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## **Program Review Report**

**Program:** Associate Liberal Arts  
**College:** Department of Language and Letters  
**Review Date:** April 29, 2020

### **Summary:**

A program review for the Associate of Arts degree in Liberal Arts was presented to the Program Review Committee by Ms. Lori Franklin, Chair of the Department of Language and Letters.

The calculated three-year average of declared student enrollment in the program is 44 (headcounts) per semester and the graduation three-year average is 4.33 students per year. This low graduation number reflects the latest low-retention rate which is 24% for one year fall-to-fall and almost 7% for two years fall-to-fall.

The program has an fairly good job projection and student demand according to the analysis done by Gray Associate Program Demand software. The program had a scorecard with 70 points.

The program economics based on Gray Associates software shows a contribution margin (including overhead) of \$85,804 for this program during AY 18-19.

The program is a broad-based program that prepares students for many bachelor programs and a wide range of employment industries. With the emphasis on communication skills, critical thinking, and creativity, the program supports the current demand from many employers for these essential skills. As a testimony to this claim, the self-study report showed examples of highly accomplish alumni who have accepted to bachelor or graduate programs at very prestige universities.

Unfortunately, the program review failed to demonstrate any student learning outcome assessment done in previous years. Therefore, the committee had no direct evidence of a continuous improvement process or any other academic indicators of student learning outcomes assessment. The program has put in place an assessment plan that is currently in implementation and will continue in the next years.

Finally, the program identified a Strategic Plan that addresses some issues that the faculty of the program has identified as challenges.

### **Recommendations:**

The current strategic plan shows some thoughtful considerations to improve the program and the Council of Chairs recommends that the suggested steps in the plan are followed by the program leadership.

The Council of Chairs is concerned with several factors which are mainly the following: a) a very low retention rate, the lowest among all programs at NNMC; b) communication of student learning outcome assessment; and c) lack of an external advisory committee that provides guidance to the leadership of the program.

Therefore, the Council is requesting that a Progress Report due May 31, 2022 be completed by the Department of Language and Letters that will address the main concerns. The expectation is that the report will address the following recommendations.

1. The Program shall provide to the Chairs' Council a detailed plan of the changes that will be implemented that are reference in page 22 of the self-study report no later than October 31<sup>st</sup>.
2. Starting in Fall 2020, the program needs to have an External Advisory Committee (EAC) with at least one member that represent employers in the region for this program and one participant from a local high school provider.
3. The EAC shall meet at least once per academic year with the faculty of the Liberal Arts program and the meetings need to be documented with minutes and sign-in sheet to show attendance.
4. The EAC and the faculty should work together to enhance the mission and vision of the program, which is different from the mission/vision of the department of Language and Letters.
5. The Council of Chairs recommend that a few relevant pathways (concentrations or emphasis) are given to students in lieu of the high number of open electives that the program has. These pathways could come from other liberal arts fields such as language and letters, sciences, mathematics, humanities, or social sciences. The Council believes that this approach will make the program more attractive so that students are retained, and the number of graduates increases. The lack of a clarity in terms of articulation with other bachelor programs may be a reason for students to not continue.
6. Any proposed pathways should be carefully analyzed and evaluated in conjunction with the EAC.
7. The Council suggests that an analysis of the curriculum efficiency for the program and the pathways that are offered is done before taking the changes to the Curriculum Committee.
8. In the Annual Report, the Program must identify maintenance or improvement strategies related to program and institutional level outcomes as well as ensure Program relevance to local needs and/or industry. All assessment data related to program-level student learning outcomes must be delivered with the Annual Report.
9. No later than June 30, 2021 an analysis should be done to review the possibility of more online or hybrid mode delivery to help the program to attract more students due to the local competition.