

Date: February 2, 2020

To: John Stalvey, Interim Provost

CC: Talis Colberg, Director, MatSu College

From: Denise Runge, Dean

Re: AY20 Expedited Program Review Findings

Program/s in this review: Commercial Refrigeration Systems (OEC) Refrigeration & Heating Technology (UC, AAS)

Specialized accrediting agency (if applicable): none

Campuses where the program is delivered: MatSu College

Members of the program review committee:

- Dan Mielke, Assistant Professor, MatSu
- Chad Petrie, Assistant Professor, MatSu
- Joel Condon, Director, Building Technologies, Anchorage

Centrality of Program Mission and Supporting Role The Refrigeration & Heating Technology programs are well-aligned with the mission of UAA and of CTC. The programs meet a clear workforce need, preparing individuals who obtain employment as refrigeration and heating installers and mechanics in a variety of settings. Alaska experiences nearly fifty job openings per year, and installer/mechanic salaries in Alaska average \$61,000. Additionally, the program offers non-credit industry training across the state of Alaska, a much-needed service not currently provided by any other organization.

Program Demand (including service to other programs), Efficiency, and Productivity Demand for the program has remained small but steady during the review period, and the program has taken steps to become increasingly efficient.

The programs had an average of 20 majors per year, with 16 during the 2019 review year. Due to the nature of the labs where instruction takes place, course enrollments are capped at 15. Average class size has decreased in the last three years to just 8.1 in 2019. Instructional costs are on the high side. For 2019, the student credit hours per full time equivalent faculty member, or SCH/FTEF was 211.5. Program tuition revenue per credit hour is \$169.8 and its cost per credit hour is \$433.6, for a ratio of .39, indicating the program is covering only a bit more than one-third of its instructional costs. Overall the program is experiencing flat enrollment and excess capacity, with high costs.

Program Quality, Improvement and Student Success The program's students achieve very strong pass rates on EPA Section 608 certification, and above-average pass rates on NAT ICE exams. Student retention data show that the Refrigeration & Heating Technology AAS retains only about one-third of its students after the first year, noticeably lower than the university-wide associate's degree programs rate. In the past, the program found that many of its students were hired into full time positions prior to graduating, especially during times of high job demand.

Program Duplication / Distinctiveness Duplication/Distinctiveness: The UAA MatSu College programs are the only degree programs available across the UA system.

Commendations and Recommendations Commendations: The program is commended for its ongoing focus on student success through assessment and program revision. The program is further commended for its non-credit training provided to industry. Recommendations: The program faculty should continue recent efforts around recruitment and retention. The program faculty should explore opportunities to utilize the non-credit training currently provided to the industry across Alaska for further program growth and expansion. Finally, program faculty should explore the opportunity to expand through use of an apprenticeship model.

Decision *Continued Review:* Program is required to address specific issues and to undergo another review within the next two academic years.