of why these programs have maintained high enrollment as well as excellent graduate placement.
- Largest C/T program, excellent instructors, all campuses are standardized.
- Good placement rate for graduates.
- Need computer labs and another instructor, textbook costs.
- Really need to discover the best method for integrating e-learning and traditional courses.
- Online courses are hurting daytime numbers.
- I was impressed with very highly qualified instructors for the program and knew that there were many job opportunities.
- The Health Care program is very popular.
- I like that they are changing directions with a more online approach so students can work while getting their degree. They Hybrid courses would be an excellent choice for hands on training classes.
- Sheila has excellent command of the program and because of the number of preps they have perhaps an alternate way would be good.
Business & Marketing Management Technology

Presenter: Joshua L. Carroll

SACS Principles Compliance Survey
In the review of the compliance survey for the Business & Marketing Management Technology program, the program states that they are compliant for all survey questions.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Business & Marketing Management Technology Program:

Joshua Carroll
Erin Gapen
Amanda Meadows

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Business & Marketing Management Technology program be continued without conditions.

Committee Comments/Recommendations
• The 100% placement success is wonderful! This program is very strong. The equivalence of online, night, and day courses is beneficial to the students. The prep-course for the students gives them a greater chance of succeeding.
• Good presentation.
• Some limited auto-visual options for presenter would allow a “face” for some of the success stories.
• Great transfer rate with successful students.
• Several programs need more room/equipment/instructors.
• The placement is good and they are starting to grow with inclusion of online courses.
• Great C-pass exam rates and I like the thought of using hybrid courses for the program.
• The use of iPad in the program is innovative.
Information Systems Technology

Presenters: Signy Givens & Temple Allen

SACS Principles Compliance Survey
In the review of the compliance survey for the Information Systems Technology, the program states that they are compliant for all survey questions.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Information Systems Technology Program:

Temple A. Allen
Signy A. Givens

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Information Systems Technology program be continued without conditions.

Committee Comments/Recommendations
- Get with Sybil and see if there are grant opportunities available.
- Incorporate night classes or e-learning classes for students who are unable to come to regular class hours.
- The program should be commended for its racial, ethnic, and age diversity. Communications should be contacted to work with the instructors to increase the enrollment of female students.
- Good organization of program and strong job placement.
- Excellent work in the placement, especially due to economic conditions. Great method of instruction.
- Hands on experience prior to graduation.
- Good program; should continue to grow.
- Temple and Sig really are on top of their program!
- Live work projects are good.
- I was impressed with the program being run like a business. The students get great experiences by doing that.
- Was also impressed with where they place the students.
Paralegal Studies

Presenter: Stephen McDavid

SACS Principles Compliance Survey
In the review of the compliance survey for the Paralegal Studies programs, the program states that all programs are compliant for all survey questions.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Paralegal Studies Program:

<table>
<thead>
<tr>
<th>Stephen McDavid</th>
<th>Linnea Hall</th>
<th>Jennifer Watts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Beth Bolen</td>
<td>William L. Fava</td>
<td>Michael Watts</td>
</tr>
</tbody>
</table>

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Paralegal Studies programs be continued without conditions.

Committee Comments/Recommendations
- This is a very impressive program. The growth rates are very impressive. I commend you on the path of your e-learning courses. Using the same book and recording lectures is a great benefit for the online students.
- Excellent current program leadership. The expansion of the program to the Desoto Center and implementation of the certificate program will expand the program to displaced workers in our community.
- Excellent teacher. Internships have improved this program.
- Good program. Develop internships and continue funding and support this field.
- Needs computer labs.
- Very impressive instructor. Hope the Desoto center program develops into a good one.
- Good “networking” with law offices.
- The program has grown with more options with online courses being a part. This helps with enrollment.
- The Internship program is sounding promising.
Industrial Electronics Engineering Technology

Presenters: Jerry Clark & Jim Creecy

SACS Principles Compliance Survey
In the review of the compliance survey for the Industrial Electronics Engineering Technology program, there were no negative responses.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Industrial Electronics Engineering Technology:

Jerry L. Clark
James E. Creecy

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Industrial Electronics Engineering Technology program be continued without conditions.

Main Recommendation: There is a desperate need in this program for an additional full-time instructor so that growth in this program can be accommodated. Develop a marketing plan and research grant opportunities in order to accommodate anticipated growth.

Committee Comments/Recommendations
- Help students who have lower quality education. Is there a way to teach these lower quality students the skills they need to do well in the program?
- The program offers excellent opportunities for students who have good ACT scores and are interested in technology to pursue a career in engineering. Additional instructors to expand this sought-after program should be added as funds are available.
- Good job on building this new program, but needs another instructor.
- Much needed field and great placement.
- Need more instructors.
- Big challenge in recruiting qualified students. Graduates have tremendous potential for career opportunities. Need another full-time instructor.
- Workforce prep has helped this program so much! Great program!
- Develop marketing plan.
- It’s a shame that we learn more about our programs at the Program Review. Sounds like this program is a hit and has lots of job possibilities.
- They expressed a need for a third instructor to help out so they could have more students. Limited to space also.
Hotel Restaurant Management Technology

Presenter: Kay Mistilis

SACS Principles Compliance Survey
In the review of the compliance survey for the Hotel Restaurant Management Technology program, there were no negative responses.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Hotel Restaurant Management Technology Program:

Katherine M. Mistilis
Iris Holloway

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Hotel Restaurant Management Technology program be continued without conditions.

Main Recommendation: Tremendous need for a kitchen, when space becomes available.

Committee Comments/Recommendations
- Needs a kitchen, use program to fill need of supply prepared food to students and faculty on campus. Pursue funding for restaurant building.
- The 100% placement success is exceptional.
- Because of the lack of available space and the need for a kitchen, perhaps a former space for a closed restaurant or similar facility can be rented to allow for expansion of the program at the Desoto Center. Also, the local kitchen and dining facilities for churches in the area may be available for rent.
- Kitchen is needed. Program would grow if given the opportunity. Student focused with DECA organization a big plus.
- Great placement and partnerships; need better labs. Needs a kitchen.
- A commercial kitchen would be a major plus for the program. Kay does a super job with the program despite not having a kitchen or front office setup.
- Kay is so good! It’s a shame that Northwest does not provide a kitchen. I like the partnerships.
- The students have an incredible placement rate and the Fitzgerald internship is great.
- With the use of the Holiday Inn facility for the chef portion of the program is a great solution for the non-kitchen need that we have.
- The 2+2 program with University of Memphis is a great partnership to start up.
Commercial Truck Driving

Presenter: Keith Wilbanks

SACS Principles Compliance Survey
In the review of the compliance survey for the Commercial Truck Driving program, there were the following negative responses:

- There is no remedial skill program.
- This is a hands-on course and is only given during the daytime hours and the equipment is located at the Olive Branch campus only.
- The classroom is on the 2\textsuperscript{nd} floor with no elevator, thus not ADA accessible. Most of the instruction in the lab setting is done outside on city streets and the range.
- To keep up with industry needs, more faculty is needed to be able to accept more students. State curriculum requires 4 students per instructor. There is adequate equipment and space to be able to accommodate additional students with the addition of additional faculty.
- As a hands-on program, online instruction is not a viable option.

Instructor Qualifications
Faculty Data Sheets verifying instructor qualifications were turned in for the following instructors who teach courses in the Commercial Truck Driving Program:

Keith Wilbanks

Committee Finding
The instructional quality of this program meets all institutional standards. The Program Review Committee recommends that the Commercial Truck Driving program be continued without conditions.

Main Recommendation: An additional full-time instructor is needed to grow the program. More space is needed so growth of the program does not interfere with other programs at the Olive Branch location.

Committee Comments/Recommendations
- Being able to test your own students is very beneficial to the students. That gives this program an added bonus to the students.
- Because of short time frame and small class sizes, additional full-time instructors should be employed on a funds available basis. As equipment is available, adjunct instructors can be hired in the short-term to allow program expansion.
- High placement, good job on getting trailer or equipment donated.
- Excellent placement and great program, which is very much needed in today’s industry.
- Needs another instructor.
- Keith is doing a good job with this program.
- Great teachers! 94\% placement.
- With the market getting bigger because of different reasons, the program needs to expand.
- With a 100\% placement sounds like a win/win for Northwest. We have the equipment and facility to grow the program. Are we turning away student because of hard entrance requirements or lack of space?