

Data and Evidence Analysis Summary – Human Resource Management - 2016

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WTCS Comparative Data:

<https://facultyresources.westerntc.edu/wp-content/uploads/2015/11/2015-10-116-2-Human-Resource-Management-QRP-Evidence-Analysis-Report.pdf>

WTCS Data Definitions

<http://mywtcs.wtcsystem.edu/data-systems-grp/continuous-improvement-indicators>

Course Completion

- Western's C or Better course completion rate for this program has ranged from 68.6% in 2011 to 80.3% in 2014. The average over the five years is 73.8%. When compared to 6 other WTCS institutions with a similar program, Western's program ranks 6th out of 7. Colleges with exceptional course completion rates include Moraine Park with a five year average of 81% and Lakeshore with 80%.
- Western's enrollment has declined from 105 in 2011 to 87 in 2015. CVTC also experienced a significant drop from 2014 to 2015 (193 to 126).

Second Year Retention

- An analysis of second year retention from 2010 to 2015 shows a high of 60% in 2015 (these students joined the cohort in 2013-2014) and a low of 35.1% in 2014 (these students joined the cohort in 2012-2013).
- The six year average for retention is 49.7% placing Western in the 7th out of 7 for comparison colleges. Northeast and Lakeshore achieved the highest average over the six years with 68.9% and 65.7% respectively.
- It may be beneficial for this program to compare 2nd year retention to other Western programs in the Business Division. For example, the Accounting program has a 2nd year retention rate average of 55% while the Admin Professional program has a 2nd year retention rate average of 62.8%. Business Management averaged 48.1%.

Western's Third Year Graduation

- Western's 3rd year graduation rate for this program ranged from a high of 26.5% in 2012 (students joined the cohort in 2009-2010) to a low of 13.9% in 2015 (these students joined the cohort in 2012-2013).
- The five year average for 3rd year graduation for the program is 17.6%. Third year graduation in the Accounting program averaged 26.1% for the same five years with Business Management at 15.1%.

Labor Market Analysis October 2015

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-OCT-Human-Resource-Management-Program-Trends.pdf>

- Occupations related to Human Resources are expected to grow by 1.7% as compared to a national growth rate of 3.5% and a state growth rate of 1.8%. This results in the addition of only 19 jobs to this career pathway from 2016-2020 in the Western District.
- Median hourly wages are \$22.58 per hour as compared to \$29.12 per hour nationally.
- Occupations with the greatest addition of jobs by 2020 include Training and Development Specialists (12) and Human Resources Specialists (9).
- The field is expected to lose 19% or 15 jobs for labor relations specialists.
- Jobs are projected to be concentrated in La Crosse County in 2020 (532) with solid representation in Monroe (202) as well.
- Occupations in these fields appear to attract the adult worker with only 6% of current jobs filled by individuals 24 or younger. It may be wise to consider an adult-focused schedule and delivery of courses if not already in place.
- An analysis of the Classification of Instructional Programs (CIP) shows that there are 2 educational programs housed in the district that are tagged to deliver graduates into the Human Resource Management pathway. These educational programs include Human Resources Management/Personnel Administration, General and General Office Occupations and Clerical Services.
- There were 13 completions for 32 openings in 2014.
- The majority of jobs in 2015 were housed within the Federal government, local government, and corporate settings.

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

In the program self-study process (data and evidence analysis work), programs are asked to identify gaps between importance and satisfaction. Gaps are calculated as the difference between the importance of an item and the satisfaction level. Gaps that are close to a “1” should be discussed and explored – particularly if they are tied to items that are rated as high in importance for students.

Ten students completed the survey. A cursory glance at the “scale” level reveals a gap in the safety and security area (1.14). The overall satisfaction with the experience at Western for Human Resource Management was 5.70 as compared to 5.68 for all students responding to the survey. Human Resource Management students indicated that the experience thus far was better than expected (5.30), whereas all students responding to this survey scored this at an average of 4.93.

A more detailed analysis was conducted at the “item” level. Items are associated with one or more “scales” and provide additional insight into specific areas.

Items rated **highest in importance** for Human Resource Management students include (scale of 1-7 with 7 as very important):

- Item 58 – Nearly all of the faculty are knowledgeable in their fields (6.90)
- Item 15 – I am able to register for classes I need with few conflicts (7.00)
- Item 8 – Classes are scheduled at times that are convenient for me (7.00)
- Item 66 – Program requirements are clear and reasonable (6.80)
- Item 29 – Faculty are unbiased in their treatment of individual students (6.80)
- Item 46 – Faculty provide timely feedback about student progress in a course (6.90)
- Item 68 – On the whole, the campus is well-maintained (6.80)
- Item 35 – Policies and procedures regarding registration and course selection are clear and well-publicized (6.80)

Items that may be topics of discussion for this program include:

- Item 15 – I am able to register for classes with few conflicts (1.00 gap)
- Item 8 – Classes are scheduled at times that are convenient for me (1.90 gap)
- Item 3 – The quality of instruction in the vocational/technical programs is excellent (1.10 gap)
- Item 46 – Faculty provide timely feedback about student progress in a course (1.10 gap)
- Item 65 – Students are notified early in the term if they are doing poorly in a class (2.07 gap)
- Item 78 – Help is readily available to students whose grades fall below average (1.21 gap)

Student Learning Outcomes Assessment Trends

- Your program had 3 responses to the survey. You may wish to consider finding a way to have more students respond to the survey. Three responses provides limited data that you can use to identify opportunities to increase student success.
- Your program may wish to look at prior years’ results which are housed on the Program Excellence web site.
- Celebrate the good feedback you received about the real-life application of concepts and the feedback you received about how connected the courses are throughout the program.

Graduate Follow-Up Trends

Year	2012-13
Types of jobs obtained	Human Resource Assistant Human Resource Director Human Resource Manager Records Management Specialist Staffing Specialist Supervisor/Assistant Manager
Companies hiring Western graduates	Mathews Inc., Sparta, WI Independent Living Choices, Inc., La Crosse, WI Nurses On Call, Creston, IA Logistics Health Inc., La Crosse, WI ABR Employment Services, Sparta, WI Burnstad's, Tomah, WI

Year	2013-14
Types of jobs obtained	Administrative Assistant HR/Front End Manager Human Capital Assistant Human Resource/Communication Assistant Human Resources Payroll Specialist
Companies hiring Western graduates	Smith Accounting Service, Black River Falls, WI Hansen's IGA, Sparta, WI Agropur Ingredients, La Crosse, WI TrustPoint Inc., La Crosse, WI Wilderness Resort, Wisconsin Dells, WI Fastenal, Winona, MN

Year	2014-15
Types of jobs obtained	Diversity and Compliance Support Human Resources/Payroll Coordinator WEUX TV Intern HR Staffing Consultant Staffing Coordinator Training Coordinator
Companies hiring Western graduates	Fastenal, Winona, MN Nexstar Broadcasting Inc., WLAX/WEUX TV, La Crosse, WI Franciscan Sisters of Perpetual Adoration (FSPA), La Crosse, WI Express Employment, La Crosse, WI Atlas Staffing, Inc., Anoka, MN Northern Engraving, West Salem, WI

Career Pathways Assessment

This assessment contains responses from two deans/associate deans and two faculty members. With limited participation, a preliminary summary has been crafted. Please contact Mike Poellinger to re-administer.

- There appears to be an opportunity to work on internal partnerships with Business and Industry Services and Credit for Prior Learning.
- There is strong agreement that course progression is aligned with the College's Core Abilities.
- There is strong agreement that the advisory committee is focused on things that are important to the college and its stakeholders.
- There is strong agreement that faculty seek professional development and feedback to improve.