

# Data and Evidence Analysis Summary – Manufacturing Systems Maintenance Technician 2016

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## WTCS Comparative Data:

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/11/2015-32-462-3-Manufacturing-Systems-Maintenance-Technician-QRP-Evidence-Analysis-Report.pdf>

### Course Completion

- C or better course completion for the Manufacturing Systems Maintenance Technician program was 73.9% in 2015. This is the only year data is available from Western for this program
- Western's number of students was 23 in 2015.

### Second Year Retention

- Western's second year retention data is unavailable as 2015 is the first year of the program.

### Western's Third Year Graduation

- Western's third year graduation data is unavailable as 2015 is the first year of the program.

## Labor Market Analysis

There is no current data available for this analysis.

## 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 12 students respond. A cursory glance at the “scale” level reveals gaps in academic advising/counseling (1.21) and safety and security (1.05). The students in manufacturing rated their overall satisfaction with their experience at Western at 4.34 which is slightly lower than how all students rated (5.72).

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.

In this survey, no Items rated **highest in importance** for Manufacturing Systems Maintenance Technician students included any that scored a 6.75+ (scale of 1-7 with 7 as very important).

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

- Item #4 – Security staff are helpful. (1.05)
- Item #9 – Internships or practical experiences are provided in my degree/certificate program. (1.90)
- Item #11 – Security staff respond quickly in emergencies. (1.21)
- Item #12 – My academic advisor helps me set goals to work toward. (1.30)
- Item #25 – My academic advisor is concerned about my success as an individual. (1.10)
- Item #27 – The campus staff are caring and helpful. (1.07)
- Item #28 – It is an enjoyable experience to be a student on this campus. (2.12)
- Item #31 – The campus is safe and secure for all students. (1.09)
- Item #32 – My academic advisor is knowledgeable about my program requirements. (1.70)
- Item #33 – Admissions counselors accurately portray the campus in their recruiting practices. (1.00)
- Item #34 – Computer labs are adequate and accessible. (1.35)
- Item #36 – Students are made to feel welcome on this campus. (1.01)
- Item #37 – Faculty take into consideration student differences as they teach a course. (1.25)
- Item #38 – The student center is a comfortable place for students to spend their leisure time. (1.09)
- Item #39 – The amount of student parking space on campus is adequate. (1.27)
- Item #42 – The equipment in the lab facilities is kept up to date. (1.69)
- Item #44 – I generally know what’s happening on campus. (1.36)
- Item #46 – Faculty provide timely feedback about student progress in a course. (1.36)
- Item #47 – There are adequate services to help me decide upon a career. (1.10)
- Item #48 – Counseling staff care about students as individuals. (1.30)
- Item #50 – Tutoring services are readily available. (1.00)
- Item #51 – There are convenient ways of paying my school bill. (1.09)
- Item #52 – This school does whatever it can to help me reach my educational goals. (1.36)
- Item #63 – I seldom get the “run-around” when seeking information on this campus. (1.80)
- Item #64 – Nearly all classes deal with practical experiences and applications. (1.32)

- Item #65 – Students are notified early in the term if they are doing poorly in a class. (2.91)
- Item #66 – Program requirements are clear and reasonable. (2.14)
- Item #67 – Channels for expressing student complaints are readily available. (2.06)
- Item #68 – On the whole, the campus is well-maintained. (1.09)
- Item #69 – There is a good variety of course provided on this campus. (1.00)
- Item #70 – I am able to experience intellectual growth here. (1.13)
- Item #72 – Campus: The Wellness Center meets my fitness needs. (1.65)
- Item #73 – Campus: The college provides effective support services to assist with transfer to a 4-year university. (1.94)
- Item #74 – Campus: Registration reminders help me to register in a timely manner. (1.32)
- Item #75 – Campus: I have the opportunity to be involved in the community through a college activity or course. (1.36)
- Item #76 – Campus: The college helps me identify resources to finance my education. (1.00)
- Item #77 – Campus: There is sufficient financial assistance for child care available to me. (1.56)
- Item #78 – Campus: Help is readily available to students whose grades fall below average. (1.87)
- Item #79 – Campus: Effective support services are available for minority students. (1.10)
- Item #80 – Campus: The communication I receive from the college makes me feel like I made a good choice in attending Western. (1.72)

## Student Learning Outcomes Assessment Trends

There was no Student Learning Outcomes Assessment data available.

## Graduate Follow-Up Trends

There was no data available.

## Career Pathways Self-Survey

- Your program had 1 response to the survey. One full-time faculty.

With a small response rate, it is difficult to analyze potential areas for program improvement.

There is opportunity to offer this or similar surveys to other stakeholders to develop a more holistic view of potential program improvements