

PROGRAM OUTCOMES SUMMARY					
Required Program Outcomes	Expected Level of Achievement	Rationale for the Expected Level of Achievement	Actual Level of Achievement Calendar Year (Three [3] years of data)		
			2021	2020	2019
Nurse Aide Certification	Health Care Assistant 80%	The national and state accrediting organizations maintain an average ELA of 80%.	2021	2020	2019
			74%	94%	91%
National Center for Competency Testing for Phlebotomy (NCPT)	Phlebotomy 80%	The national and state accrediting organizations maintain an average ELA of 80%.	2021	2020	2019
			67%	88%	71%
Program Completion (One semester)	Health Care Assistant/Phlebotomy 70%	Scholarly articles reveal life and learning challenges, particularly in healthcare programs, impact student retention and completion. The rate of 70% is an average completion benchmark.	2021	2020	2019
			89%	86%	88%