

Data and Evidence Analysis Summary – 2016

Central Service Technician

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WTCS Comparative Data:

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-30-5341-Central-Service-Tech-QRP-Short-Term-Tech-Diploma-Evidence-Analysis-Report.pdf>

Course Completion

- Western's C or Better for Central Service Technician program ranged from 85.7% (2013) to 66.7% (2015). When compared to the other college selected as a comparison group, Western ranks 2nd out of two colleges. Western's average is 76.1% for the reporting years 2010-2015. Chippewa Valley Technical College outranked Western with comparable numbers of 92.3% over the six years (2010-2015). Chippewa Valley had some fluctuation during this time period. For example: 100% in 2010, 80.0% in 2011, 83.3% in 2012, 100% in 2013 and 2014, and 75.0% in 2015.
- Western's student count dropped from 15 (2010) down to 7 (2013) then back up to 9 (2015). Chippewa Valley student numbers were 8-10 during the same time period (2011-2015).

Fall to Spring Retention

- Western's average is 92.3% over the six year span (2010-2015). Fall 2014 had the highest retention of 85.7% with the lowest retention noted in 2015 at 66.7%. Chippewa Valley experienced 100% retention three years (2010, 2013, and 2014) which increased their average for the six year span to 92.3% (2010-2015).
- Western's student numbers decreased to six students in 2015 with the highest admission being in 2012 at 22. Chippewa Valley's student numbers vary from 10 in 2013 to four in 2015.

One Year Graduation

- Western one year graduation rate ranged between 0% (2010) to 53.8% (2014) with an average of 33.7%. In comparison to Chippewa Valley, Western ranks 1st out of two. Chippewa Valley reported 0 graduates 2012-2015.

Labor Market Analysis October 2015

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-OCT-Central-Service-Technician-Program-Trends.pdf>

In an analysis of the Western District and occupations associated with the field of Central Service, the following points are noted:

- Occupations related to the Central Service Program are expected to grow by 8.0% which is greater than the national growth rate of 6.4%. This results in the addition of 8 jobs to this career pathway from 2016-2020. District trends are anticipated to be stronger than the state trend of 7.3%. In 2015 there were 93 jobs reported which is 76% about the National average.
- Job distribution in the district by the year 2020 indicates a high concentration in La Crosse County (91 jobs). Surrounding counties are significantly lower being under 10 positions.
- This program's employment pattern has a solid age distribution of individuals which is represented in each age group. The 25-34 age group leads the employment field with 24.5%. The 35-44 and 45-54 age groups indicate 19.8% and 21.8% respectfully. The 55-64 and above represents 22% of the employees. The smallest segment of workers is the 19-24 year old population with 11%. This population is comparable to the other categories since is a 5 year span and the other categories are 10 year spans.
- The majority of jobs in 2015 were housed within general medical and surgical hospitals (87.0%) Positions in other places in under 10 positions per category.
- An analysis of the district's Classification of Instructional Programs (CIP) shows that there are three educational programs tagged to deliver graduates into the Central Service field. In 2014, there were 60 completers for 4 openings. At a cursory glance, it appears that the field is oversaturated with graduates. In closer review of the trends it is noted that the occupational programs include Medical/Clinical Assistant (52 completers) and Sterile Processing Technology (8 completers). The third educational program, Allied Health and Medical Assisting Services had no completers. In review of the 2013-14 graduate summary, 6/8 graduates responded indicating 3 obtained related employment and one graduate obtain employment outside the field. Two of the graduates are continuing their education. It would be beneficial for the program to do a deeper analysis of the employment rates and the nursing pathway.
- Earnings for graduates of this program range from \$13.78 per hour to \$18.45 per hour with the median hourly wage of \$16.00. This is greater than the national median wage of \$15.51.

Student Satisfaction Trends

The Noel Levitz Student Satisfaction Inventory was conducted in the fall of 2015. The instrument asks students to rate the importance AND the satisfaction with 95 items (1-7 with 7 as highest) related to the following "scales":

- Instructional effectiveness
- Academic advising/counseling
- Concern for the individual
- Registration effectiveness

- Admissions and financial aid
- Student centeredness
- Campus climate
- Academic services
- Service excellence
- Safety and security
- Campus support services and responsiveness to diverse populations

An analysis of the student satisfaction was not completed for this program due to lack of data.

Student Learning Outcomes Assessment Trends

There was only one response to only some of the questions. Most emphatic comment was that the clinicals at GHS were way to long at 6 ½ hours. Student would rather go more times per week for shorter intervals.

Graduate Follow-Up Trends

Year	2012-13
Types of jobs obtained	Central Service Technician Surgical Care Technician
Companies hiring Western graduates	Gundersen Health System, La Crosse, WI Mayo Clinic Health System, La Crosse, WI

Year	2013-14
Types of jobs obtained	Central Service Technician Surgical Care Technician
Companies hiring Western graduates	Gundersen Health System, La Crosse, WI Mayo Clinic Health System, Rochester, MN

Year	2014-15
Types of jobs obtained	Central Service Technician Surgical Care Technician
Companies hiring Western graduates	Gundersen Health System, La Crosse, WI Mayo Clinic Health System, La Crosse, WI

Career Pathways Assessment

No data was available for this program. This program does pathway into the Surgical Technology program.

