
*The Mesa Community College
Program to Assess Student Learning*

Annual Report AY 2023-2024

Prepared by:
Office of Institutional Effectiveness

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Mesa Community College is part of the Maricopa County Community College District,
an EEO/AA Institution

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I. Introduction and Background

History and Overview of Assessment

Mesa Community College (MCC) is committed to providing quality education for its students as evidenced in our institutional mission: “We create an inclusive and vibrant learning community where everyone is supported to achieve success.” The college recognizes the need for accurate assessment data to use in evaluating student learning and the effectiveness of the college in meeting its mission. MCC accepts the proposition that the value of assessment is found in the use of the assessment data to improve student learning.

MCC conducts student outcomes assessment at the institutional (ISLO), program/pathway (PSLO), and course (CSLO) levels. Assessment efforts are led via collaborative efforts of the Vice President of Academic Affairs (VPAA), Director of Assessment, Faculty Senate Student Outcomes Committee (SOC), and the Office of Institutional Effectiveness.

Starting in the late 1990s, MCC’s student learning outcomes were assessed college-wide through “Assessment Week.” In the Fall 2012, challenges in the assessment work were identified, motivating revisions to our institutional student learning outcomes and assessment method. SOC and Faculty Senate approved a revision of the general education outcomes to better focus on student success. MCC’s ISLOs became MCC’s 4Cs: Communication, Civic Engagement, Critical Thinking, and Cultural and Global Engagement, with each outcome having several criteria. MCC’s 4Cs uses standardized scoring guidelines assessment instead of standardized assessment test. This allows instructors to apply the assessment results to their course content and pedagogical practice.

In 2017, MCC developed Guided Pathways for its academic programs, which were adopted and expanded by the District in 2018. Each guided pathways program map includes Program-level Student Learning Outcomes (PSLOs).

In 2018, MCC hired an Assessment Director to lead the collaborative development and implementation of a comprehensive plan for assessing student learning outcomes at the course, program, educational pathway, and institutional levels. In 2023, the college piloted Department Assessment Coordinators (DACs) to advance assessment work with collective input at the academic department level. DACs are working to help their departments develop Student Learning Outcome assessment plans, initially focused on PSLOs developed during guided pathways. Eventually, DAC work will encompass department assessment plans that describe and document assessment at the course, program, and institutional levels.

This annual report continues reporting on MCC’s 4Cs and adds additional reporting from the first year of work of the new DAC model.

Organizational Structure for Assessment

Assessment efforts are led via collaborative efforts of the Vice President of Academic Affairs (VPAA), Director of Assessment, Faculty Senate Student Outcomes Committee (SOC), and the Office of Institutional Effectiveness.

The Student Outcomes Committee is composed of faculty from many disciplines, and confers regularly with the Faculty Senate. The Assessment Director, and the Dean and Director of OIE serve on the committee to ensure that assessment processes and methodologies reflect good practice, including adherence to guidelines for ethical research. Since 2015, a primary focus of SOC has been the assessment of the Institutional Student Learning Outcomes (ISLOs), MCC’s 4Cs.

The Assessment Director leads the development and implementation plan for the assessment of student learning at the course, program/pathway, co-curricular and institutional levels. The Assessment Director works and collaborate with faculty, administrators, the Center for Teaching and Learning (CTL) and OIE to develop an assessment plan and promote a culture of assessment at MCC. The Director of Assessment works with and

support the Student Outcomes Committee and Department Assessment Coordinators (DACs) on assessment efforts at MCC.

MCC's Faculty Department Assessment Coordinators (DACs) provide assessment leadership and coordination in their academic department. This includes assessment at the course, program/pathway and institutional levels. DACs share information about best practice in student learning outcomes assessment with their departments. They encourage faculty to participate in assessment events and activities. DACs also complete annual assessment reports.

MCC's process to assess student learning outcomes engages full-time and part-time faculty through regular meetings of the committee, recruitment via the DACs, and through the participation of many academic and occupational faculty events such as semi-annual SOC Assessment Showcases.

II. MCC's 4Cs Development Process

The process began by following the informed improvement strategy. Each of the original student learning outcomes and descriptors were reviewed and evaluated. Common descriptors were eliminated while at the same time linking the new outcomes to the college's Vision, Mission and Value (VMV) statements. The linkage to the MCC's VMV insured fluid integration of institutional student learning outcomes into the college plan. MCC's 4Cs were created: Communication (CO), Critical Thinking (CT), Civic Engagement (CE), and Cultural and Global Engagement (CG).

Groups were formed for each outcome; faculty from both Southern and Dobson and Red Mountain campuses were invited, and participated, in the development of the outcomes clear definitions, the criteria to assess it and scoring guidelines. Scoring guidelines were patterned after the Association of American Colleges and Universities (AACU) and Valid Assessment of Learning in Undergraduate Education (VALUE) rubrics. On December 5, 2013 MCC's 4Cs were adopted by unanimous approval from Faculty Senate. MCC's 4C's development process shown below:

Figure 1

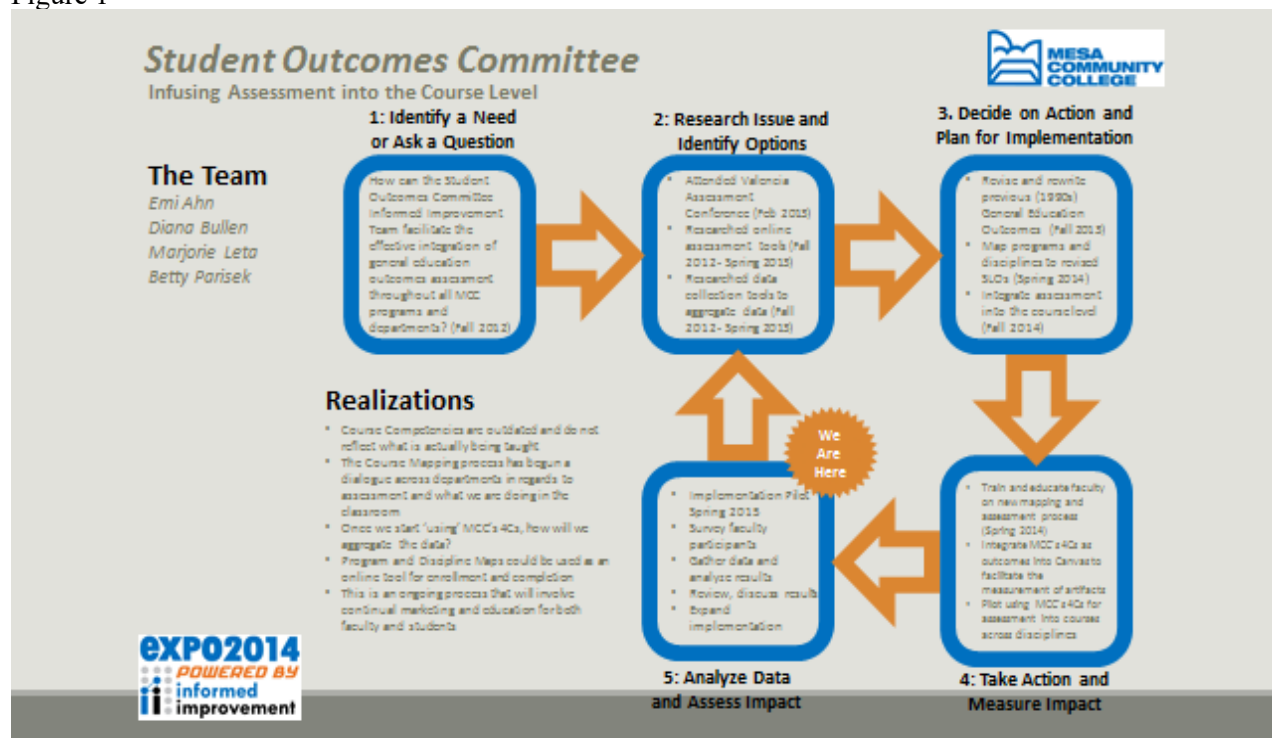


Figure 2

Mesa Community College: Institutional Student Learning Outcomes “MCC’s 4Cs”	
<p><i>The following Institutional Student Learning Outcomes are consistent with the Vision, Mission, and Values of both the Maricopa Community Colleges District and Mesa Community College, and reflect our commitment to Individual and Community, Innovation, Integrity, Learning, and Service Excellence.</i></p>	
<p>COMMUNICATION (CO) Institutional Learning Outcome: The purposeful development, expression and reception of a message through oral, written or nonverbal means.</p> <p>1. PURPOSE: Establish a clear central focus for a message which demonstrates an understanding of context, audience, and task 2. CONTENT: Develop appropriate, relevant content logically sequencing ideas and/or information 3. LANGUAGE: Apply language and/or modes of expression of a discipline in an appropriate and accurate manner to demonstrate comprehension 4. EXECUTION: Convey a message effectively</p>	<p>CIVIC ENGAGEMENT (CE) Institutional learning Outcome: Civic engagement encompasses actions to promote the quality of life in a community, through both political and non-political processes.</p> <p>1. INCLUSIVENESS: Demonstrate an ability to engage respectfully with others in a diverse society 2. APPLY KNOWLEDGE: Apply knowledge from one’s own study and experiences to active and ethical participation in civic life 3. DEMONSTRATION OF CIVIC IDENTITY AND COMMITMENT: Provide evidence of experience in and reflection on civic engagement activities 4. CIVIC COMMUNICATION: Communicate and listen to others in order to establish personal and professional relationships to further civic action 5. ENGAGEMENT IN CIVIC ACTION AND REFLECTION: Demonstrate the ability to deliberate and collaborate on issues and problems to achieve a civic aim</p>
<p>CRITICAL THINKING (CT) Institutional Learning Outcome: Habit of mind of analyzing issues, ideas, artifacts, events, and/or evidence to draw conclusions or solve problems.</p> <p>1. Identify the topic/ subject of inquiry 2. Select appropriate resources required to draw conclusion(s) or solve the problem 3. Apply resources to draw conclusion(s) or solve the problem 4. Evaluate conclusion(s) or the solution to the problem</p>	<p>CULTURAL AND GLOBAL ENGAGEMENT (CG) Institutional learning Outcome: Global Learning encompasses knowledge, skills, and attitudes students acquire through a variety of experiences that enable them to understand world cultures, analyze global systems, appreciate cultural differences, and apply this knowledge and appreciation to their lives as educated individuals and global citizens.</p> <p>1. KNOWLEDGE: Analyzes cultural systems, events, or creations and their relationship to worldviews, values, or behavior. 2. INFLUENCES: Evaluates the impact of contemporary and past events, perspectives, or cultures on intercultural relationships. 3. SELF AWARENESS: Analyzes the impact of culture and intercultural experiences on one’s worldview, values and behavior, including assumptions, biases, prejudices, or stereotypes. 4. RESPONSIBILITY: Evaluates the impact of one’s moral and ethical reasoning on one’s actions in relation to culturally different groups. 5. CULTURAL EXPRESSION: Generates ideas, creations, or models that express the human condition and one’s relationship with the world</p>
<p><i>Revised AY 2017-2018</i></p>	

III. Methodology

During the semesters of Fall 2023 and Spring 2024 (AY 2023-2024), SOC invited all residential, one year only, one semester only, and adjunct faculty to participate in MCC's 4Cs assessment. SOC members promoted participation in assessment activities, lead faculty through the assessment process, and provided guidance in the creation of a signature assignment aligning to the scoring guidelines.

Faculty participants identified a 'C' that best aligned with their course. The faculty chose an assignment within their course that aligned with all criteria of the chosen outcome. Faculty attached the 'C' scoring guidelines to the course assignment in Canvas. Using Canvas students assessed in a 'C' were given a rate of Levels 0 through 4, with level 4 being the highest level of achievement. The data collected in Canvas for each semester was exported, combined into one dataset, aggregated and analyzed using Excel, MCCC Institutional Research Information System (IRIS), and Tableau.

College level and course level 'C' averages were calculated. The average scores range from zero to four, with four being the highest level of achievement.

The scoring guidelines were revised in AY 2017-2018 and implemented Fall 2018. Some faculty used the newly revised scoring guidelines and others used the prior set of scoring guidelines. When reporting average scores, only data from the new scoring guidelines were analyzed.

Data Collection Procedures

57 faculty members volunteered to administer MCC's 4C's assessment in a total of 206 sections at Southern and Dobson, Red Mountain, Online, MCC Offsite, HS Dual, and Downtown during AY 2023-2024. Faculty administered all assessments in regular class sessions during each semester.

Administration of the assessment occurred during the regular class period. Faculty utilized an assignment which had already been created or they created a new assignment that best aligned with one of the MCC's 4Cs. Students were informed that the purpose of the assessment was to measure whether education goals are being achieved in order to improve programs and student learning at MCC.

Faculty administered and scored the assessments using Canvas by the end of the Fall and Spring semesters. At the end of the semesters, OIE exported an Outcomes Report from Canvas into Excel. The reports contained student names, course name, section number, learning outcome, outcome score, and title of assignment. The exported data were used to match each student's assessment with exact demographic and course data using IRIS.

Student Profile of MCC's 4Cs AY 2023-2024

Table 1

Student Profile of AY 2023-2024 Assessments and College		
	AY 2023-2024 Assessment	Total College (Fall 2023 45th day)
Headcount (Unduplicated)	2,597	16,624
Ethnicity		
American Indian	2.9%	3.0%
Asian & Pacific Islander	5.4%	5.2%
Black/African American	5.4%	5.6%
Hispanic/Latino	34.4%	34.3%
Not Specified	1.6%	2.2%
Multi-racial/ethnic	5.4%	5.1%
White	44.9%	44.6%
Gender		
Female	61.0%	53.4%
Male	37.7%	45.4%
Other/Unknown	1.3%	1.2%
Age Group		
Under 18	6.0%	15.0%
18-19	25.4%	20.5%
20-24	38.0%	30.8%
25-29	14.3%	12.3%
30-39	11.1%	11.7%
40-49	4.1%	5.1%
50-59	1.3%	2.7%
60+	0.5%	1.9%
Primary Time of Attendance		
Day	47.2%	39.6%
Evening	4.2%	10.4%
Non-Traditional	48.6%	48.7%
Weekend	0.6%	1.2%
None/Unknown	.7%	-
Academic Load		
Full Time	41.0%	26.3%
3/4 Time	26.7%	16.6%
Half-Time	17.9%	20.8%
Less than Half-Time	16.5%	36.3%

IV. Overall Summary of Results

Faculty Participation

Tables 2 and 3 show, residential and adjunct faculty participation in MCC's 4C's from the pilot semester in Spring 2015 through AY 2023-2024.

Table 2

Faculty Participation					
	Spring 2015 Pilot	AY 2015- 2016	AY 2016- 2017	AY 2017- 2018	AY 2018- 2019
Number of Residential Faculty Participants	33	71	98	136	120
Residential Faculty*	341	323	303	306	301
4Cs Residential Faculty Participation Rate	9.68%	21.98%	32.34%	44.44%	39.87%
Number of Adjunct Faculty Participants	2	31	40	97	92
Adjunct Faculty	861	812	598	673	686
4Cs Adjunct Faculty Participation Rate	0.23%	3.81%	6.69%	14.41%	13.41%

*Source: MCC HR, Spring 2015 - Fall 2019 actively filled faculty positions (Residential and OYO). Source: IRIS, MCC Faculty Staffing Dashboard, AY 2020-2021 – AY 2023-2024.

Table 3

Faculty Participation					
	Fall 2019	AY 2020- 2021	AY 2021- 2022	AY 2022- 2023	AY 2023- 2024
Number of Residential Faculty Participants	73	44	44	45	45
Residential Faculty*	295	310	321	315	291
4Cs Residential Faculty Participation Rate	24.7	14.2%	13.7%	14.3%	15.5%
Number of Adjunct Faculty Participants	49	46	34	19	12
Adjunct Faculty	833	680	712	755	645
4Cs Adjunct Faculty Participation Rate	5.9	6.8%	4.8%	2.5%	1.9

*Source: MCC HR, Spring 2015 - Fall 2019 actively filled faculty positions (Residential and OYO). Source: IRIS, MCC Faculty Staffing Dashboard, AY 2020-2021 – AY 2023-2024.

Due to the Covid-19 pandemic Fall 2019 was the only semester reported for AY 2019-2020.

Department Participation

2,597 students were assessed for AY 2023-2024, a 23.8% increase from AY2022-23. The number of departments that assessed increased by 2. The number of courses remained the same at 64 in AY 2023-2024. There was a 13.8% increase in the number of sections that participated from AY 2022-2023 to AY 2023-2024.

Table 4

Department Participation										
	Spring 2015 Pilot	AY 2015- 2016	AY 2016- 2017	AY 2017- 2018	AY 2018- 2019	Fall 2019	AY 2020- 2021	AY 2021- 2022	AY 2022- 2023	AY 2023- 2024
Number of Students Assessed	871	3,061	4,576	7,197	7,058	3,082	3,416	2,235	2,098	2,597
Number of Departments	12	17	17	19	19	19	18	17	16	18
Number of Courses	33	88	134	214	208	97	79	74	64	64
Number of Sections	64	235	324	613	639	219	309	244	181	206

Analysis Highlights

- 2,597 students were assessed in 64 courses by 18 departments
- 45 residential and 12 adjunct faculty administered the assessments in 206 sections
- 467 students were assessed in Civic Engagement
- 1,207 students were assessed in Communication
- 1,469 students were assessed in Critical Thinking
- 248 students were assessed in Cultural and Global Engagement

V. Results and Observations

Overall Results

Students may have been given an MCC's 4Cs assessment in more than one course, therefore, the # of students in each table in this section of the report are a duplicate count of students. Table 5 provides the departments, the number of instructors, number of courses, number of sections and the number of students assessed AY 2023-2024. Instructors may have taught for 1 or more departments; therefore, the # of instructors are duplicated in Table 5.

Table 5

AY 2023-2024- Assessments Administered by Department				
Department	# Of Instructors	# Of Courses	# Of Sections	# Of Students
Allied Health	2	4	4	12
Applied Sciences and Technology	2	4	7	67
Art	2	2	3	46
Business	5	9	33	395
Communication, Theatre & Film Arts	5	4	22	249
Computer Information Systems	1	1	3	41
Cultural Science	2	3	11	171
Education Studies	6	7	19	172
English	5	7	22	254
Exercise Science	1	3	6	93
Library Tech	3	1	1	10
Life Science	3	2	12	255
Mathematics & Computer Science	2	3	3	38
Nursing	6	2	8	273
Psychological Science	7	5	13	140
Reading	3	2	24	356
Social Science	2	3	4	124
World Languages	2	2	11	110
Total	59	64	206	2,806

Table 6 shows the department, number of courses assessed, number of courses offered (excluding OE sections, Cancelled sections, HS Dual sections) and the percentage of courses assessed in AY 2023-2024.

Table 6

AY 2023-2024 – Courses Offered and Assessed						
Department	# of Courses Assessed	# of Active Courses Offered	% of Courses Assessed	# of Active Sections Assessed	# of Sections Offered	% of Sections Assessed
Allied Health	4	47	8.5%	4	178	2.2%
Applied Sciences and Technology	4	182	2.2%	7	622	1.1%
Art	2	51	3.9%	3	240	1.3%
Business	9	74	12.2%	33	305	10.8%
Communication, Theatre & Film Arts	4	34	11.8%	22	269	8.2%
Computer Information Systems	1	63	1.6%	3	381	0.8%
Cultural Science	3	48	6.3%	11	234	4.7%
Education Studies	7	29	24.1%	19	112	17.0%
English	7	60	11.7%	22	541	4.1%
Exercise Science	3	72	4.2%	6	225	2.7%
Library Tech	1	2	50.0%	1	3	33.3%
Life Science	2	14	14.3%	12	415	2.9%
Mathematics & Computer Science	3	30	10.0%	3	401	0.7%
Nursing	2	18	11.1%	8	162	4.9%
Psychological Science	5	14	35.7%	13	187	7.0%
Reading	2	3	66.7%	24	78	30.8%
Social Science	3	26	11.5%	4	158	2.5%
World Languages	2	25	8.0%	11	117	9.4%
Total	64	792	8.1%	206	4,628	4.5%

Note: The table does not include departments that did not assess during AY 2023-2024

Table 7 shows the number of sections that administered at least one of the MCC’s 4C’s by location from Spring 2015 through AY 2023-2024. MCC’s 4C’s were administered in a total of 73 sections at Southern and Dobson. Internet administered the assessment in a total of 120 sections in AY 2023-2024.

Table 7

Section Participation by Location										
	Spring 2015 Pilot	AY 2015-16	AY 2016-17	AY 2017-18	AY 2018-19	Fall 2019	AY 2020-21	AY 2021-22	AY 2022-23	AY 2023-24
Location	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.
Southern and Dobson	43	149	224	439	427	151	106	101	76	73
Red Mountain	7	12	26	40	46	13	1	12	5	6
Internet	14	73	73	117	156	54	201	130	100	120
Downtown & Offsite	-	1	-	17	-	1	4	1	1	6
HS Dual	-	-	1	-	10	-	-	-	-	1
Total	64	235	324	613	639	219	312	244	182	206

The table below shows the number of sections that administered at least one of the MCC's 4C's from Spring 2015 through AY 2023-2024 by instructional mode.

Table 8

Section Participation by Instructional Mode										
	Spring 2015 Pilot	AY 2015-16	AY 2016-17	AY 2017-18	AY 2018-19	Fall 2019	AY 2020-21	AY 2021 -22	AY 2022-23	AY 2023-24
Instr. Mode	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.	# of Sec.
Field Based	-	1	1	6	5	-	2	5	4	-
Hybrid	7	21	32	56	68	25	8	48	17	19
Internet	14	73	73	117	156	54	201	130	100	120
Live Online	-	-	-	-	-	-	95	22	5	3
In Person	43	139	218	432	405	140	6	39	56	64
Ind. Study	-	1	-	2	5	-	-	-	-	-
Total	64	235	324	613	639	219	312	244	182	206

The data in Table 9 shows the number of students, number of assessments, and the college-wide average for MCC’s 4C’s. The number of students is duplicated are duplicated.

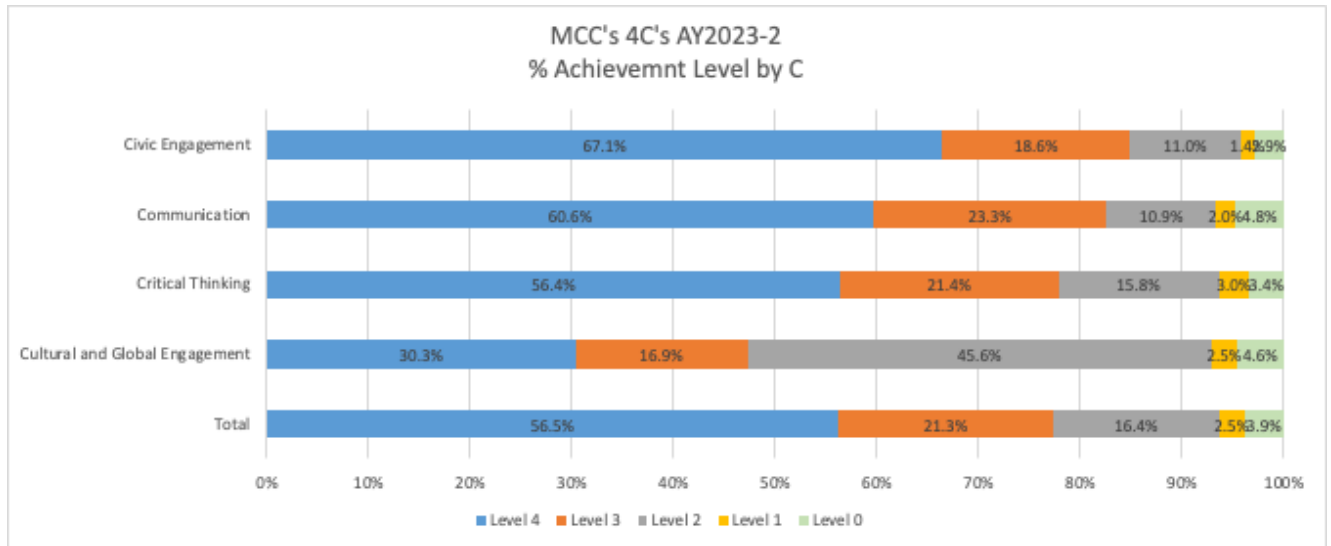
Table 9

AY 2023-2024 - Assessment – All Locations			
Learning Outcome	# of Students	# of Assessments	Average Score
Civic Engagement	467	495	3.44
Communication	1,207	1,641	3.36
Critical Thinking	1,469	2,162	3.28
Cultural and Global Engagement	248	259	2.66
Total	3,391	4,557	-

Note: The average is on a scale from zero to four with four being the highest level of achievement

Chart 1 shows the percentage of assessment scores for each Level by MCC’s 4C.

Chart 1



- 67.1% of Civic Engagement assessments were rated at Level 4
- 60.6% of Communication assessments were rated at Level 4
- 56.4% of Critical Thinking assessments were rated at Level 4
- 30.3% of Cultural and Global Engagement assessments were rated at Level 4
- Total of 56.5% of all MCC’s 4C’s assessments were rated level 4

Civic Engagement

Definition

Civic Engagement: Civic engagement encompasses actions to promote the quality of life in a community, through both political and non-political processes.

Descriptors

1. INCLUSIVENESS: Demonstrate an ability to engage respectfully with others in a diverse society
2. APPLY KNOWLEDGE: Apply knowledge from one's own study and experiences to active and ethical participation in civic life
3. DEMONSTRATION OF CIVIC IDENTITY AND COMMITMENT: Provide evidence of experience in and reflection on civic engagement activities
4. CIVIC COMMUNICATION: Communicate and listen to others in order to establish personal and professional relationships to further civic action
5. ENGAGEMENT IN CIVIC ACTION AND REFLECTION: Demonstrate the ability to deliberate and collaborate on issues and problems to achieve a civic aim

Civic Engagement Results

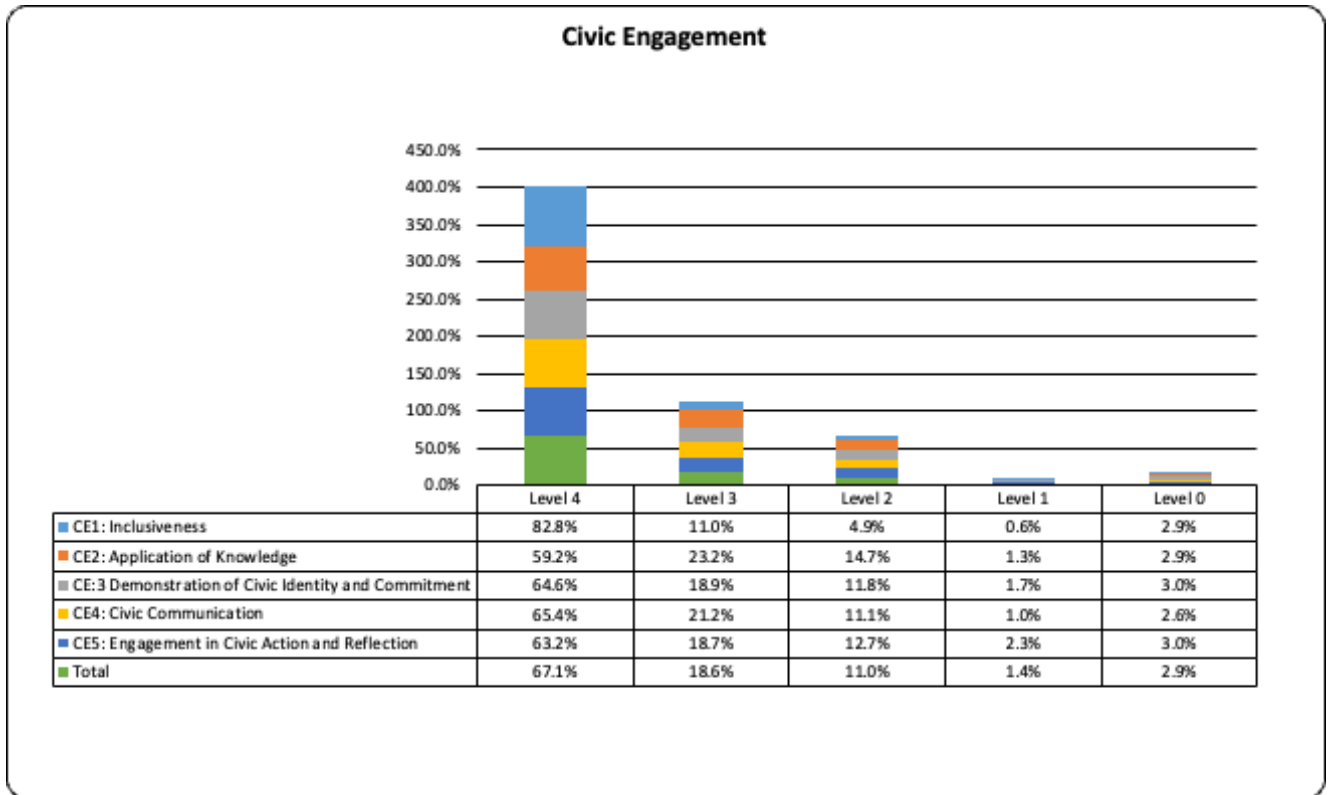
Table 10 shows the college-wide Civic Engagement learning outcome score for AY 2023-2024. In calculating the average score, blanks were given a score of zero. Therefore, the average score is on a scale of 0 to 4, with four being the highest level of achievement.

Table 10

AY 2023-2024 - Assessment – All Locations			
Learning Outcome	# of Students	# of Assessments	Average Score
Civic Engagement	467	495	3.44

Chart 2 shows the percentage of students scoring at each Level per descriptor.

Chart 2



- All descriptors assessed most student assessments at a Level 4

Communication

Definition

Communication: The purposeful development, expression and reception of a message through oral, written or nonverbal means. See Appendix A for Scoring Guidelines.

Descriptors

1. PURPOSE: Establish a clear central focus for a message which demonstrates an understanding of context, audience, and task
2. CONTENT: Develop appropriate, relevant content logically sequencing ideas and/or information
3. LANGUAGE: Apply language and/or modes of expression of a discipline in an appropriate and accurate manner to demonstrate comprehension
4. EXECUTION: Convey a message effectively

Communication Results

Table 11 shows the college-wide Communication learning outcome score for AY 2023-2024.

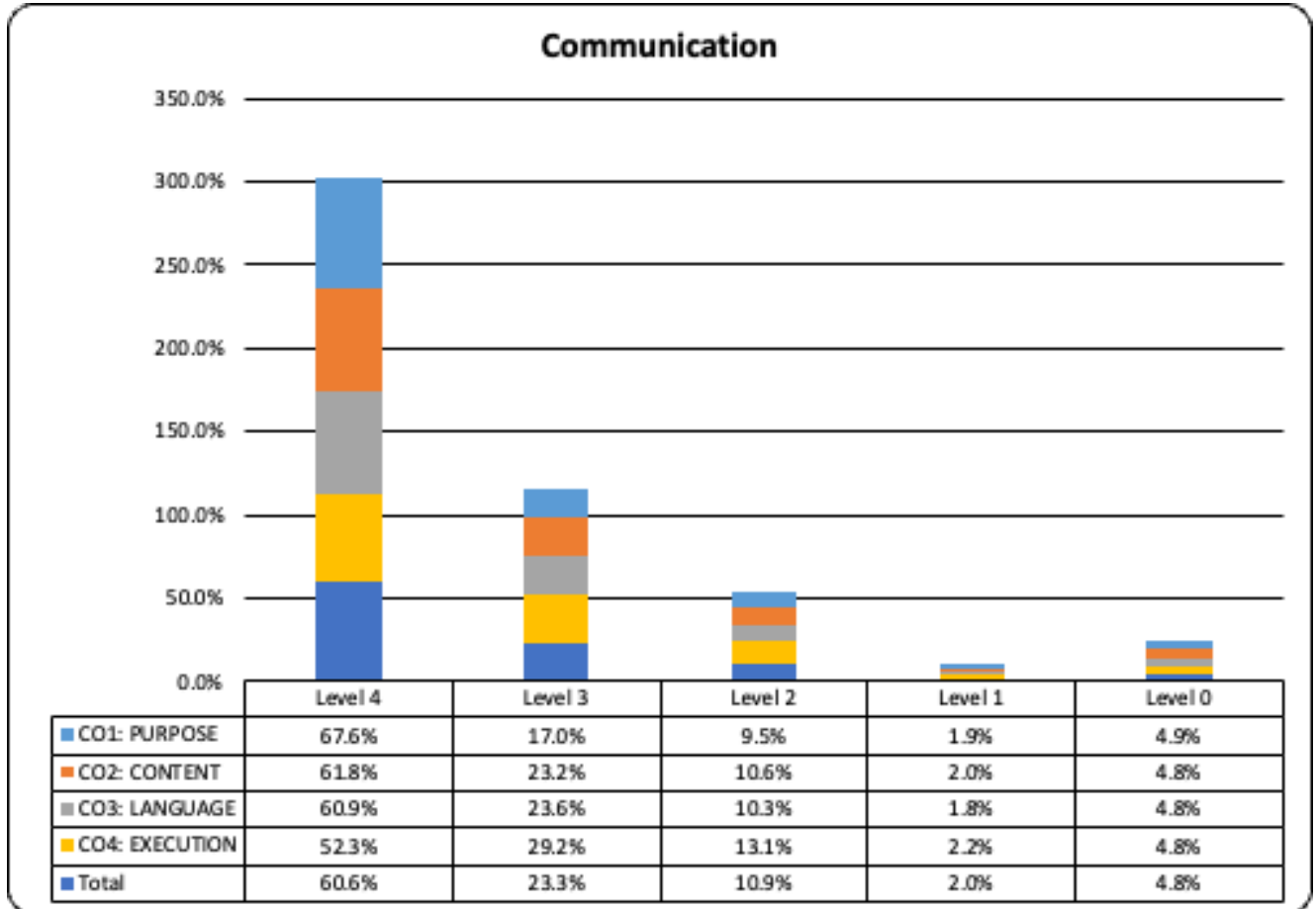
In calculating the average score, blanks were given a score of zero. Therefore, the average score is on a scale of 0 to 4, with four being the highest level of achievement.

Table 11

AY 2023-2024 - Assessment – All Locations			
Learning Outcome	# of Students	# of Assessments	Average Score
Communication	1,207	1,641	3.36

Chart 3 shows the percentage of students scoring at each Level per descriptor.

Chart 3



- All descriptors assessed most student assessments at a Level 4

Critical Thinking

Definition

Critical Thinking: Habit of mind of analyzing issues, ideas, artifacts, events, and/or evidence to draw conclusions or solve problems.

Descriptors

1. Identify the topic/ subject of inquiry
2. Select appropriate resources required to draw conclusion(s) or solve the problem
3. Apply resources to draw conclusion(s) or solve the problem
4. Evaluate conclusion(s) or the solution to the problem

Critical Thinking Results

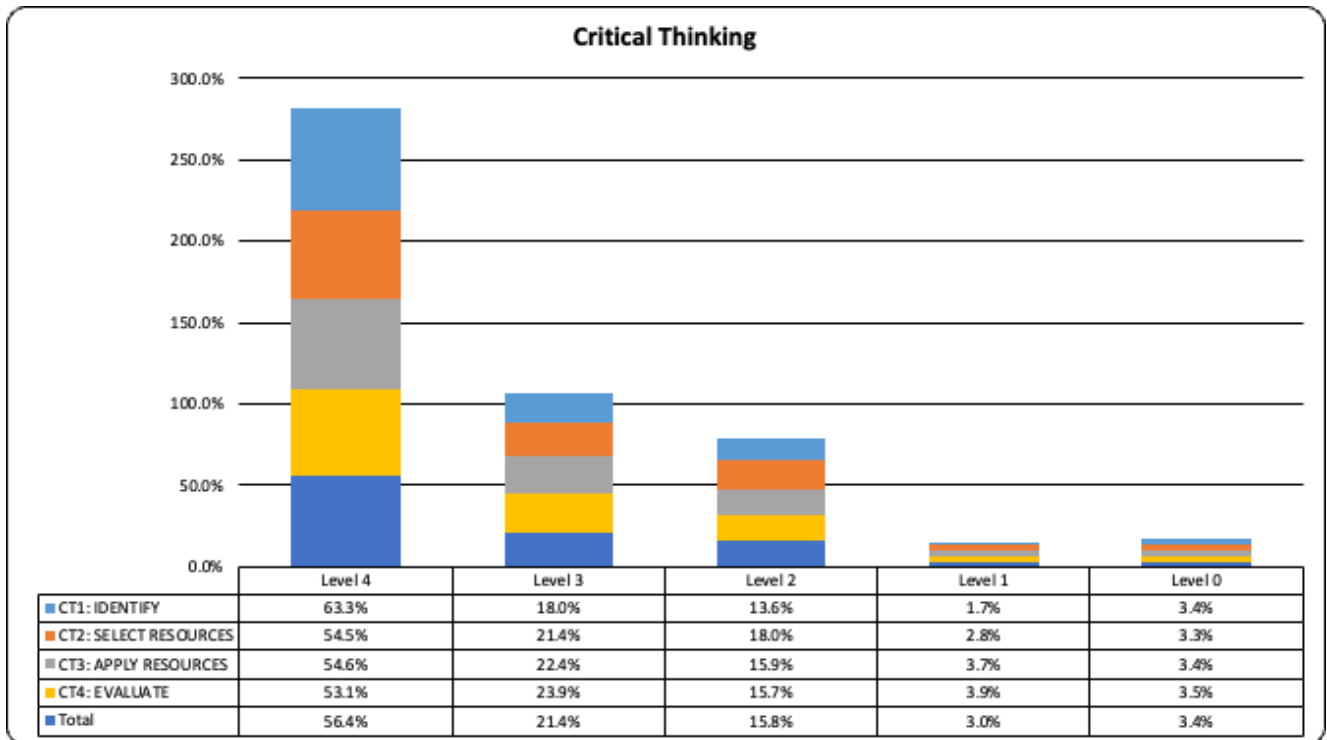
Table 12 shows the college-wide Critical Thinking learning outcome score for AY 2023-2024. In calculating the average score, blanks were given a score of zero. Therefore, the average score is on a scale of 0 to 4, with four being the highest level of achievement.

Table 12

AY 2023-2024 - Assessment – All Locations			
Learning Outcome	# of Students	# of Assessments	Average Score
Critical Thinking	1,469	2,162	3.28

Chart 4 shows percentage of students scoring at each Level per descriptor.

Chart 4



- All descriptors assessed most student assessments at a Level 4

Cultural and Global Engagement

Definition

Cultural and Global Engagement: Global Learning encompasses knowledge, skills, and attitudes students acquire through a variety of experiences that enable them to understand world cultures, analyze global systems, appreciate cultural differences, and apply this knowledge and appreciation to their lives as educated individuals and global citizens.

Descriptors

1. KNOWLEDGE: Analyzes cultural systems, events, or creations and their relationship to worldviews, values, or behavior.

2. INFLUENCES: Evaluates the impact of contemporary and past events, perspectives, or cultures on intercultural relationships.
3. SELF AWARENESS: Analyzes the impact of culture and intercultural experiences on one’s worldview, values and behavior, including assumptions, biases, prejudices, or stereotypes.
4. RESPONSIBILITY: Evaluates the impact of one’s moral and ethical reasoning on one’s actions in relation to culturally different groups.
5. CULTURAL EXPRESSION: Generates ideas, creations, or models that express the human condition and one’s relationship with the world

Cultural and Global Engagement Results

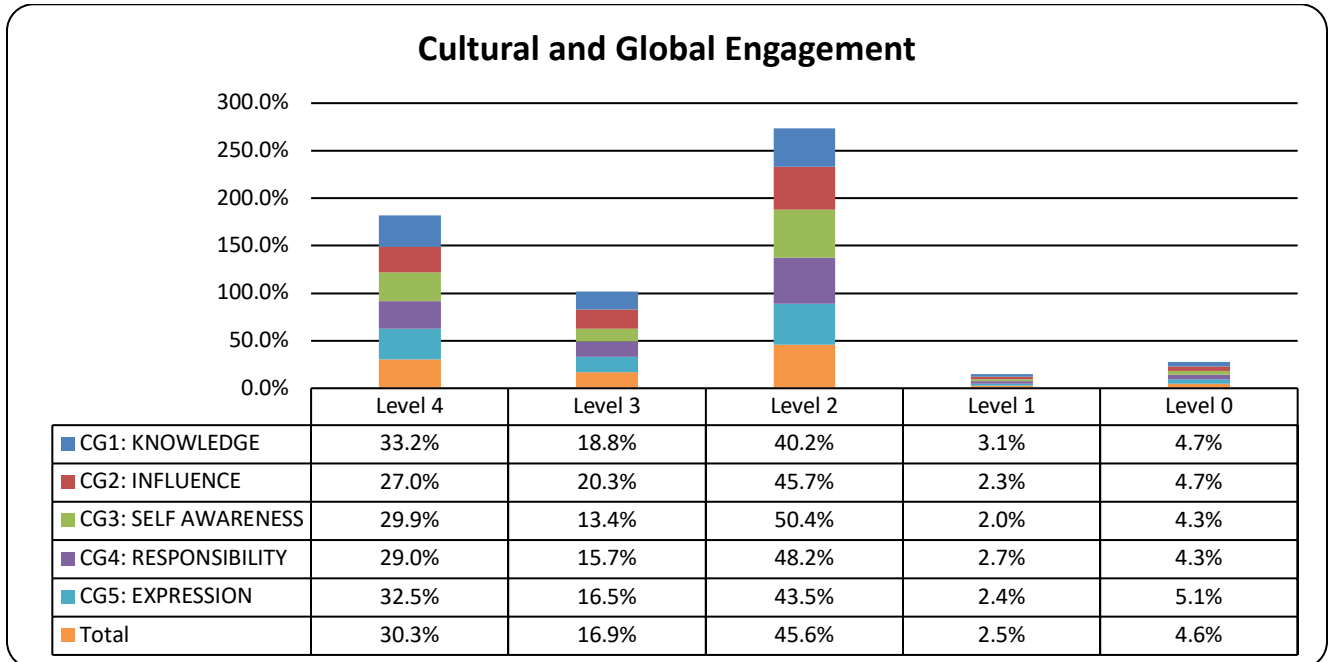
Table 13 shows the college-wide Cultural and Global Engagement learning outcome score for AY 2023-2024. In calculating the average score, blanks were given a score of zero. Therefore, the average score is on a scale of 0 to 4, with four being the highest level of achievement.

Table 13

AY 2023-2024 - Assessment – All Locations			
Learning Outcome	# of Students	# of Assessments	Average Score
Cultural and Global Engagement	248	259	2.66

Chart 5 shows the percentage of students scoring at each Level per descriptor.

Chart 5



- All descriptors assessed most student assessments at a Level 2

VI. Department Assessment Coordinators

In Spring 2023, residential faculty members were recruited to serve in the role of Department Assessment Coordinator (DAC). The essential function of a DAC is to provide assessment leadership and coordination in their academic department. This includes assessment at the course, program/pathway and institutional levels. DACs share information about best practice in student learning outcomes assessment with their departments. They encourage faculty to participate in assessment events and activities. DACs also complete annual assessment reports.

The assessment process for assessing programs/pathways that the DACs use is modeled after the Deming's PDSA Cycle (Plan-Do-Study-Act). The PDSA Cycle is a continuous improvement process. The first step in the cycle is Plan, where a goal or purpose is identified and metrics are defined. Second, the Do step is where the plan is implemented. Next, Study step is where the outcomes are monitored. The fourth step is Act, which closes the cycle. The Act step takes all the information learned from the other steps and make any necessary changes. The entire four step process can be repeated over and over and therefore making it a continuous improvement process.

Below is a non-exhaustive list of the main assessment activities and the responsibilities of the DACs that take place within each PDSA step.

Plan: DACs are to convene faculty from their department to plan the department's assessment activities. The DACs should develop an assessment plan by utilizing MCC's Program/Pathway Assessment Plan template (see Appendix B). Other deliverables in this step include, development of program/pathway curriculum maps for discipline-specific courses, identify measures and methods, create a timeline and determine the data analysis process.

Do: DACs are to ensure assessment takes place according to timeline set in the Plan step. Canvas course shells should be set up to include Program/Pathway Student Learning Outcomes (PSLOs) and assessment materials such as identification of exam questions and rubrics. If Canvas is not being used to perform the assessments, other methods to ensure data collection should be used. DACs should facilitate the development of rubrics, prompts or other assessment tools and instruments.

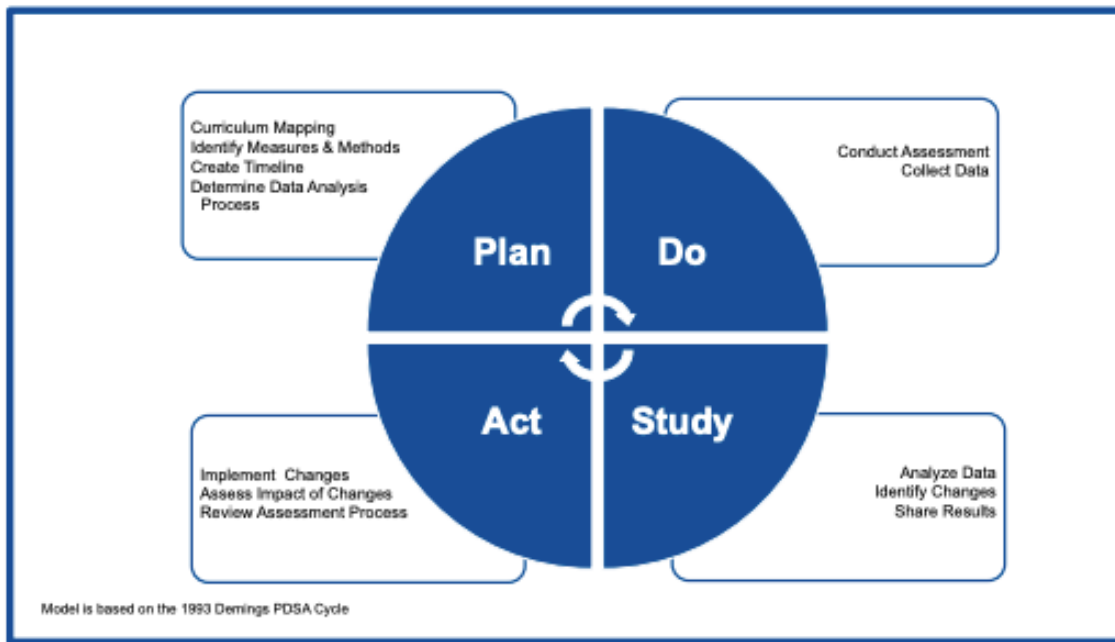
Study: In this step, data should be analyzed, gaps in the levels of learning should be identified as well as any changes in assessment measures and methods. Other deliverables in this step include DACs convening faculty and other stakeholders for meetings to discuss the data and DACs should complete an annual assessment report.

Act: The primary responsibility of the DACs is to ensure any identified changes during the steps are communicated and implemented. The entire assessment process should periodically be reviewed and assessed and revisions to improve the process should be applied.

MCC's student learning outcomes assessment cycle with a non-exhaustive list of deliverables is shown in chart 15.

Chart 15

Student Learning Outcomes Assessment Cycle



DACs AY 2023-2024 Accomplishments

MCC's Department Assessment Coordinators (DACs) achieved a number of accomplishments in the 2023-2024 academic year. Below is a non-exhaustive list.

- 18 departments a completed an assessment plan using MCC's Program/Pathway Assessment Plan Template to guide assessment for the next 3-5 years.
- Six departments gathered data during Spring 2024.
- All departments scheduled to gather data in Fall 2024.
- Built relationships with MCC departments, such as, Center for Teaching and Learning, Curriculum, and Institutional Effectiveness for support.
- Built awareness and enhanced assessment knowledge through discussions, sharing processes, resources, training, and collaborations for successful assessment practices.
- Presented at Student Outcomes Committee (SOC) showcase.
- Gathered and shared resources.
- Completed End of Year Assessment Report
 - Summary of report
 - Assessment focus
 - 16 departments focused on Program Student Learning Outcomes (PSLOs).
 - Three departments focused on course competencies.
 - One department created learning outcome to span all programs and will shift focus to PSLOs in Fall 2024.
 - One department didn't answer.
 - 10 departments will gather data using Canvas Learning Mastery Gradebook.
 - All departments will use direct evidence and three departments will also use indirect evidence.
 - Estimated approximately 2000 students will be assessed in Fall 2024.

- Mostly residential faculty participated.
 - Three departments included adjuncts.
 - Plans for adjunct involvement in the future included in most plans.
- Two departments analyzed data.
- Gathered feedback on the DAC program to assess the effectiveness.

There were challenges and areas for improvement after the first academic year of DACs.

- Time
- Faculty Buy-in
 - Need more leadership support (resources, financial, and messaging).
 - Need more messaging to faculty about assessment purpose, importance, etc.
- Difficult to measure PSLOs as they are written.
- Data organization and management.
- Need more training on assessment practices.
- Departments that have more than one program
 - Some departments were able to complete all or partial plans for each program.
 - Most departments focused on one program to begin and will add in other programs as the assessment cycle continues.
 - This means we do not have plans for ALL programs, just at least one in each department.

VII. Indirect Measures of Student Learning

In addition to the direct measures of the achievement of student learning provided by evaluating the results of the assessments administered to students annually, several indirect measures of student learning are collected at the college. These indirect measures provide further evidence of student learning; results from several indirect measures are presented in this section.

Course Completion

Data about course completion is provided for Fall semesters in Table 14. The percentages of successful/unsuccessful students completing a course and those withdrawing from a course have remained relatively stable.

Table 14

Mesa Community College - Course Completion				
	Successful (A, B, C, P)	Unsuccessful (D, F, Z)	Completer Sub-total	Withdrew (W, Y)
Fall 2013	72%	10%	82%	18%
Fall 2014	73%	10%	83%	17%
Fall 2015	74%	10%	84%	16%
Fall 2016	74%	10%	84%	16%
Fall 2017	76%	9%	85%	15%
Fall 2018	76%	9%	85%	15%
Fall 2019	74.5%	9.1%	84%	16.5%
Fall 2020	72%	8.8%	81%	19%
Fall 2021	72%	9.3%	81.3%	18.7%
Fall 2022	74.7%	9.2%	83.9%	16.1%
Fall 2023	76%	8.6%	84.6%	15.3%

Term to Term Retention

Term to term retention (sometimes called persistence) is a measure of how many credit students return to college in the future semesters. Students who graduated/earned an award prior to returning the following semester are excluded from the original cohort and following terms. Below is the Fall 2022 cohort retention rate.

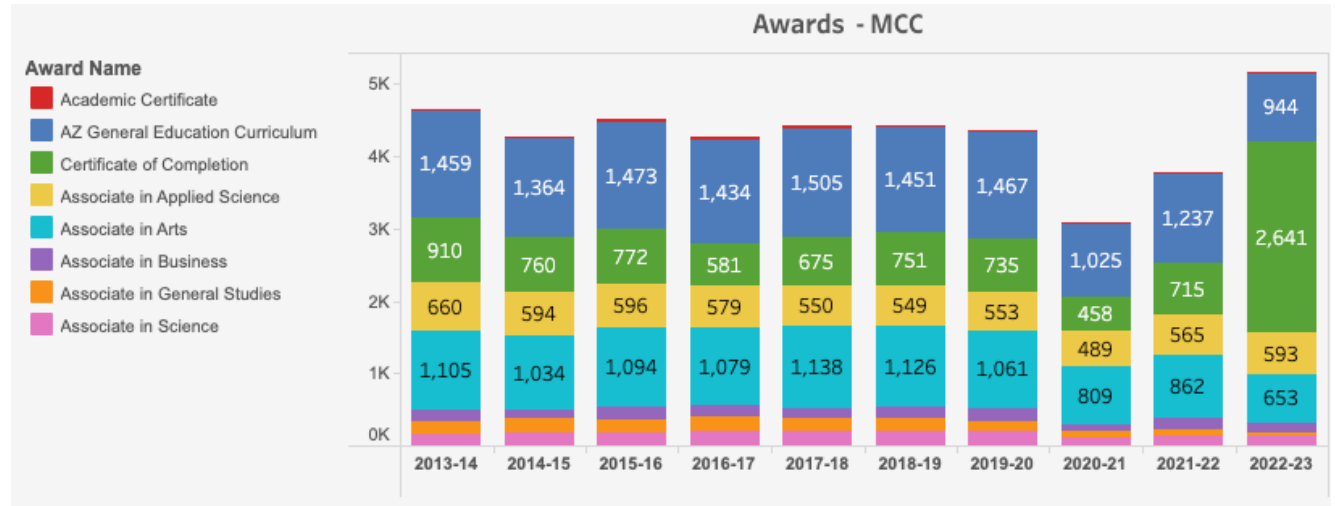
Table 15

	Fall Cohort 2022	Graduates Before Spring	Fall to Spring Retention Rate	Graduates Before Fall	Fall to Fall Retention Rate
All Students	14,047	640	61.9%	1,867	43.7%
Grand Total	14,047	640	61.9%	1,867	43.7%

Degree and Certificate Awards

MCC conferred 1,569 degrees and 3,605 certificates in 2022-23.

Chart 6



Source: MCCCDD Office of Institutional Effectiveness – Maricopa Trends

Table 16

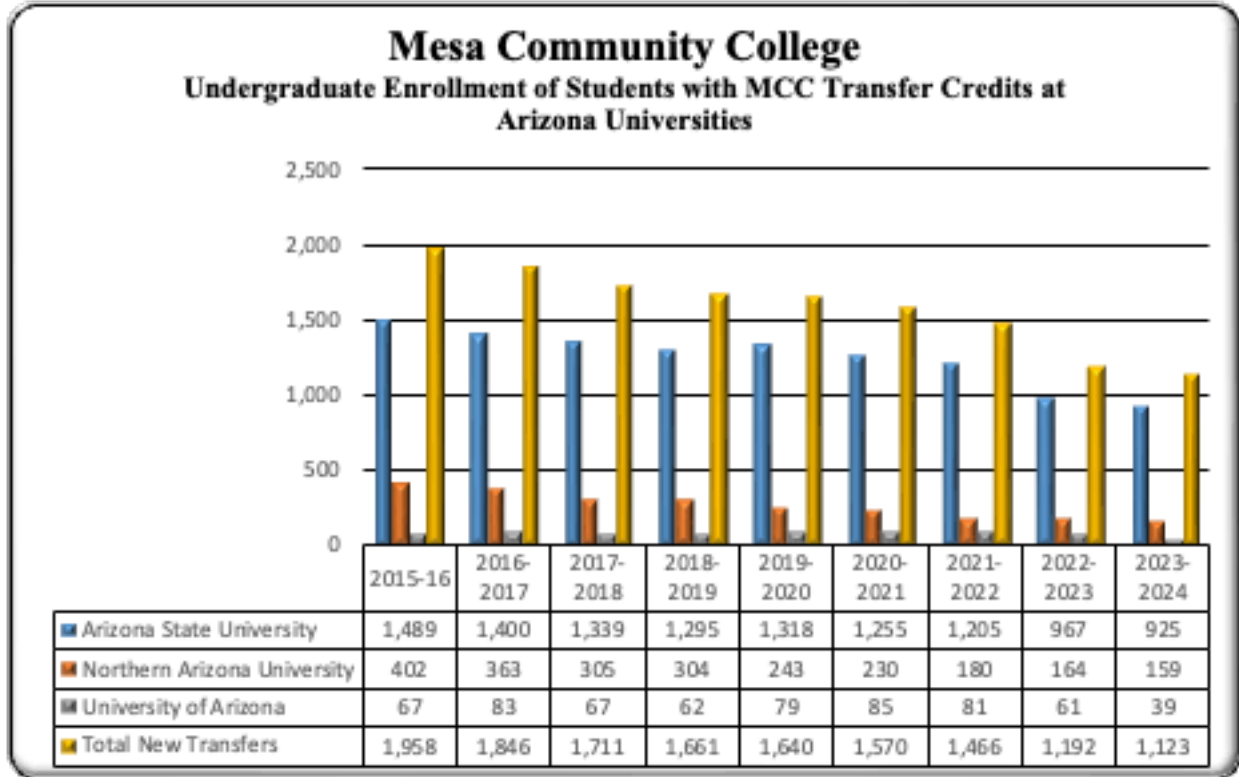
	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	
Certificate	Academic Certificate (AC)	0.5%	0.9%	0.9%	0.8%	0.9%	0.5%	0.6%	0.3%	0.4%	
	AZ General Ed. Curriculum (AGEC)	31.4%	31.9%	32.7%	33.6%	34.0%	32.7%	33.6%	33.2%	18.2%	
	Certificate of Completion (CCL)	19.6%	17.8%	17.1%	13.6%	15.2%	16.9%	16.9%	14.9%	18.9%	51.0%
Degrees	Associate in Business (AB)	3.2%	2.7%	3.7%	3.7%	3.2%	3.7%	4.2%	3.3%	4.5%	2.8%
	Associate in Applied Science (AAS)	14.2%	13.9%	13.2%	13.6%	12.4%	12.4%	12.7%	15.9%	14.9%	11.5%
	Associate in Arts (AA)	23.8%	24.2%	24.3%	25.3%	25.7%	25.4%	24.3%	26.2%	22.8%	12.6%
	Associate in General Studies (AGS)	4.0%	4.5%	4.0%	4.9%	3.9%	4.0%	3.1%	2.4%	2.1%	1.0%
	Associate in Science (AS)	3.3%	4.2%	4.1%	4.5%	4.6%	4.4%	4.5%	3.9%	3.7%	2.4%

Source: MCCCDD Office of Institutional Effectiveness – Maricopa Trends

Transfer

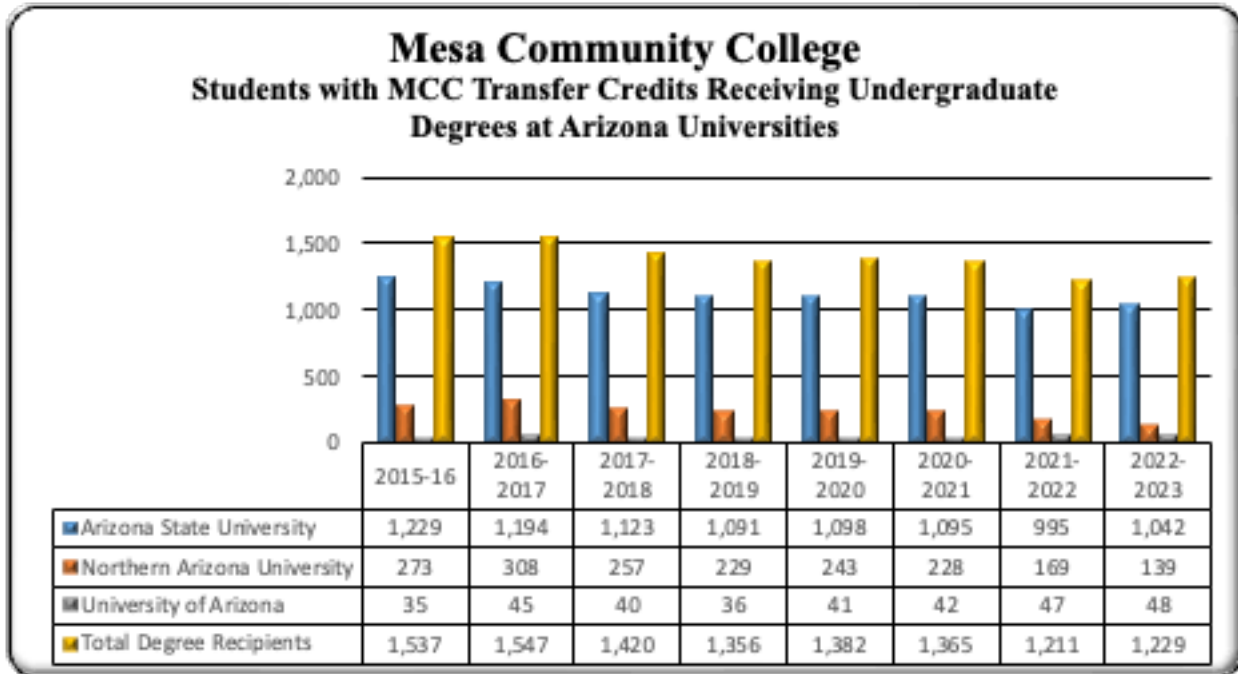
The number of students with 12 or more MCC transfer credits enrolled in an Arizona university as new transfers in Fall and Spring semesters and the number of degree recipients with MCC transfer credits are described in the following charts.

Chart 7



Source: Assist Data Warehouse

Chart 8

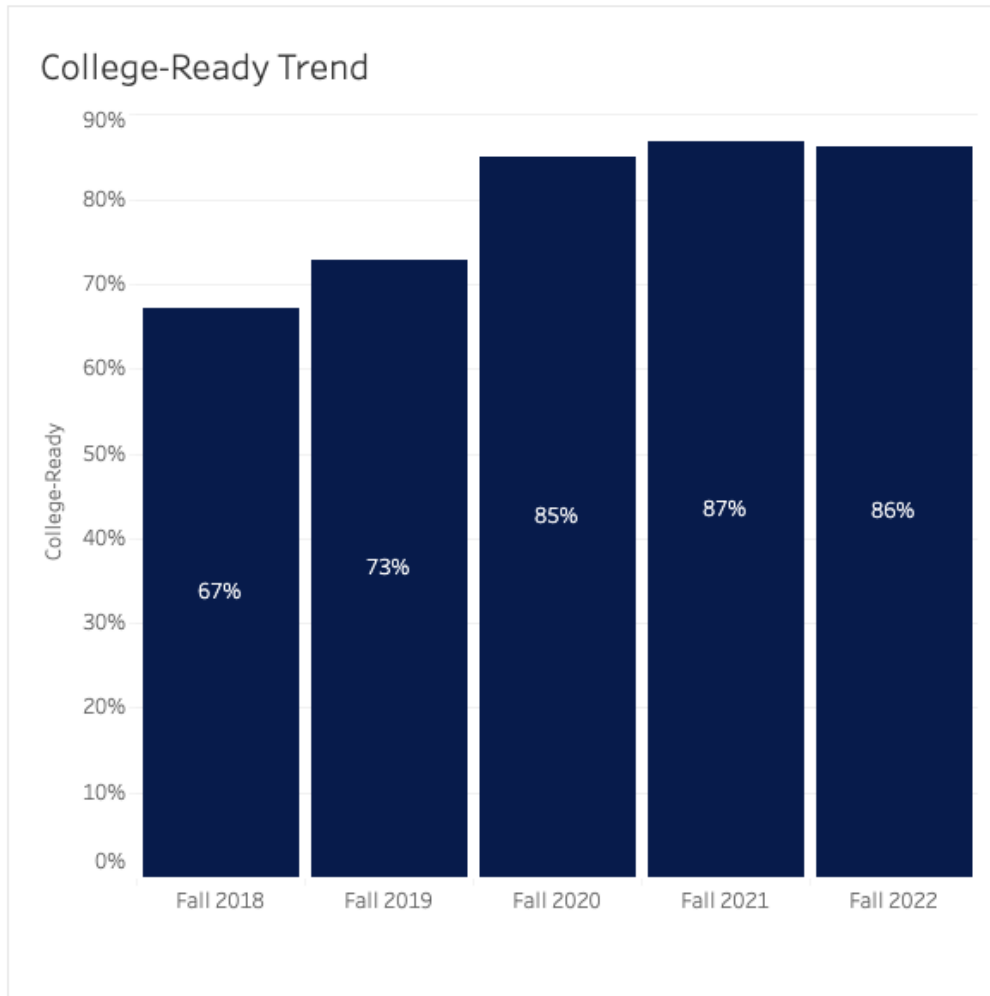


Source: Assist Data Warehouse

College-Level Course Completion in the First Year

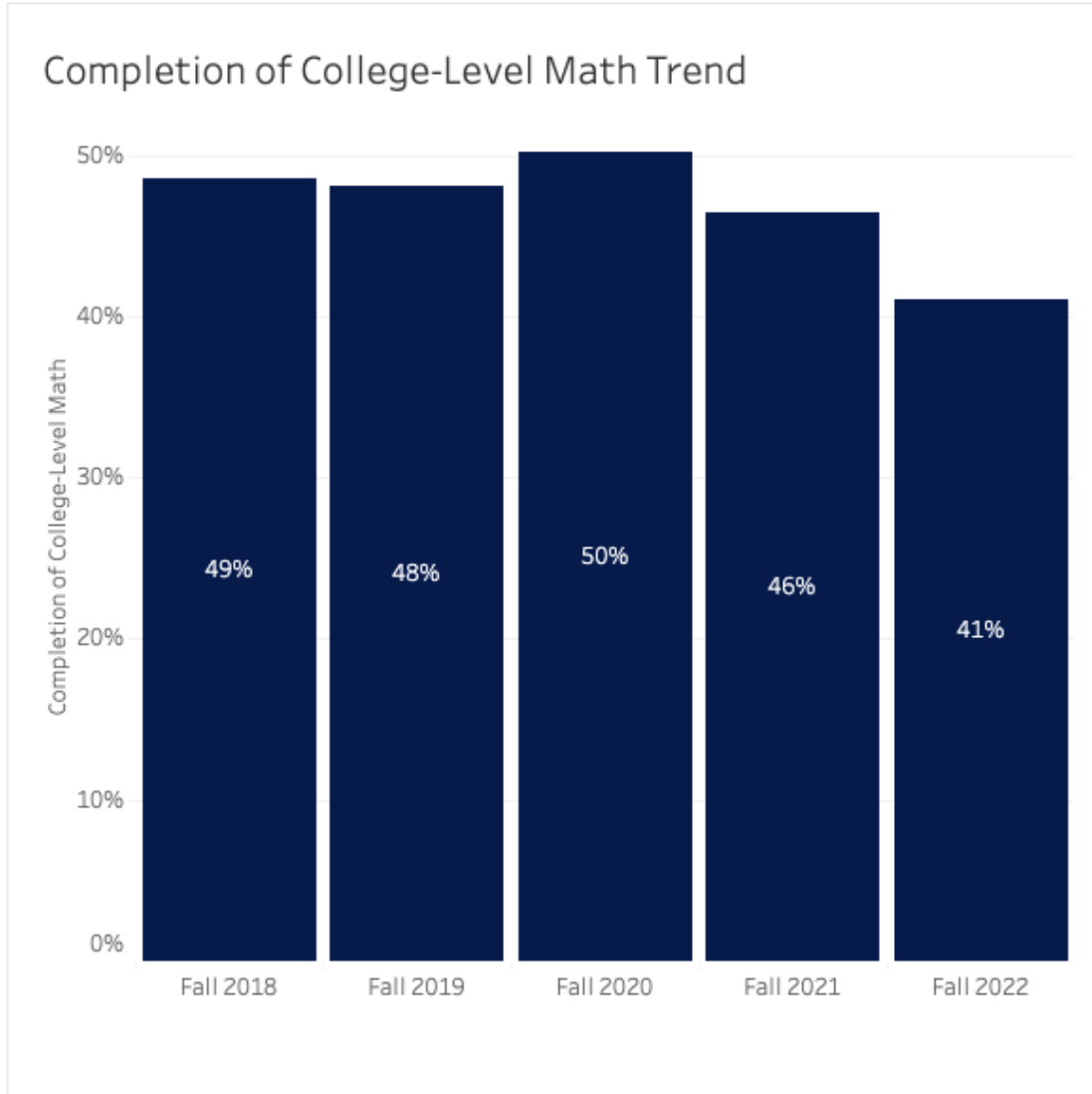
The college-ready rates, completion of math and English in the first year, success rate in the first year trends are shown in the charts below.

Chart 9



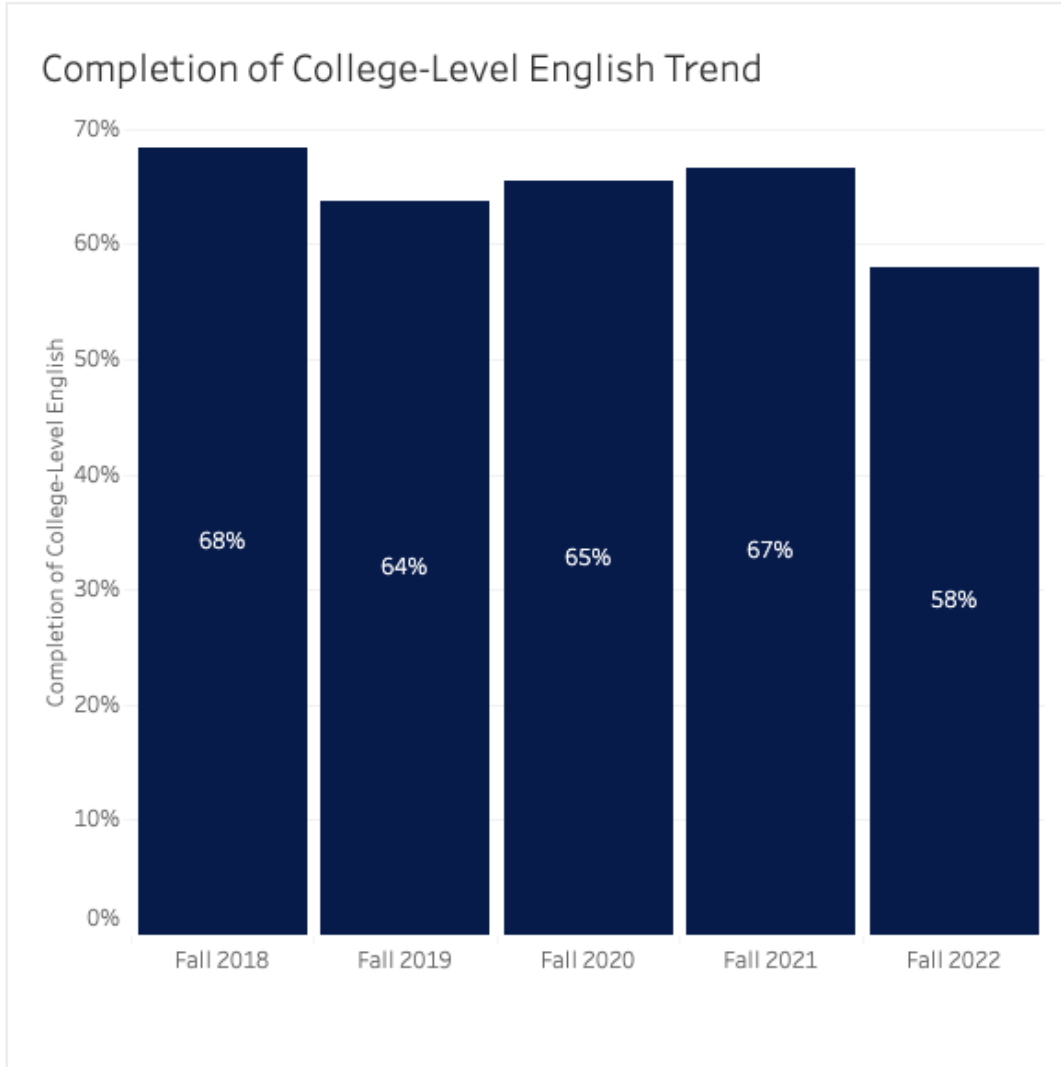
Source: MCCC Student Outcomes Tableau Dashboard – College-Ready (degree seeking students)

Chart 10



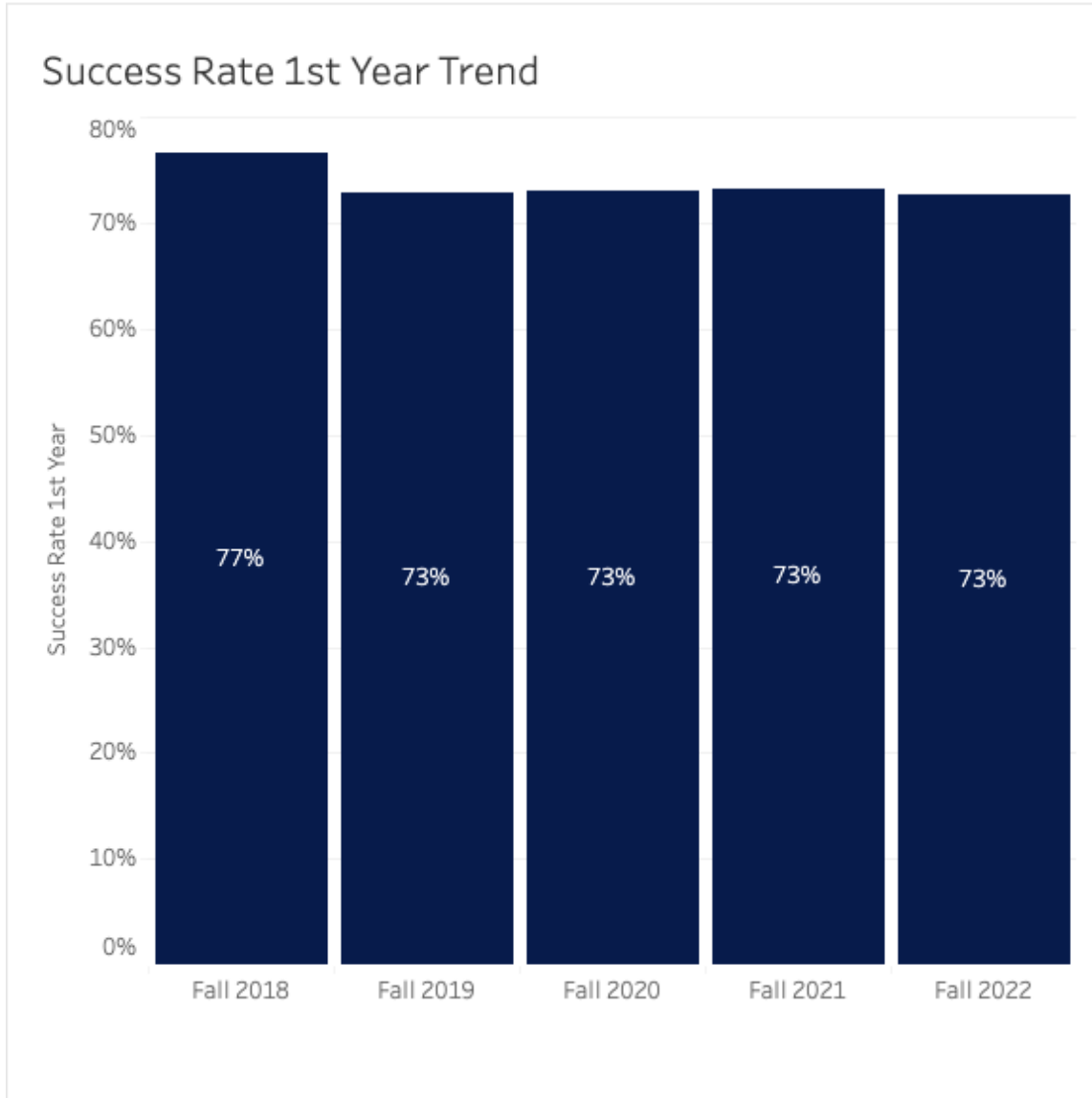
Source: MCCC Student Outcomes Tableau Dashboard – Completion of College-Level Math (degree seeking students)

Chart 11



Source: MCCC Student Outcomes Tableau Dashboard – Completion of College-Level English (degree seeking students)

Chart 12



Source: MCCCDC Student Outcomes Tableau Dashboard – Success Rate 1st Year (degree seeking students)

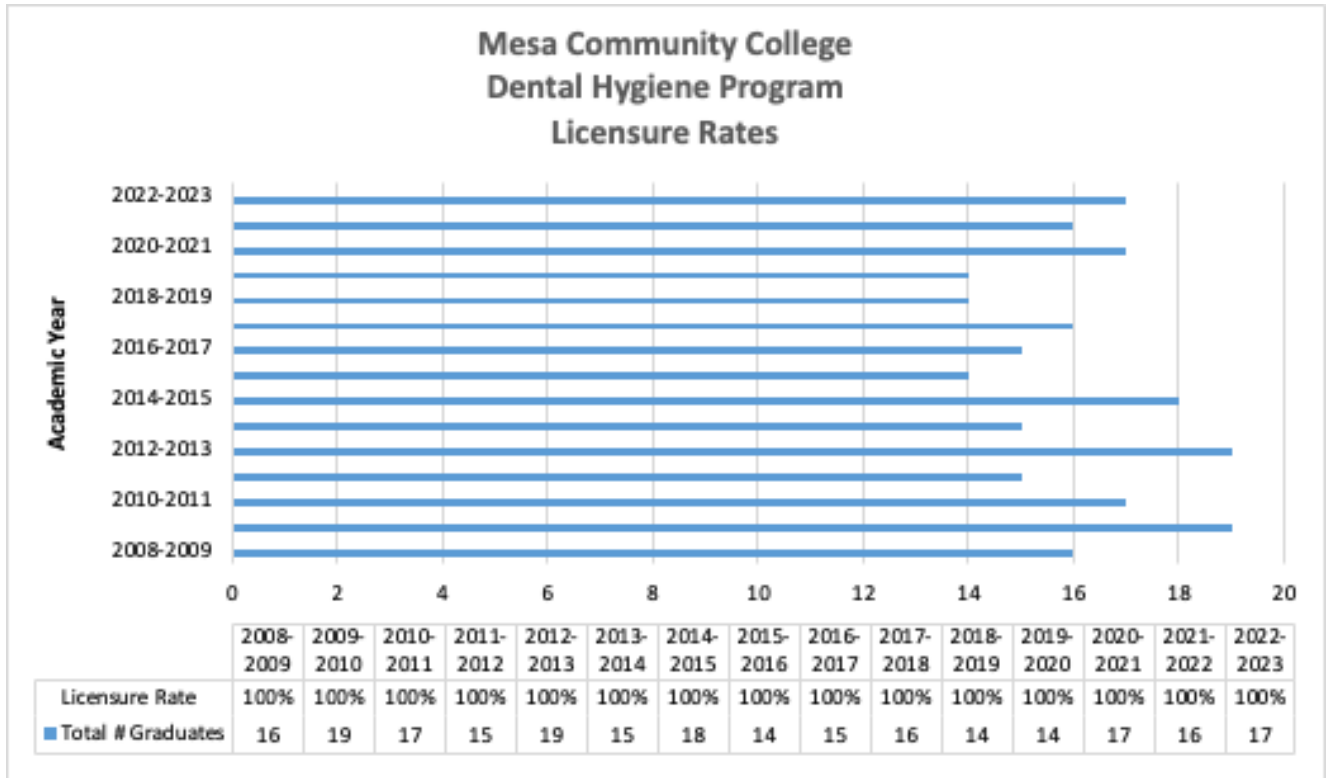
Licensure and Certification

Students in Dental Hygiene, Emergency Medical Technology, Fire Science, Nursing, Paramedicine, Veterinary Technology, and Welding programs are able to receive licensure from outside licensure bodies after their studies at MCC. Data on licensure is presented below for these programs.

Dental Hygiene

Dental hygiene students take a national written exam, a regional practical and written exam, and a state written jurisprudence exam. Students must pass all exams in order to obtain a license to practice. Results are obtained from the national and regional examining bodies.

Chart 13



Emergency Medical Technology

The Emergency Medical Technology (EMT) program offer students the first steps toward a career as a firefighter or licensed emergency medical technician. Students will be eligible to sit for the EMT certification examination.

Table 17

Mesa Community College - Allied Health Paramedicine /EMT Passage Rates 2019-2024									
License/Certification	Spring/Summer 2019			Spring/Summer 2020			Spring/Summer 2021		
	Attempt	Passed	%	Attempt	Passed	%	Attempt	Passed	%
Cardiopulmonary Resuscitation (EMT 101)	270	270	100%	96	90	94%	199	196	98%
EMT (EMT 104: 3 attempts are allowed)	231	203	88%	76	64	84%	172	150	87%
Paramedic PME 254: 3 attempts are allowed)	42	41	98%	20	19	95%	27	26	96%

Table 18

Mesa Community College - Allied Health Paramedicine /EMT Passage Rates									
License/Certification	Spring/Summer 2022			Spring/Summer 2023			Spring/Summer 2024		
	Attempt	Passed	%	Attempt	Passed	%	Attempt	Passed	%
Cardiopulmonary Resuscitation (EMT 101)	190	190	100%				pending		
EMT (EMT 104: 3 attempts are allowed)	152	131	86%%	288	254	88%	pending		
Paramedic PME 254: 3 attempts are allowed)	38	37	97%	39	37	95%	pending		

Fire Science

The MCC Fire Science program offers certification in several areas as detailed in Table 19 (last updated 2018). The Fire Fighter I and II Certification and the Hazardous Materials First Responder are both granted by the Arizona State Fire Marshall’s Office.

Table 19

Mesa Community College - Fire Science/EMT Passage Rates									
License/Certification	Spring/Summer 2016			Spring/Summer 2017			Spring/Summer 2018		
	Attempt	Passed	%	Attempt	Passed	%	Attempt	Passed	%
Wildland Firefighter (FSC 110)	0	0	0	21	21	100%	47	47	100%
Fire Department Operations (FSC 102)	20	17	85%	19	19	100%	41	41	100%
Hazardous Materials/First Responder (FSC105)	43	36	84%	38	30	79%	137	137	100%
Candidate Physical Ability Test (FSC 130)	25	17	68%	30	18	60%	34	19	56%

Nursing

Nursing students who complete a four-semester curriculum and receive the Associate of Applied Science degree are eligible to take an exam to become licensed through the National Council of State Boards of Nursing Examination for Nursing (NCLEX RN) licensure exam; pass rates are detailed in Table 20 below.

Table 20

Mesa Community College Nursing Program NCLEX RN Examination			
	Total # Graduates	# Graduates Taking NCLEX RN Exam	Pass Rate of Exam Takers
Spring 2014	67	66	100%
Spring 2015	84	83	95%
Spring 2016	83	78	96%
Spring 2017	83	73	95%
Spring 2018	54	52	96%
Spring 2019	78	77	99%
Spring 2020	81	80	99%
Spring 2021	74	68	92%
Spring 2024	62	60	97%
Spring 2024	71	71	100%

Paramedicine

A paramedic impacts the lives of people in an emergency. The paramedicine program is nationally-accredited and includes studies in anatomy, physiology, pathophysiology, and cardiology, to name a few.

Table 21

Year	Pass on 1st Attempt		Cumulative Pass Within 3 Attempts		Cumulative Pass Within 6 Attempts	
2022	25 / 28	89%	26 / 28	93%		
2021	24 / 28	86%	26 / 28	93%	26 / 28	93%
2020	36 / 37	97%	36 / 37	97%	36 / 37	97%
2019	42 / 45	93%	44 / 45	98%	44 / 45	98%
2018	23 / 23	100%	23 / 23	100%	23 / 23	100%
2017	17 / 20	85%	20 / 20	100%	20 / 20	100%
2016	23 / 23	100%	23 / 23	100%	23 / 23	100%
2015	24 / 25	96%	24 / 25	96%	24 / 25	96%
2014	21 / 22	95%	22 / 22	100%	22 / 22	100%
2013	18 / 22	82%	19 / 22	86%	20 / 22	91%
2012	<i>*No Program Offered</i>					
2011	25 / 28	89%	26 / 28	93%	26 / 28	93%
2010	22 / 29	76%	26 / 29	90%	26 / 29	90%
2009	20 / 20	100%	20 / 20	100%	20 / 20	100%
2008	19 / 21	90%	21 / 21	100%	21 / 21	100%
2007	30 / 30	100%	30 / 30	100%	30 / 30	100%

Veterinary Technology

Graduates of the MCC Veterinary Technology Program are required to complete two semesters of prerequisite coursework in order to qualify to formally apply for admission to the Program proper. After a selective admission process, the Program proper consists of a five-semester curriculum leading to the Associate of Applied Science in Veterinary Technology/Animal Health. Graduates are immediately eligible to “sit” for the Veterinary Technician National Examination (VTNE) and the Arizona state Veterinary Technician certification examination. The VTNE is administered by the Professional Examination Service, and the state certification examination is administered by the Arizona State Veterinary Medical Examining Board. Upon passing both the VTNE and the state certification examination, the successful candidate is granted certification as a Certified Veterinary Technician by the state of Arizona.

Table 22

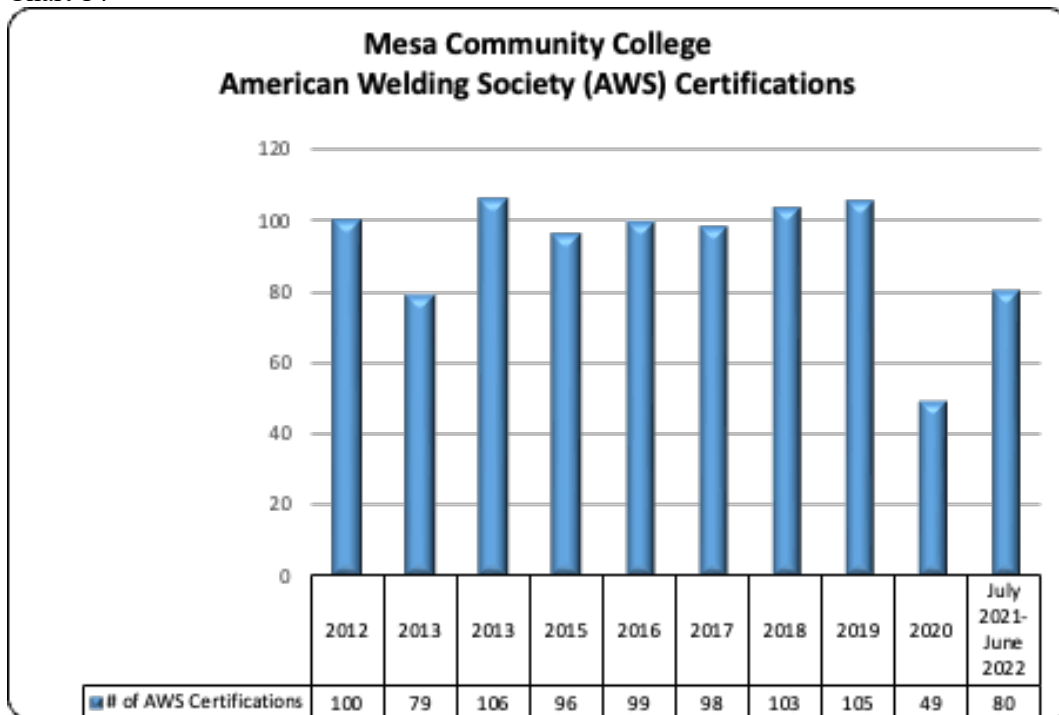
Mesa Community College Veterinary Technology Board Exam Pass Rates			
	Graduates	% Passed State Exam	% Passed National Exam
Spring 2014	13	85%	85%
Spring 2015	15	93%	93%
Spring 2016	10	100%	100%
Spring 2017	10 (6 sat for boards)	100%	100%
Spring 2018	11	N/A	100%
Spring 2019	18	N/A	71%
Spring 2020	10	N/A	100%
Spring 2021	15	N/A	89.9%
Spring 2024	9 (8 sat for boards)	N/A	88%
Spring 2024	13 (8 sat for boards)	N/A	88%

Welding

Welding students who are on the path to gain a Certificate of Completion (CCL) in Welding develop skills in oxyacetylene (gas) and electric (arc) welding. The CCL in Welding has an emphasis on preparing students for the American Welding Society Arc certification exam.

The number of MCC students receiving the AWS Welding Certifications since 2012 are shown in Chart 14.

Chart 14



Industry welding certifications students received include: SMAW Plate, FCAW Plate, GMAW Plate, GTAW Aluminum Sheet, GTAW Stainless Steel Sheet, GTAW Carbon Steel Sheet and GTAW/SMAW Pipe Certifications

Appendix A

MCC's 4Cs Scoring Guidelines

Scoring Guidelines

Civic Engagement Scoring Guidelines

CIVIC ENGAGEMENT - SCORING GUIDELINES					
DEFINITION: Civic engagement encompasses actions to promote the quality of life in a community, through both political and non-political processes.					
Descriptors	Level 4	Level 3	Level 2	Level 1	Level 0
	Proficient: Demonstrates in-depth understanding of the process or concept. Minor errors or mistakes may be present but do not impede understanding.	Developing Proficiency: Demonstrates foundational understanding of the process or concept, but misconceptions impede in-depth understanding.	Beginning Proficiency: Demonstrates beginning understanding of the process or concept.	Not Proficient: Does not demonstrate understanding.	No submission
1. INCLUSIVENESS: Demonstrate an ability to engage respectfully with others in a diverse society					
2. APPLY KNOWLEDGE: Apply knowledge from one's own study and experiences to active and ethical participation in civic life					
3. DEMONSTRATION OF CIVIC IDENTITY AND COMMITMENT: Provide evidence of experience in and reflection on civic engagement activities					
4. CIVIC COMMUNICATION: Communicate and listen to others in order to establish personal and professional relationships to further civic action					
5. ENGAGEMENT IN CIVIC ACTION AND REFLECTION: Demonstrate the ability to deliberate and collaborate on issues and problems to achieve a civic aim					

Communication Scoring Guidelines

COMMUNICATION - SCORING GUIDELINE					
DEFINITION: The purposeful development, expression and reception of a message through oral, written or nonverbal means.					
Descriptors	Level 4	Level 3	Level 2	Level 1	Level 0
	Proficient: Demonstrates in-depth understanding of the process or concept. Minor errors or mistakes may be present but do not impede understanding.	Developing Proficiency: Demonstrates foundational understanding of the process or concept, but misconceptions impede in- depth understanding.	Beginning Proficiency: Demonstrates beginning understanding of the process or concept.	Not Proficient: Does not demonstrate understanding.	No submission
1. PURPOSE: Establish a clear central focus for a message which demonstrates an understanding of context, audience, and task					
2. CONTENT: Develop appropriate, relevant content logically sequencing ideas and/or information					
3. LANGUAGE: Apply language and/or modes of expression of a discipline in an appropriate and accurate manner to demonstrate comprehension					
4. EXECUTION: Convey a message effectively					

Critical Thinking Scoring Guidelines

CRITICAL THINKING - SCORING GUIDELINES					
DEFINITION: Habit of mind of analyzing issues, ideas, artifacts, events, and/or evidence to draw conclusions or solve problems.					
Descriptors	Level 4	Level 3	Level 2	Level 1	Level 0
	<p>Proficient: Demonstrates in-depth understanding of the process or concept. Minor errors or mistakes may be present but do not impede understanding.</p>	<p>Developing Proficiency: Demonstrates foundational understanding of the process or concept, but misconceptions impede in-depth understanding.</p>	<p>Beginning Proficiency: Demonstrates beginning understanding of the process or concept.</p>	<p>Not Proficient: Does not demonstrate understanding.</p>	<p>No submission</p>
1. Identify the topic/ subject of inquiry					
2. Select appropriate resources required to draw conclusion(s) or solve the problem					
3. Apply resources to draw conclusion(s) or solve the problem					
4. Evaluate conclusion(s) or the solution to the problem					

Cultural and Global Engagement Scoring Guidelines

CULTURAL AND GLOBAL ENGAGEMENT - SCORING GUIDELINE					
DEFINITION: Global Learning encompasses knowledge, skills, and attitudes students acquire through a variety of experiences that enable them to understand world cultures, analyze global systems, appreciate cultural differences, and apply this knowledge and appreciation to their lives as educated individuals and global citizens.					
Descriptors	Level 4	Level 3	Level 2	Level 1	Level 0
	Proficient: Demonstrates in-depth understanding of the process or concept. Minor errors or mistakes may be present but do not impede understanding.	Developing Proficiency: Demonstrates foundational understanding of the process or concept, but misconceptions impede in- depth understanding.	Beginning Proficiency: Demonstrates beginning understanding of the process or concept.	Not Proficient: Does not demonstrate understanding.	No submission
1. KNOWLEDGE: Analyzes cultural systems, events, or creations and their relationship to worldviews, values, or behavior.					
2. INFLUENCE: Evaluates the impact of contemporary and past events, perspectives, or cultures on intercultural relationships.					
3. SELF AWARENESS: Analyzes the impact of culture and intercultural experiences on one’s worldview, values and behavior, including assumptions, biases, prejudices, or stereotypes.					
4. RESPONSIBILITY: Evaluates the impact of one’s moral and ethical reasoning on one’s actions in relation to culturally different groups.					
5. EXPRESSION: Generates ideas, creations, or models that express the human condition and one’s relationship with the world					

Appendix B

MCC's Program/Pathway Assessment Plan Template



Program/Pathway Assessment Plan Fall, 2023 – Spring, 2026

- 1. Department Name:**
Program or Pathway Title:
- 2. Primary Contact Information**
Provide Name, email and phone number.
- 3. Department Mission Statement** (if applicable)
- 4. Briefly describe the program's/pathway's purpose**
- 5. List Program/Pathway Student Learning Outcomes**
List all discipline-specific student learning outcomes from the GPS Pathway map.
- 6. Curriculum Map**
Attach curriculum map matrix for all discipline specific courses that identifies where PSLOs are addressed and at what level (e.g., Introduced, Reinforced, Demonstrated).
- 7. Measures and Methods**
For each student learning outcome, indicate the measure to be used and the methods that will be used to collect data for each outcome. Include any benchmarks or targets that have been established.
- 8. Timeline**
Attach timeline for the three-year data collection cycle. Identify who and what will be assessed, when and by whom.
- 9. Data Analysis Process**
Describe the process that will be used to share and discuss results from your assessment. Include identification of stakeholders who will be involved by name, role or title.
- 10. Plan for Using Assessment Results**
Discuss plan for how improvements will take place based on results of assessment. Include a timeline for this phase if you have not already included it in the overall timeline provided in #8.
- 11. Attachments List**
List all items attached to this plan such as the Curriculum Map, Project Planning Timeline and Instrument Samples such as rubrics, survey questionnaires, etc.