



# LOUISIANA'S COMMUNITY & TECHNICAL COLLEGE SYSTEM

## Program Health Index Report

### Part A: Program Information

COLLEGE:	Northshore Technical Community College	YEAR IN REVIEW:	2021-2022		
PROGRAM CIP CODE:	110103/110901/110902	CREDIT HOURS:	60	CONTACT HOURS:	N/A
PROGRAM TITLE:	Information Systems Technology	PROGRAM SOC CODE:	15-1231		
LINK FROM WEBSITE/CATALOG TO CURRICULUM:	<a href="#">Program Catalog Link</a>				

#### CAMPUSES OFFERING PROGRAM

MAIN CAMPUS     
  ALL CAMPUSES     
  SITES (LIST BELOW)     
  DISTANCE LEARNING

1. Hammond Campus
2. Lacombe Campus
3. Livingston Campus

#### PROGRAM STAR RATING

5 Stars     
  4 Stars     
  3 Stars     
  2 Stars     
  1 Star

#### AWARDS OFFERED

Award Level(s): <input checked="" type="checkbox"/> Associate of Applied Science (A.A.S.) <input type="checkbox"/> Associate of Science (A.S.) <input type="checkbox"/> Associate of Arts (A.A.) <input type="checkbox"/> Other Associate Degree Name: <input style="width: 50px;" type="text"/>	<input checked="" type="checkbox"/> Technical Diploma (T.D.) <input checked="" type="checkbox"/> Career and Technical Certificate (C.T.C.) <input checked="" type="checkbox"/> Certificate of Technical Studies (C.T.S.) <input type="checkbox"/> Certificate of Applied Science (C.A.S.) <input type="checkbox"/> Certificate of General Studies (C.G.S.)
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#### SECTION 1: ENROLLMENT, RETENTION, AND COMPLETION

AY		# STUDENTS ENROLLED		DISCUSS ENROLLMENT HISTORY AND ENROLLMENT FOR PROGRAM SUSTAINABILITY (IF INCREASED, INCLUDE EVIDENCE OF CONTRIBUTING FACTORS/IF DECREASED, DISCUSS RATIONALE AND IMPLEMENTATION PLANS FOR IMPACT)
2021-2022		186	+16% (from baseline)	
2020-2021		193	+20% (from baseline)	
2019-2020		161	Baseline	

## DISCUSS ENROLLMENT TRENDS

The Information Systems Technology program experienced a 16% change increase in enrollment from year one to year three.

Recruitment initiatives include NTCC attendance at college fairs targeted at high school students and the general public, utilization of Recruit software to communicate with prospective students, hosting on-campus open house events that highlight our various programming, supplementing recruitment efforts with the use of social media as well as other forms of media and advertisement. Additionally, college-wide admissions and recruitment efforts are overseen by our Director of Admission. Lastly, NTCC's strategic plan focuses on realizing institutional goals and objectives directly related to program expansion and student achievement. Taken together, these efforts are expected to positively impact program enrollment.

*Source: IPEDS 12 Month Unduplicated Enrollment; Summer semester leading*

*Note: Students may change majors throughout the academic year. To account for this, students' major (as coded in Banner) as of their term last enrolled was used.*

## ENTER GRADUATES BY AWARD TYPE\*

AY	Associate	Diploma	Certificate	CTC (A1)	"Pre" programs	Total (unduplicated) Completers
2021-2022	7	38	12	32	N/A	89
2020-2021	1	48	27	45		121
2019-2020	6	21	27	70		124

## TOTAL CREDENTIALS AWARDED\*\*

AY	Associate	Diploma	Certificate	CTC	Total Awards
2021-2022	7	42	33	255	337
2020-2021	1	48	49	322	420
2019-2020	6	27	41	415	489

## DISCUSS COMPLETION TRENDS

\*Completer/Graduate number is unduplicated by highest credential earned, meaning that each student is counted once, regardless of the number of credentials earned within a given year.

Listed below is the total number of unduplicated completers/graduates per academic year, across all award types:

AY 2021-2022: 89

AY 2020-2021: 121

AY 2019-2020: 124

The total unduplicated, number of program completers each academic year has declined, likely as a result of the pandemic, but remained steady. Over the specified three-year period, the program has completed an average of 111 students annually.

\*\*Total Credentials Awarded indicates the total number of program credentials awarded within a given academic year. This number is duplicated; meaning that a student may have been awarded more than one credential within a given program within an academic year.

FALL TO SPRING RETENTION					
AY	# OF STUDENTS RETAINED			% OF STUDENTS RETAINED	
Fall 2021 to Spring 2022	24 (out of 29)			83%	
Fall 2020 to Spring 2021	19 (out of 28)			68%	
Fall 2019 to Spring 2020	20 (out of 21)			95%	
<b>Three-year average:</b>				<b>82%</b>	
<i>Source: State Operational Plan</i>					
<i>Note: Data represent the percentage of first-time, full-time, degree seeking students enrolled during a given fall semester who returned to the College in the following spring semester. Students who transferred in the Spring semester were excluded from retention calculations.</i>					
AVERAGE TOTAL COST OF ATTENDANCE FOR STUDENTS IN PROGRAM					
2021-2022	Associate	\$8,406.08			
	Diploma	\$6,304.56			
	Certificate	\$4,203.04			
Program cost of attendance is based on completion of the program at the indicated exit level by a full-time student enrolled in 12-15 credit hours per semester. Tuition & Fees for students enrolled in 12-15 credit hours = \$2,101.52.					
AVERAGE MONTHS TO COMPLETION BY AWARD TYPE					
	Associate	Diploma	Certificate	CTC	
	24 months/4 semesters	18 months/3 semesters	12 months/2 semesters	5 months/1 semester	
# CREDIT & CLOCK HOURS TO COMPLETION BY AWARD TYPE					
Associate-Credit	60	Diploma-Credit	45	Certificate-Credit	30
Associate-Clock	N/A	Diploma-Clock	N/A	Certificate-Clock	N/A

SECTION 2: JOB DEMAND, PLACEMENT, AND TRANSFERS			
	EMPLOYMENT OPPORTUNITIES UPON EXIT PER AWARD LEVEL	AVERAGE LOCAL SALARY*	AVERAGE STATE SALARY*
Associate	Computer Network Support Specialists (15-1231)	\$63,328 (NO-MSA) +	\$63,956
Diploma		\$65,181 (BR-MSA) +	
Certificate	N/A		
CTC (A1 or A2)			
SHORT-TERM ANNUAL DEMAND FOR GRADUATES**:		276	
LONG-TERM ANNUAL DEMAND FOR GRADUATES**:		102	
*Average salary data retrieved from Louisiana Workforce Commission, Wages and Labor Data, LMI Statistics, Occupational Wage Data (2021) <a href="https://www.laworks.net/LaborMarketInfo/LMI_WageDataMap2009toPresent.asp?Year=2021">https://www.laworks.net/LaborMarketInfo/LMI_WageDataMap2009toPresent.asp?Year=2021</a>			
+ NO-MSA = New Orleans Metropolitan Statistical Area			
+ BR-MSA = Baton Rouge Metropolitan Statistical Area			

\*\* Number represents the estimated number of job openings annually. Demand data retrieved from Louisiana Workforce Commission, Wages & Labor Data, LMI Statistics, Projections by Occupation and Industry, Statewide Short-term Occupational Projections for All Occupations to 2023, Statewide Long-term Occupational Projections for All Occupations to 2030.

[https://www.laworks.net/LaborMarketInfo/LMI\\_OccAllProj\\_short.asp?years=20212023](https://www.laworks.net/LaborMarketInfo/LMI_OccAllProj_short.asp?years=20212023)

[https://www.laworks.net/LaborMarketInfo/LMI\\_OccAllProj.asp?years=20202030](https://www.laworks.net/LaborMarketInfo/LMI_OccAllProj.asp?years=20202030)

INCLUDE MOST RECENT AND HISTORICAL NUMBER OF TRANSFERS (IF APPLICABLE) AND THE INSTITUTION OF TRANSFER

	# STUDENTS TRANSFERRING
	Program not intended for transfer.

### SECTION 3: REVENUE AND COSTS

COST TO COLLEGE TO OFFER PROGRAM (MOST RECENT FY):	\$143,430.00
TOTAL REVENUE GENERATED FROM PROGRAM (MOST RECENT FY):	\$647,519.95
REVENUE MINUS COST (NET REVENUE):	\$504,089.95

\*Cost to college obtained from NTCC Operating Budget Booklet, BOR-4, Total Costs by Function

\*\*Total program revenue obtained from Tuition Fee Income Data by CIP Cognos report. Report excludes waivers from revenue generated totals.

Note: The total program revenue amount only includes revenue generated from student tuition and fees and does not take into account other sources of program revenue (e.g. state appropriations).

### SECTION 4: PARTNERSHIPS AND ADVISORY COMMITTEE (IF APPLICABLE)

Business Name	College Program	Serves on an Advisory Committee	Hires Graduates	Donates Resources	Provides Scholarships	Provides Internships to Students / Graduates	Engages in Contact Training	New Program Creation	Other (list)
1. Barrister Global Services Network, Inc.	INTE	X	X			X			
2. Ecko 360	INTE	X	X			X			
3. Hunt Telecom	INTE	X	X			X			
4. Livingston Literacy & Tech Center	INTE	X					X	X	
5. Sigma Educational Services (SES)	INTE	X		X				X	
6. St. Tammany Economic Development Foundation	INTE	X		X				X	
7. DXC Technologies	INTE	X	X	X	X	X	X		
8. Globalstar	INTE	X		X		X			
9. CDIT	INTE	X	X		X				
10. Netchex	INTE	X	X			X			

SECTION 5: PROGRAM ASSESSMENT

List program goals for enrollment, completion, and retention for the next 3 years.

- 1. Enrollment Goal: 3% change increase in enrollment
  - a. From 186 students enrolled in 2021-2022 to 191 students enrolled by 2024-2025
- 2. Completion Goal: Increase number of unduplicated completers.
  - a. From 89 completers in 2021-2022 to 95 completers by 2024-2025
- 3. Retention Goal: 2% point increase in fall to spring retention
  - a. From 83% retained in 2021-2022 to 85% retained by 2024-2025

**Discuss** Program Learning Outcomes (PLOs) and address what are they, how are they measured (final capstone course, standardized exam, etc..) and the process for re-evaluation (frequency of assessment). Please indicate which national standard (if any) you are using to establish program learning outcomes.

- 1. Program Learning Outcomes (PLOs):
  - Identify and install computer components
  - Troubleshoot personal computer issues using appropriate techniques and procedures
  - Install, configure, and maintain an operating system
  - Design and troubleshoot local area and wide area networks
  - Design and deploy secure and robust applications utilizing cloud computing technologies
- 2. Indicate how you are measuring PLOs:
  - NTCC faculty members and Associate Provosts develop program-level operational outcomes and student learning outcomes for each educational program offered by the college. Programs of study at NTCC have a minimum of five program-level student learning outcomes. Multiple measures are adopted for each program-level student learning outcome, one of which must be a direct measure of learning (i.e. as the results of an exam).
- 3. PLO Frequency of assessment:
  - Assessment is conducted over a two-year period. A formative report is submitted after the conclusion of the first year within a cycle to document progress related to student achievement. At the conclusion of the two-year cycle, a summative report is submitted for each program which analyzes assessment findings as well as documents results and evidence. Upon the close of a cycle, faculty develop and implement action plans that seek to improve teaching and learning within the program related to achievement of each program-level student learning outcome.
- 4. Indicate National Standard used to establish PLOs (if applicable)

### Part B: Program Recommendations

RECOMMENDATIONS	
CHANCELLOR / DIRECTOR RECOMMENDATION ON PROGRAM <u>CONTINUE</u> , MODIFY, TERMINATE, OR EXPAND	
INCLUDE MOST RECENT PROGRAM HEALTH INDEX REPORT WITH RECOMMENDATIONS (IF RECOMMENDATIONS WERE MADE)	
N/A; no recommendations were made.	
PROVIDE A SHORT NARRATIVE THAT INCLUDES THE PROGRAM'S PLAN FOR ADDRESSING EACH RECOMMENDATION (IF APPLICABLE)	

**SIGNATURES:**

  
College Chief Executive Officer

3/29/23  
Date