

Data and Evidence Analysis Summary – 2016

Medical Laboratory Technician

Conducted by Doreen Olson, Adjunct Faculty and Program Development Coordinator, 7-27-2016

WTCS Comparative Data:

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-10-5131-Medical-Lab-Tech-QRP-Associate-Degree-Evidence-Analysis-Report.pdf>

Course Completion

- Western's C or Better for the Medical Laboratory program ranged from 68.8% (2011) to 81% (2012). When compared to the other five colleges selected as a comparison group, Western ranks 6th out of six. Western's average is 76.1% for the reporting years 2011-2015. Lakeshore Technical College consistently demonstrates 100% but reports three years with a cohort of one or three students. Of the colleges who reported each year from 2011-2015, Northeast Technical College has the highest completion rate ranging from 86% (2015) to 92.9% (2012) with an average of 89.5%.
- Western number of students dropped from 64 (2011) to 50 (2014) then increased to 53 in 2015. Three of the other colleges reported an increase of students during the 2011-2015 period of nine to 18 students during the five-year span. Moraine Park noted a decrease of 26 students since 2011.

Second Year Retention

- Western's second year retention rate ranged from 34.1% (2014) to 60.6% in 2010.
- When compared to the four colleges, Western's has the lowest second year retention average over the six years of measurement (2011-2015). Western's average is 51.1% which is lower than Chippewa Valley Technical College's average of 77.5%.
- Lakeshore was not included in the data review due to low student numbers of 1-4 for four of the reporting years.
- Western had a decline of students from 54 (2011) to 31 (2015). Moraine Park experienced a decline similar to Western, 55 students in 2013 to 29 students in 2015. Chippewa Valley's student numbers were consistent. The other two colleges, Northeast and Northcentral Technical Colleges varied between 13 and 10 students respectfully.

Western's Third Year Graduation

- Western's third year graduation rates have shown a steady decrease from 33.3% in 2011 to 15.9% in 2015.
- In comparison to the other four colleges, Western's third-year graduation rate (average) of 21.6% is 6th out of six. Chippewa Valley Technical College's average is the highest at 66%.

Labor Market Analysis October 2015

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-OCT-Medical-Lab-Tech-Program-Trends.pdf>

In an analysis of the Western District and occupations associated with the field of Medical Laboratory Technician, the following points are noted:

- From 2016-2020, this occupation is expected to grow 11.4%. This is considered very strong growth pattern.
- District trends are anticipated to be higher than the state trend (9.1%) and the national trend of 9.4%.
- Jobs are projected to have a higher concentration in La Crosse County (75 jobs) in 2020. Monroe County follows with a projection of 22 jobs.
- This program includes occupations with an aging population. 26.6% of those employed are 55 years of age or older and 24.5% are in the 45-54 age range. A small segment of workers is in the 19-24-year-old population with 7.0%. The high school population of students may benefit from greater exposure to the occupations and benefits of working in the Medical Laboratory Technician field.
- An analysis of the district's Classification of Instructional Programs (CIP) shows that there is one educational program tagged to deliver graduates into the field. The employment market for graduates is good. The data indicates there were six completers for seven openings in 2014.
- The majority of jobs in 2015 were housed within general medical and surgical hospitals (67.8%). This was followed by positions located in offices of physicians (13.0%).
- Earnings for graduates of this program range from \$15.15 per hour to \$21.13 per hour with the median hourly wage of \$17.76. This is below the national median wage of \$18.45.

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.

This survey had seven students respond. A cursory glance at the “scale” level reveals gaps in academic advising/counseling (1.28), concern for the individual (1.09), admissions and financial aid (1.04), and safety and security (1.04). The overall satisfaction with the experience at Western for Medical Laboratory Technician students was 5.29 as compared to 5.68 for all students responding to the survey. Medical Laboratory Technician students indicated that the experience thus far was better than expected (5.43), 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 Medical Laboratory Technician students include several items that scored a 7 (scale of 1-7 with 7 as very important):

- Item #17 – Personnel in the Veterans’ Services program are helpful. 7.00
- Item #18 – Quality of instruction of my classes is excellent. 7.00
- Item #19 – Campus provides effective support services for displaced homemakers. 7.00
- Item #29 – Faculty are fair and unbiased. 6.86
- Item #32 – My academic advisor is knowledgeable about program requirements. 6.80
- Item #39 – The amount of student parking space on campus is adequate. 7.00
- Item #56 – Faculty are interested in my academic problems. 6.86
- Item #58 – Faculty are knowledgeable in their fields. 7.00
- Item #65 – Students are notified early in the term if they are doing poorly. 6.83
- Item #66 – Program requirements are clear and reasonable. 6.86
- Item #70 – I am able to experience intellectual growth here. 7.00
- Item #77 – There is sufficient financial assistance for child care. 7.00
- Item #79 – Effective support services are available for minority students. 7.00
- Item #87 – Cost as a factor in decision to enroll. 6.86
- Item #88 – Financial aid as a factor in decision to enroll. 6.86

Note that the students in this program seemed to associate a higher level of importance to many items as compared to students in other programs. This resulted in several items with larger gaps between importance and satisfaction. Items that may be topics of discussion for this program include:

- Item #15 – I am able to register for classes I need with few conflicts. (1.28)
- Item #18 – Quality of instruction of my classes is excellent. (1.43)
- Item #20 – Financial aid counselors are helpful. (1.13)
- Item #23 – Faculty are understanding of students’ unique life circumstances. (1.57)
- Item #24 – Parking lots are well-lighted and secure. (1.37)
- Item #25 – My academic advisor is concerned about my success. (2.34)
- Item #27 – Campus staff are caring and helpful. (1.15)
- Item #29 – Faculty are fair and unbiased. (1.29)

- Item #32 – My academic advisor is knowledgeable about program requirements. (1.40)
- Item #35 – Policies and procedures regarding registration and course selection are clear. (2.14)
- Item #36 – Students are made to feel welcome. (1.14)
- Item #39 – The amount of student parking space on campus is adequate. (2.50)
- Item #41 – Admissions staff are knowledgeable. (1.83)
- Item #44 – I generally know what’s happening on campus. (1.86)
- Item #46 – Faculty provide timely feedback about student progress in a course. (1.14)
- Item #47 – There are adequate services to help me decide upon a career. (1.33)
- Item #49 – Admissions counselors respond to unique needs and requests. (1.40)
- Item #51 – There are convenient ways of paying my school bill. (1.28)
- Item #52 – School does whatever it can to me reach my educational goals. (1.15)
- Item #56 – Faculty are interested in my academic problems. (1.43)
- Item #63 – I seldom get the run-around when seeking information. (1.66)
- Item #65 – Students are notified early in the term if they are doing poorly. (1.33)
- Item #66 – Program requirements are clear and reasonable. (1.15)
- Item #67 – Channels for expressing student complaints are readily available. (1.16)
- Item #73 – College provides support services to assist with transfer to 4-year University. (1.25)
- Item #77 – There is sufficient financial assistance for child care. (2.00)
- Item #78 – Help is readily available to students whose grades fall below average. (2.58)
- Item #79 – Effective support services are available for minority students. (2.00)

Student Learning Outcomes Assessment Trends

There were five responses to this survey.

- Students all liked the hands-on experience and thought there should be more in this program.
- All responses to learning the program outcomes were either “agree” or “strongly agree”, with only one comment being “neither agree nor disagree”.
- All five comments at the conclusion portion of the survey were positive about their experience at Western.

Graduate Follow-Up Trends

Year	2012-13
Types of jobs obtained	Medical Laboratory Scientist Medical Laboratory Technician
Companies hiring Western graduates	Gundersen Health System, La Crosse, WI Prairie du Chien Memorial Hospital, Prairie du Chien, WI Veterans Memorial Hospital, Waukon, IA

Year	2013-14
Types of jobs obtained	Medical Lab Technician

Companies hiring Western graduates	Crossing Rivers Health, Prairie du Chien, WI Gundersen Health System, Onalaska, WI Gundersen St. Joseph's Hospital and Clinic, Hillsboro, WI
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Year	2014-15
Types of jobs obtained	Medical Lab Technician
Companies hiring Western graduates	Allergy Associates of La Crosse, Onalaska, WI Black River Falls Memorial Hospital, Black River Falls, WI Mayo Clinic Health System, La Crosse, WI

Career Pathways Assessment

- Your program had four responses to the survey. Two were full-time faculty.
- You also had two deans or associate deans complete.
- Items that may be topics of discussion for this program include:
 - There appears to be some disagreement around the course sequencing area so this might be a possible discussion area. Topics such as embedded and laddering credentials, multiple entry and reentry points, and flexible delivery formats are included in this area.
 - Another area of possible discussion would be student options as there seems to be several “unknown” responses. This includes Business and Industry Services course work for program credit, transfer options for students, and articulation agreements with area high schools.
 - There appears to be an opportunity to discuss faculty responsibilities in credit agreements, collaboration with high school teachers to maintain college level standards, and extending Credit for Prior Learning to incoming students.
 - Another opportunity for discussion might be internal partnerships with Business and Industry Services, scholarship options with the Western Foundation, or opportunities to work with the Career Services Office as there seems to be some disagreement and “unknown” responses in this area.
 - Lastly, there seems to be some unknowns in the area of adjunct faculty. This might be an area of discussion. Topics include use of technology to facilitate student learning, employment of diverse or varied instructional strategies, communicating clear classroom expectations, and employing instructional strategies that encourage skill and knowledge development.