

# Program Scorecard 2019-2020

## Executive Assistant 10-106-6

| Student Demographics       | 2019-20 |         | 2018-19 |         | 2017-18 |         |
|----------------------------|---------|---------|---------|---------|---------|---------|
|                            | Number  | Percent | Number  | Percent | Number  | Percent |
| Full-Time                  | 21      | 39%     | 32      | 46%     | 37      | 49%     |
| Part-Time                  | 33      | 61%     | 37      | 54%     | 39      | 51%     |
| Disabilities               | 8       | 15%     | 5       | 7%      | 7       | 9%      |
| Minorities                 | 8       | 15%     | 12      | 17%     | 9       | 12%     |
| Financial Aid              | 33      | 60%     | 51      | 70%     | 58      | 76%     |
| Male                       | 1       | 2%      | 0       | 0%      | 0       | 0%      |
| Female                     | 53      | 98%     | 69      | 100%    | 76      | 100%    |
| Mean Age                   | 36      |         | 33      |         | 33      |         |
| Median Age                 | 33      |         | 31      |         | 31      |         |
| Mode Age                   | 49      |         | 21      |         | 32      |         |
| Bias per WTCS (NTO)        | Male    |         | Male    |         | Male    |         |
| Total Program Students     | 54      |         | 69      |         | 76      |         |
| Total Pre-Program Students | 1       |         | 4       |         | 0       |         |

NOTE: Demographics include program students only, with the exception of financial aid

| Student Interest      | 2019-20 | 2018-19 | 2017-18 | 2016-17 | 2015-16 |
|-----------------------|---------|---------|---------|---------|---------|
| New Accepted Students | 20      | 23      | 36      | 64      | 51      |
| Capacity              | 45      | 45      | 77      | 77      | 63      |
| Percent Capacity      | 44%     | 51%     | 47%     | 83%     | 81%     |
| FTEs                  | 34      | 43.7    | 58      | 80.2    | 60.2    |
| Fall/Spring Waitlist  | 0       | 0       | 0       | 0       | 0       |

| Graduate Placement        | 2019-20 | 2018-19 | 2017-18 | 2016-17 | 2015-16 |
|---------------------------|---------|---------|---------|---------|---------|
| Graduates                 | 15      | 23      | 19      | 22      | 22      |
| Employed in Related Field | NA      | 92%     | 54%     | 88%     | 92%     |
| Seeking Employment        | NA      | 0%      | 15%     | 0%      | 0%      |
| Continuing Education      | NA      | 7%      | 7%      | 6%      | 13%     |
| Survey Response Rate      | NA      | 65%     | 74%     | 77%     | 68%     |

| Wages & Openings                  | 2018-19  |
|-----------------------------------|----------|
| CVTC Graduate Average Hourly Wage | \$16.45  |
| CVTC Graduate Average Yearly Wage | \$33,800 |
| Regional Entry Level Yearly Wage  | \$29,299 |
| Regional Job Openings             | 822      |

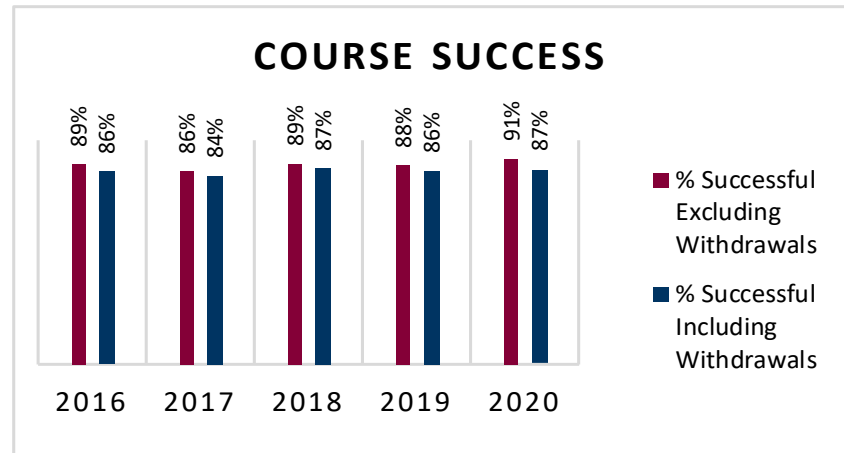
| CVTC Key Performance Indicator Goals |       |        |
|--------------------------------------|-------|--------|
|                                      | Goal  | Actual |
| Graduation within 3 years            | 55%   | 40%    |
| Job Related Placement                | 90%   | 86%    |
| Aidable FTEs                         | 3,984 | 3,879  |

| Graduation Rates          | Cohort Year |         |         |         |         | Program Target | WTCS |
|---------------------------|-------------|---------|---------|---------|---------|----------------|------|
|                           | 2017-18     | 2016-17 | 2015-16 | 2014-15 | 2013-14 |                |      |
| Graduation within 3 Years | 35%         | 40%     | 33%     | 33%     | 41%     | 41%            | 25%  |
| Graduation within 4 Years | NA          | 44%     | 33%     | 40%     | 41%     | 43%            | 28%  |

| Retention Rates           | Academic Year          |                        |                        |                        |                        | Program Target |
|---------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|----------------|
|                           | Fall 2019 to Fall 2020 | Fall 2018 to Fall 2019 | Fall 2017 to Fall 2018 | Fall 2016 to Fall 2017 | Fall 2015 to Fall 2016 |                |
| Fall-to-Fall Retention    | 64%                    | 65%                    | 66%                    | 59%                    | 70%                    | 68%            |
| Core Courses              | 2019-20                | 2018-19                | 2017-18                | 2016-17                | 2015-16                |                |
| Course Success Rate       | 90%                    | 90%                    | 88%                    | 87%                    | 87%                    | 93%            |
| Withdraw Rate             | 2%                     | 1%                     | 1%                     | 2%                     | 4%                     | NA             |
| General Education Courses | 2019-20                | 2018-19                | 2017-18                | 2016-17                | 2015-16                |                |
| Course Success Rate       | 78%                    | 78%                    | 83%                    | 76%                    | 84%                    | 84%            |
| Withdraw Rate             | 14%                    | 7%                     | 7%                     | 5%                     | 8%                     | NA             |

| Technical Skills Attainment | 2019-20 | 2018-19 | 2017-18 | 2016-17 | 2015-16 |
|-----------------------------|---------|---------|---------|---------|---------|
| Met                         | 10      | 17      | 10      | 7       | 0       |
| Not Met                     | 0       | 0       | 3       | 4       | 0       |
| Not Assessed                | 0       | 0       | 2       | 11      | 8       |

| Student Surveys   | 2019-20 | 2018-19 | 2017-18 | 2016-17 | CVTC |
|---|---------|---------|---------|---------|------|
| SSI- Instructional Effectiveness by Program (scale of 1 to 7)       |         | 5.9     |         | 6.3     | 6.3  |
| CCSSE- Active & Collaborative Learning by Cluster (scale of 1 to 4) |         |         | 2.5     |         | 2.4  |



CVTC Course Success Goal: 80%

**CAREER CLUSTER**

*Business, Management, & Administration*

**Executive Assistant (10-106-6)**

**2019-20 Course Success**

| Delivery Method                | Successful Count | Unsuccessful Count | Withdrawal Count | Enrollment Count | % Successful Excluding Withdrawals | % Successful Including Withdrawals |
|--------------------------------|------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|
| Blended (less than 50% online) | 9                | 1                  | 0                | 10               | 90%                                | 90%                                |
| Face-to-Face                   | 39               | 0                  | 1                | 40               | 100%                               | 98%                                |
| MyChoice                       | 359              | 40                 | 13               | 412              | 90%                                | 87%                                |
| Online                         | 113              | 9                  | 15               | 137              | 93%                                | 82%                                |
| Telepresence                   | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>Grand Total</b>             | <b>521</b>       | <b>50</b>          | <b>29</b>        | <b>600</b>       | <b>91%</b>                         | <b>87%</b>                         |

| Course & Delivery Method                | Successful Count | Unsuccessful Count | Withdrawal Count | Enrollment Count | % Successful Excluding Withdrawals | % Successful Including Withdrawals |
|---|------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|
| <b>101-105 Accounting, Intro to</b>     | <b>4</b>         | <b>1</b>           | <b>0</b>         | <b>5</b>         | <b>80%</b>                         | <b>80%</b>                         |
| MyChoice                                | 1                | 1                  | 0                | 2                | 50%                                | 50%                                |
| Online                                  | 3                | 0                  | 0                | 3                | 100%                               | 100%                               |
| <b>101-121 Payroll Accounting</b>       | <b>7</b>         | <b>3</b>           | <b>1</b>         | <b>11</b>        | <b>70%</b>                         | <b>64%</b>                         |
| Face-to-Face                            | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| MyChoice                                | 6                | 3                  | 1                | 10               | 67%                                | 60%                                |
| <b>101-149 Intro to QuickBooks</b>      | <b>7</b>         | <b>1</b>           | <b>3</b>         | <b>11</b>        | <b>88%</b>                         | <b>64%</b>                         |
| MyChoice                                | 7                | 1                  | 3                | 11               | 88%                                | 64%                                |
| <b>102-109 Business Analytics</b>       | <b>8</b>         | <b>1</b>           | <b>2</b>         | <b>11</b>        | <b>89%</b>                         | <b>73%</b>                         |
| Blended (less than 50% online)          | 3                | 1                  | 0                | 4                | 75%                                | 75%                                |
| Online                                  | 5                | 0                  | 2                | 7                | 100%                               | 71%                                |
| <b>102-112 Principles of Management</b> | <b>11</b>        | <b>0</b>           | <b>2</b>         | <b>13</b>        | <b>100%</b>                        | <b>85%</b>                         |
| Blended (less than 50% online)          | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| Online                                  | 10               | 0                  | 2                | 12               | 100%                               | 83%                                |
| <b>102-160 Business Law</b>             | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online                                  | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>102-188 Project Management</b>       | <b>10</b>        | <b>0</b>           | <b>2</b>         | <b>12</b>        | <b>100%</b>                        | <b>83%</b>                         |
| Blended (less than 50% online)          | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| Online                                  | 9                | 0                  | 2                | 11               | 100%                               | 82%                                |
| <b>103-102 Microsoft Office Suite</b>   | <b>12</b>        | <b>1</b>           | <b>1</b>         | <b>14</b>        | <b>92%</b>                         | <b>86%</b>                         |

## Executive Assistant (10-106-6)

## 2019-20 Course Success

| Course & Devliery Method                    | Successful Count | Unsuccessful Count | Withdrawal Count | Enrollment Count | % Successful Excluding Withdrawals | % Successful Including Withdrawals |
|---|------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|
| MyChoice                                    | 8                | 0                  | 1                | 9                | 100%                               | 89%                                |
| Online                                      | 4                | 1                  | 0                | 5                | 80%                                | 80%                                |
| <b>103-170 Microsoft Excel</b>              | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice                                    | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>106-100 Web Technologies 1</b>           | <b>11</b>        | <b>0</b>           | <b>0</b>         | <b>11</b>        | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice                                    | 11               | 0                  | 0                | 11               | 100%                               | 100%                               |
| <b>106-102 Web Technologies 2</b>           | <b>9</b>         | <b>2</b>           | <b>2</b>         | <b>13</b>        | <b>82%</b>                         | <b>69%</b>                         |
| MyChoice                                    | 9                | 2                  | 2                | 13               | 82%                                | 69%                                |
| <b>106-107 Publications</b>                 | <b>13</b>        | <b>1</b>           | <b>0</b>         | <b>14</b>        | <b>93%</b>                         | <b>93%</b>                         |
| MyChoice                                    | 13               | 1                  | 0                | 14               | 93%                                | 93%                                |
| <b>106-111 Exec Asst Prof Development</b>   | <b>13</b>        | <b>2</b>           | <b>0</b>         | <b>15</b>        | <b>87%</b>                         | <b>87%</b>                         |
| MyChoice                                    | 13               | 2                  | 0                | 15               | 87%                                | 87%                                |
| <b>106-112 Bus Support Prof Practice 3</b>  | <b>8</b>         | <b>0</b>           | <b>0</b>         | <b>8</b>         | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice                                    | 8                | 0                  | 0                | 8                | 100%                               | 100%                               |
| <b>106-112 Exec Asst Career Planning</b>    | <b>9</b>         | <b>3</b>           | <b>0</b>         | <b>12</b>        | <b>75%</b>                         | <b>75%</b>                         |
| MyChoice                                    | 9                | 3                  | 0                | 12               | 75%                                | 75%                                |
| <b>106-113 Customer Service Foundations</b> | <b>19</b>        | <b>1</b>           | <b>0</b>         | <b>20</b>        | <b>95%</b>                         | <b>95%</b>                         |
| MyChoice                                    | 19               | 1                  | 0                | 20               | 95%                                | 95%                                |
| <b>106-114 Customer Communic Techniques</b> | <b>18</b>        | <b>1</b>           | <b>0</b>         | <b>19</b>        | <b>95%</b>                         | <b>95%</b>                         |
| MyChoice                                    | 18               | 1                  | 0                | 19               | 95%                                | 95%                                |
| <b>106-115 Customer Care Strategies</b>     | <b>17</b>        | <b>1</b>           | <b>0</b>         | <b>18</b>        | <b>94%</b>                         | <b>94%</b>                         |
| MyChoice                                    | 17               | 1                  | 0                | 18               | 94%                                | 94%                                |
| <b>106-116 Database</b>                     | <b>10</b>        | <b>3</b>           | <b>0</b>         | <b>13</b>        | <b>77%</b>                         | <b>77%</b>                         |
| MyChoice                                    | 10               | 3                  | 0                | 13               | 77%                                | 77%                                |
| <b>106-122 Document Processing</b>          | <b>11</b>        | <b>3</b>           | <b>1</b>         | <b>15</b>        | <b>79%</b>                         | <b>73%</b>                         |
| MyChoice                                    | 11               | 3                  | 1                | 15               | 79%                                | 73%                                |
| <b>106-128 Business Words at Work 1</b>     | <b>11</b>        | <b>1</b>           | <b>0</b>         | <b>12</b>        | <b>92%</b>                         | <b>92%</b>                         |
| MyChoice                                    | 11               | 1                  | 0                | 12               | 92%                                | 92%                                |
| <b>106-129 Business Words at Work 2</b>     | <b>12</b>        | <b>1</b>           | <b>0</b>         | <b>13</b>        | <b>92%</b>                         | <b>92%</b>                         |
| MyChoice                                    | 12               | 1                  | 0                | 13               | 92%                                | 92%                                |
| <b>106-130 Business Words at Work 3</b>     | <b>13</b>        | <b>1</b>           | <b>1</b>         | <b>15</b>        | <b>93%</b>                         | <b>87%</b>                         |

## Executive Assistant (10-106-6)

## 2019-20 Course Success

| Course & Devliery Method                      | Successful Count | Unsuccessful Count | Withdrawal Count | Enrollment Count | % Successful Excluding Withdrawals | % Successful Including Withdrawals |
|---|------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|
| MyChoice                                      | 13               | 1                  | 1                | 15               | 93%                                | 87%                                |
| <b>106-135 Bus Support Prof. Internship 1</b> | <b>12</b>        | <b>0</b>           | <b>0</b>         | <b>12</b>        | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                  | 12               | 0                  | 0                | 12               | 100%                               | 100%                               |
| <b>106-139 Business Presentations</b>         | <b>15</b>        | <b>0</b>           | <b>1</b>         | <b>16</b>        | <b>100%</b>                        | <b>94%</b>                         |
| MyChoice                                      | 15               | 0                  | 1                | 16               | 100%                               | 94%                                |
| <b>106-150 Office Procedures 1</b>            | <b>7</b>         | <b>1</b>           | <b>0</b>         | <b>8</b>         | <b>88%</b>                         | <b>88%</b>                         |
| MyChoice                                      | 7                | 1                  | 0                | 8                | 88%                                | 88%                                |
| <b>106-152 Job Search-Bus Support Prof 1</b>  | <b>13</b>        | <b>2</b>           | <b>0</b>         | <b>15</b>        | <b>87%</b>                         | <b>87%</b>                         |
| MyChoice                                      | 13               | 2                  | 0                | 15               | 87%                                | 87%                                |
| <b>106-155 Job Search-Bus Support Prof 2</b>  | <b>10</b>        | <b>0</b>           | <b>0</b>         | <b>10</b>        | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice                                      | 10               | 0                  | 0                | 10               | 100%                               | 100%                               |
| <b>106-156 Records Management</b>             | <b>7</b>         | <b>0</b>           | <b>0</b>         | <b>7</b>         | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice                                      | 7                | 0                  | 0                | 7                | 100%                               | 100%                               |
| <b>106-160 Office Procedures 2</b>            | <b>10</b>        | <b>1</b>           | <b>0</b>         | <b>11</b>        | <b>91%</b>                         | <b>91%</b>                         |
| MyChoice                                      | 10               | 1                  | 0                | 11               | 91%                                | 91%                                |
| <b>106-162 Legal Terminology</b>              | <b>4</b>         | <b>0</b>           | <b>2</b>         | <b>6</b>         | <b>100%</b>                        | <b>67%</b>                         |
| MyChoice                                      | 3                | 0                  | 2                | 5                | 100%                               | 60%                                |
| Telepresence                                  | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>106-167 Office Procedures 3</b>            | <b>9</b>         | <b>1</b>           | <b>0</b>         | <b>10</b>        | <b>90%</b>                         | <b>90%</b>                         |
| MyChoice                                      | 9                | 1                  | 0                | 10               | 90%                                | 90%                                |
| <b>106-168 Bus Support Prof Internship 2</b>  | <b>10</b>        | <b>0</b>           | <b>0</b>         | <b>10</b>        | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                  | 10               | 0                  | 0                | 10               | 100%                               | 100%                               |
| <b>106-169 Applied Software</b>               | <b>10</b>        | <b>0</b>           | <b>0</b>         | <b>10</b>        | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice                                      | 10               | 0                  | 0                | 10               | 100%                               | 100%                               |
| <b>106-172 Microsoft Outlook</b>              | <b>17</b>        | <b>1</b>           | <b>0</b>         | <b>18</b>        | <b>94%</b>                         | <b>94%</b>                         |
| MyChoice                                      | 17               | 1                  | 0                | 18               | 94%                                | 94%                                |
| <b>106-176 Google Tools</b>                   | <b>14</b>        | <b>1</b>           | <b>0</b>         | <b>15</b>        | <b>93%</b>                         | <b>93%</b>                         |
| MyChoice                                      | 14               | 1                  | 0                | 15               | 93%                                | 93%                                |
| <b>106-177 Apps for Productivity</b>          | <b>9</b>         | <b>2</b>           | <b>0</b>         | <b>11</b>        | <b>82%</b>                         | <b>82%</b>                         |
| MyChoice                                      | 9                | 2                  | 0                | 11               | 82%                                | 82%                                |
| <b>106-178 Adobe Tools</b>                    | <b>12</b>        | <b>2</b>           | <b>0</b>         | <b>14</b>        | <b>86%</b>                         | <b>86%</b>                         |

## Executive Assistant (10-106-6)

## 2019-20 Course Success

| Course & Devliery Method                          | Successful Count | Unsuccessful Count | Withdrawal Count | Enrollment Count | % Successful Excluding Withdrawals | % Successful Including Withdrawals |
|---|------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|
| MyChoice  | 12               | 2                  | 0                | 14               | 86%                                | 86%                                |
| <b>106-179 Photo Editing</b>                      | <b>13</b>        | <b>2</b>           | <b>0</b>         | <b>15</b>        | <b>87%</b>                         | <b>87%</b>                         |
| MyChoice  | 13               | 2                  | 0                | 15               | 87%                                | 87%                                |
| <b>106-180 Executive Assistant Capstone</b>       | <b>7</b>         | <b>0</b>           | <b>0</b>         | <b>7</b>         | <b>100%</b>                        | <b>100%</b>                        |
| MyChoice  | 7                | 0                  | 0                | 7                | 100%                               | 100%                               |
| <b>106-182 Legal Computing</b>                    | <b>4</b>         | <b>0</b>           | <b>0</b>         | <b>4</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online  | 4                | 0                  | 0                | 4                | 100%                               | 100%                               |
| <b>110-101 Paralegal &amp; Legal Ethic, Intro</b> | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-102 Civil Litigation I</b>                 | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-103 Civil Litigation II</b>                | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-104 Legal Research</b>                     | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-107 Legal Aspects of Bus Organiz</b>       | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online  | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-110 Real Estate Law</b>                    | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-114 Administration of Estates</b>          | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-142 Paralegal Internship</b>               | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-160 Employment Law</b>                     | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>110-168 Criminal Law-Paralegal</b>             | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Face-to-Face                                      | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>116-110 Employee Benefits</b>                  | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online  | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>116-193 Human Resources, Intro</b>             | <b>13</b>        | <b>1</b>           | <b>0</b>         | <b>14</b>        | <b>93%</b>                         | <b>93%</b>                         |
| Online  | 13               | 1                  | 0                | 14               | 93%                                | 93%                                |

**Executive Assistant (10-106-6)**  
**2019-20 Course Success**

| <b>Course &amp; Devliery Method</b>              | <b>Successful Count</b> | <b>Unsuccessful Count</b> | <b>Withdrawal Count</b> | <b>Enrollment Count</b> | <b>% Successful Excluding Withdrawals</b> | <b>% Successful Including Withdrawals</b> |
|--|-------------------------|---------------------------|-------------------------|-------------------------|---|---|
| <b>501-101 Medical Terminology</b>               | <b>9</b>                | <b>0</b>                  | <b>0</b>                | <b>9</b>                | <b>100%</b>                               | <b>100%</b>                               |
| Blended (less than 50% online)                   | 3                       | 0                         | 0                       | 3                       | 100%                                      | 100%                                      |
| Online   | 6                       | 0                         | 0                       | 6                       | 100%                                      | 100%                                      |
| <b>509-130 Medical Office Procedures</b>         | <b>5</b>                | <b>1</b>                  | <b>0</b>                | <b>6</b>                | <b>83%</b>                                | <b>83%</b>                                |
| MyChoice   | 5                       | 1                         | 0                       | 6                       | 83%                                       | 83%                                       |
| <b>530-103 Medical Insurance &amp; Billing</b>   | <b>2</b>                | <b>0</b>                  | <b>0</b>                | <b>2</b>                | <b>100%</b>                               | <b>100%</b>                               |
| Online   | 2                       | 0                         | 0                       | 2                       | 100%                                      | 100%                                      |
| <b>801-136 English Composition 1</b>             | <b>8</b>                | <b>0</b>                  | <b>1</b>                | <b>9</b>                | <b>100%</b>                               | <b>89%</b>                                |
| Online   | 8                       | 0                         | 1                       | 9                       | 100%                                      | 89%                                       |
| <b>801-196 Oral/Interpersonal Comm</b>           | <b>4</b>                | <b>0</b>                  | <b>0</b>                | <b>4</b>                | <b>100%</b>                               | <b>100%</b>                               |
| Face-to-Face                                     | 1                       | 0                         | 0                       | 1                       | 100%                                      | 100%                                      |
| Online   | 3                       | 0                         | 0                       | 3                       | 100%                                      | 100%                                      |
| <b>801-197 Technical Reporting</b>               | <b>17</b>               | <b>3</b>                  | <b>2</b>                | <b>22</b>               | <b>85%</b>                                | <b>77%</b>                                |
| Face-to-Face                                     | 2                       | 0                         | 0                       | 2                       | 100%                                      | 100%                                      |
| Online   | 15                      | 3                         | 2                       | 20                      | 83%                                       | 75%                                       |
| <b>801-219 English Composition 1</b>             | <b>1</b>                | <b>0</b>                  | <b>0</b>                | <b>1</b>                | <b>100%</b>                               | <b>100%</b>                               |
| Online   | 1                       | 0                         | 0                       | 1                       | 100%                                      | 100%                                      |
| <b>804-134 Mathematical Reasoning</b>            | <b>4</b>                | <b>1</b>                  | <b>0</b>                | <b>5</b>                | <b>80%</b>                                | <b>80%</b>                                |
| Face-to-Face                                     | 2                       | 0                         | 0                       | 2                       | 100%                                      | 100%                                      |
| Online   | 2                       | 1                         | 0                       | 3                       | 67%                                       | 67%                                       |
| <b>804-189 Introductory Statistics</b>           | <b>4</b>                | <b>1</b>                  | <b>2</b>                | <b>7</b>                | <b>80%</b>                                | <b>57%</b>                                |
| Blended (less than 50% online)                   | 1                       | 0                         | 0                       | 1                       | 100%                                      | 100%                                      |
| MyChoice   | 1                       | 1                         | 1                       | 3                       | 50%                                       | 33%                                       |
| Online   | 2                       | 0                         | 1                       | 3                       | 100%                                      | 67%                                       |
| <b>806-225 Introduction to Astronomy</b>         | <b>1</b>                | <b>0</b>                  | <b>0</b>                | <b>1</b>                | <b>100%</b>                               | <b>100%</b>                               |
| Online   | 1                       | 0                         | 0                       | 1                       | 100%                                      | 100%                                      |
| <b>809-103 Think Critically &amp; Creatively</b> | <b>7</b>                | <b>1</b>                  | <b>2</b>                | <b>10</b>               | <b>88%</b>                                | <b>70%</b>                                |
| Online   | 7                       | 1                         | 2                       | 10                      | 88%                                       | 70%                                       |
| <b>809-122 Intro to Amer Government</b>          | <b>8</b>                | <b>2</b>                  | <b>1</b>                | <b>11</b>               | <b>80%</b>                                | <b>73%</b>                                |
| Face-to-Face                                     | 1                       | 0                         | 0                       | 1                       | 100%                                      | 100%                                      |
| Online   | 7                       | 2                         | 1                       | 10                      | 78%                                       | 70%                                       |

## Executive Assistant (10-106-6)

## 2019-20 Course Success

| Course & Devliery Method                     | Successful Count | Unsuccessful Count | Withdrawal Count | Enrollment Count | % Successful Excluding Withdrawals | % Successful Including Withdrawals |
|--|------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|
| <b>809-159 Abnormal Psychology</b>           | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online                                       | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>809-195 Economics</b>                     | <b>1</b>         | <b>0</b>           | <b>0</b>         | <b>1</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online                                       | 1                | 0                  | 0                | 1                | 100%                               | 100%                               |
| <b>809-198 Intro to Psychology</b>           | <b>4</b>         | <b>0</b>           | <b>0</b>         | <b>4</b>         | <b>100%</b>                        | <b>100%</b>                        |
| Online                                       | 4                | 0                  | 0                | 4                | 100%                               | 100%                               |
| <b>809-199 Psychology of Human Relations</b> | <b>3</b>         | <b>0</b>           | <b>3</b>         | <b>6</b>         | <b>100%</b>                        | <b>50%</b>                         |
| Face-to-Face                                 | 1                | 0                  | 1                | 2                | 100%                               | 50%                                |
| Online                                       | 2                | 0                  | 2                | 4                | 100%                               | 50%                                |
| <b>Grand Total</b>                           | <b>521</b>       | <b>50</b>          | <b>29</b>        | <b>600</b>       | <b>91%</b>                         | <b>87%</b>                         |