

Data and Evidence Analysis Summary – Supervisory Management - 2016

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WTCS Comparative Data:

<https://facultyresources.westerntc.edu/wp-content/uploads/2015/11/2015-10-1961-Supervisory-Management-QRP-Associate-Degree-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 80.6% in 2011 to 83.2% in 2014. The average over the five years is 81.8%. When compared to 6 other WTCS institutions with a similar program, Western falls in the middle of the pack. Colleges with exceptional course completion rates include Lakeshore with an 87.3% five-year average and Moraine Park with an 85.2% five-year average.
- Western's enrollment has declined from 252 in 2011 to 177 in 2015. All other colleges experienced significant declines as well.

Second Year Retention

- An analysis of second year retention from 2010 to 2015 shows a high of 76.3% in 2010 (these students joined the cohort in 2008) and a low of 53.7% in 2014 (these students joined the cohort in 2012-2013).
- The six year average for retention is 65.7% placing Western in the 1st out of 7 for comparison colleges. Your program should consider sharing some of the strategies you've incorporated to experience such high levels of success. Celebrate this accomplishment!

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%.
- This program has seen new student enrollments fall from a high of 98 in 2012 to a low of 73 in 2015. It appears as if other comparison colleges also experienced declines.

Labor Market Analysis October 2015

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

- Occupations related to Supervisory Management are expected to grow by 5.2% as compared to a national growth rate of 3.9% and a state growth rate of 3.9%. This results in the addition of 168 jobs to the Western district through 2020. This addition does not include replacement jobs for those who leave due to things such as retirement.
- Median hourly wages are \$34.10 per hour as compared to \$46.28 per hour nationally.
- Occupations with the greatest addition of jobs by 2020 include General and Operations Managers (96) and Medical and Health Services Managers (28). Keep in mind that these occupations are also supplied by other programs at Western (such as Business Management).
- Jobs are projected to be concentrated in La Crosse County in 2020 (1685) with solid representation in Monroe (509) and Trempealeau (346) as well.
- Occupations in these fields appear to attract the adult worker with only 2.1% of current jobs filled by individuals 24 or younger.
- Additional analysis of age-breakdown of the current workforce indicates that this is an aging population with 53.4% of current workers age 45 and older.
- An analysis of the Classification of Instructional Programs (CIP) shows that there are 15 educational programs housed in the district that are tagged to deliver graduates into the Supervisory Management pathway.
- There were 478 completions for 149 openings in 2014.
- The majority of jobs in 2015 were housed within the General Medical and Surgical Hospitals, corporate settings, and Federal government.

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.

It appears as if students in this program did not participate in the Noel Levitz Student Satisfaction Survey in 2015. It may be beneficial to review prior years and focus in future years on getting student participation. <https://facultyresources.westerntc.edu/program-planning-resources/business/supervisory-management/>

Student Learning Outcomes Assessment Trends

<https://facultyresources.westerntc.edu/wp-content/uploads/2015/07/SupervisoryManagementSpring2015StudentSLOReport.pdf>

- Your program had 5 responses to the survey. You may wish to consider finding a way to have more students respond to the survey. Five responses provides limited data that you can use to identify opportunities to increase student success.
- Your program may wish to look results from prior years which are housed on the Program Excellence web site.
- Those who did respond appear to feel that both the Core Abilities and program outcomes were mastered in this program.

Graduate Follow-Up Trends

Year	2012-13
Types of jobs obtained	Accounts Receivable/HR Support Administrative Assistant Admissions Coordinator Apartment Manager Assistant Store Manager Correctional Officer Driller General Manager Insurance Dept. Maintenance Supervisor MD Operator Nutrition Manager Project Manager Researcher Scheduling Assistant Supply Tech Team Lead
Companies hiring Western graduates	Reinhart Food Service, La Crosse, WI La Crosse County, WI The Salon Professional Academy, Onalaska, WI Horizon Management, La Crosse, WI Walmart, Richland Center, WI

	WI Dept of Corrections, New Lisbon, WI Mathy Construction, La Crosse, WI Vacation Village Resorts, Las Vegas, NV Krohn Clinic, Black River Falls, WI Parker Hannifin Corp., Mauston, WI DMV La Crosse School District, La Crosse, WI Ho-Chunk Nation, Mauston, WI / Black River Falls, WI Western Technical College, La Crosse, WI Mayo Clinic Health System, Onalaska, WI Logistics Health Inc., La Crosse, WI
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Year	2013-14
Types of jobs obtained	Assistant Training Dept Manager Conductor/Training Coordinator Contract Systems Specialist PE Supervisor Production controller Project Manager Quality Control Specialist Revenue and Coding Advisor Senior Administrative Assistant Squad Leader Supervisory Supply Management Specialist
Companies hiring Western graduates	Kwik Trip Inc., La Crosse, WI BNSF Railway, La Crosse, WI Gundersen Health System, Onalaska, WI Ocean Spray, Tomah, WI Chart Energy & Chemicals, La Crosse, WI DuraTech Industries, La Crosse, WI Walker Stainless Equipment, New Lisbon, WI US Army Tomah VA Medical Center, Tomah, WI

Year	2014-15
Types of jobs obtained	Assistant Manager Assistant Store Leader Buildings and Grounds Supervisor Communication Center Representative Compliance Specialist Forecast Analyst Packaging Lead Patrol Deputy Retail and Food Service Lead Revenue and Coding Advisor Section Leader SSgt/Egg

	Supervisor Infrastructure Support Engineer
Companies hiring Western graduates	Love’s Country Store, Oklahoma City, OK Kwik Trip Inc., La Crosse, WI La Crosse County, WI Co-op Credit Union, Black River Falls, WI Gundersen Health System, La Crosse, WI Ashley Furniture Industries, Arcadia, WI Century Foods International LLC, Sparta, WI Trempealeau County Sheriff, Whitehall, WI Gold’n Plump, Arcadia, WI U.S. Marine Corps, Camp LeJeune, NC Builders FirstSource, Winona, MN

Career Pathways Assessment

Your program had six responses to this assessment including four full-time faculty and two associate deans. It may be beneficial to seek broader input. Preliminary results suggest the following:

- General studies courses are not intentionally sequenced or followed by students.
- There is a gap in high school engagement – which in this case is appropriate for the population served by the program.
- There is an opportunity to revisit composition and effectiveness of program advisory committee.
- Career counseling is a strong suit of this program – and students have the opportunity to interact with professionals in the field of supervision.
- There is an opportunity for this program to boost enrollments.