

## Annual Report

The Annual Report covers the institution's activities from January 1, 2023 through December 31, 2023.

Institution Name	Lakewood University
	<input type="checkbox"/> Please check, if the institution name changed.
Address	2231 North Taylor Rd
City	Cleveland Heights
State	OH
Zip	44112
Phone	800-517-0857
Fax	216-803-9899
Email	info@lakewood.edu
Website	www.lakewood.edu

### President/Chief Executive Officer

Name	Tanya Haggins
Email	tanya.haggins@lakewood.edu

### Name of individual who prepared the Annual Report

Name	Tanya Haggins
Email	tanya.haggins@lakewood.edu

### Institution

How is the institution legally established?	Non profit Corporation
---------------------------------------------	------------------------

### List the name of the legal entity that owns the institution:

Legal Owner	Percentage
American Center for Conflict Resolution Institute	100
	0
	0

If the organization a nonprofit, click the checkbox below.

Institution is a nonprofit.

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Are there any legal actions pending against the institution related to DEAC Standards? If yes, provide a brief explanation.

- YES
- NO

Explanation	
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### Other Accreditation

Other Accreditation	Yes
Other Accreditation List	ASHP - Pharmacy Technician Program IACBE - AAB Business Management Program

Provide a link to your website where the institution shows information about student achievement.	
<a href="https://lakewood.edu/accreditation/">https://lakewood.edu/accreditation/</a>	

Is the institution certified to participate in Title IV Federal Financial Aid programs?

- YES
- NO

If yes, identify the accreditor that serves as the institution's gatekeeper for Title IV eligibility.	
Distance Education Accrediting Commission	

Is your institution Title IV eligible?

- YES
- NO

If yes, is your institution participating in Title IV?

- YES
- NO

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**Is licensure or certification required for employment in the field for graduates any of the programs offered at the institution? If so, please list those programs in the textbox below.**

Pharmacy Technician (varies by state)

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### STATE AUTH DIST ED.

The State Authorization Form for Distance Education provides information on an institution's status to deliver distance education programs and courses within each state where students are enrolled.

Is the institution's home state a member of SARA?	YES
Is the institution a member of SARA?	YES

State	Completed State Process	Date Authorized (MM/DD/YYYY)	Use the spaces below to provide reasons for any "not applicable" or other explanations.
Alaska	SARA Authorized		
Alabama	SARA Authorized		
Arkansas	SARA Authorized		
Arizona	SARA Authorized		
California	Authorized	03/07/2024	Status re-confirmed by the California Bureau of Private Postsecondary Education on the provided date.
Colorado	SARA Authorized		
Connecticut	SARA Authorized		
District of Columbia	SARA Authorized		
Delaware	SARA Authorized		
Florida	SARA Authorized		
Georgia	SARA Authorized		
Hawaii	SARA Authorized		
Iowa	SARA Authorized		
Idaho	SARA Authorized		
Illinois	SARA Authorized		
Indiana	SARA Authorized		
Kansas	SARA Authorized		
Kentucky	SARA Authorized		
Louisiana	SARA Authorized		
Massachusetts	SARA Authorized		
Maryland	SARA Authorized		
Maine	SARA Authorized		
Michigan	SARA Authorized		
Minnesota	SARA Authorized		
Missouri	SARA Authorized		
Mississippi	SARA Authorized		
Montana	SARA Authorized		
North Carolina	SARA Authorized		
North Dakota	SARA Authorized		
Nebraska	SARA Authorized		
New Hampshire	SARA Authorized		

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New Jersey	SARA Authorized
New Mexico	SARA Authorized
Nevada	SARA Authorized
New York	SARA Authorized
Ohio	SARA Authorized
Oklahoma	SARA Authorized
Oregon	SARA Authorized
Pennsylvania	SARA Authorized
Rhode Island	SARA Authorized
South Carolina	SARA Authorized
South Dakota	SARA Authorized
Tennessee	SARA Authorized
Texas	SARA Authorized
Utah	SARA Authorized
Virginia	SARA Authorized
Vermont	SARA Authorized
Washington	SARA Authorized
Wisconsin	SARA Authorized
West Virginia	SARA Authorized
Wyoming	SARA Authorized

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## COMPLIANCE AFFIRMATION

Compliance: Information reported in the compliance affirmation section of the report should correspond with substantive change applications and information on file with DEAC. Please note that the Annual Report is not the means for notifying DEAC of a substantive change.

### Substantive Changes for January 1, 2023 – December 31, 2023

Did the institution change its mission?	NO
Did the institution change its name?	NO
Did the institution change its legal status, form of control, or ownership?	NO
Did the institution change the location of the main facility or administrative site, or did the institution add an administrative site?	NO
Did the institution implement a new program?	YES
Did the institution implement a change in the method of delivery?	NO
Did the institution contract for more than 25% of educational delivery with an unaccredited organization?	NO
Did the institution implement a new degree or credential level different from the educational offerings currently included in the institution's scope of accreditation?	NO
Did the institution discontinue any programs in the last year?	NO
Did the institution implement a substantial increase in the number of clock or credit hours awarded, including changing from clock hours to credit hours?	NO
Did the institution add an in-residence program component?	NO
Did the institution apply to participate in Title IV financial aid programs?	NO
Did the institution engage in international activities?	NO

### Affirmation of Compliance

Institution has formal written plans for regularly conducting student learning outcomes assessments and institution self-improvements.	<input type="text" value="YES"/>
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The institution provides information to the public on the achievement of its students.	<input type="text" value="YES"/>
Institution collects data that demonstrates that students are achieving learning outcomes that are appropriate to the institution's mission and to the rigor and depth of the degrees, diplomas, or certificates offered.	<input type="text" value="YES"/>
When specific benefits for a course or program are identified, the institution collects evidence that documents that graduates are attaining the benefits.	<input type="text" value="YES"/>
Institution has accounting procedures that reserve prepaid tuition for students due future services.	<input type="text" value="YES"/>
Institution reviews enrollment agreements—including tuition refund language—for compliance with the DEAC Standards.	<input type="text" value="YES"/>
Institution reviews all advertising literature and promotional efforts, to include any significant changes in the practices of any third party advertising, marketing or lead generation firms for compliance with DEAC Standards.	<input type="text" value="YES"/>
Institution continuously monitors all sales interactions with prospective students to ensure the ethical conduct of all recruiting personnel.	<input type="text" value="YES"/>
Institution reports to DEAC any and all lawsuits, investigations, audits, actions, or other formal inquiries by governmental bodies or legal authorities.	<input type="text" value="YES"/>
For this reporting period and to the best of our knowledge, the institution is properly licensed, authorized, exempted, or approved by all applicable state education institutional authorities (or their equivalent for non-U.S. institutions). The institution is in compliance with all applicable local, state, and federal requirements. Exemptions from state law are supported by state-issued documentation or statutory language for that state.	<input type="text" value="YES"/>
The institution's permanent physical business office is at a fixed geographic location that is appropriately licensed or authorized as required by local and state regulatory authorities.	<input type="text" value="YES"/>
Each program offered by the institution is predominantly distance education or correspondence education (51% or more).	<input type="text" value="YES"/>

By checking this box, the user affirms the accuracy of the data submitted in this report.

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**Please enter financial information for the Annual Report**

FINANCIAL

**Please enter financial information for the 2023 Annual Report**

FINANCIAL START DATE (MM/DD/YYYY)

FINANCIAL END DATE (MM/DD/YYYY)

WHAT IS THE INSTITUTION'S MOST RECENT FINAL CALCULATION OF ITS COMPOSITE SCORE AT FISCAL YEAR END?

PROVIDE THE PERCENTAGE OF REVENUE THE INSTITUTION RECEIVES FROM FEDERAL STUDENT AID TITLE IV PROGRAMS (75/25 CALCULATION).

WHICH FISCAL YEAR WAS USED TO REPORT THE MOST RECENT AVAILABLE 75/25 CALCULATION?

DID THE INSTITUTION RECEIVE A DEPARTMENT OF EDUCATION PROGRAM REVIEW IN THE LAST YEAR?

**Provide the financial information for the most recent fiscal year**

TOTAL TUITION REVENUE

NET INCOME

CURRENT ASSETS

CURRENT LIABILITIES

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### PROGRAMS

Level	Is Title IV Participating?	Program Name	Does the program have a cohort that has completed one and a half times the program length? (Yes or No)
Associates	YES	AA Business Management	YES
Associates	YES	AA Paralegal Studies	YES
Non-Degree	N	Administrative Medical Assistant	YES
Masters	Y	Business Administration	NO
Bachelors	Y	Business Management	NO
Non-Degree	N	Criminal Justice	YES
Non-Degree	N	Criminal Justice and Mediation Combination Program	YES
Non-Degree	N	Criminal Justice and Paralegal Combination Program	NO
Non-Degree	N	Cybersecurity Undergraduate Certificate Program	NO
Non-Degree	N	Entrepreneur Undergraduate Certificate	YES
Non-Degree	N	Entrepreneurship Certificate Program	YES
Non-Degree	N	GED Prep	NO
Non-Degree	N	Grant Writer Certificate Program	YES
Non-Degree	N	Group Fitness Instruction Certificate Program	YES
Associates	YES	Healthcare Administration	YES
Bachelors	Y	Healthcare Administration	NO
Bachelors	Y	Information Technology	NO
Associates	YES	Information Technology	YES
Non-Degree	N	Law Office Management Undergraduate Certificate	NO
Non-Degree	N	Legal Assistant Undergraduate Certificate	NO
Non-Degree	N	Legal Document Preparer Undergraduate Certificate	NO
Non-Degree	N	Legal Secretary Undergraduate Certificate	NO
Non-Degree	N	Mediation	YES
Non-Degree	N	Mediation and Paralegal Combination Program	NO
Non-Degree	N	Medical Billing	YES
Non-Degree	N	Medical Billing and Administrative Medical Assistant Combination Program	YES
Non-Degree	N	Medical Billing and Medical Coding Combination Program	YES
Non-Degree	N	Medical Coding	YES
Non-Degree	N	Medical Coding and Administrative Medical Assistant Combination Program	NO
Non-Degree	N	Minister Certificate Program	YES
Non-Degree	N	Motivational Speaker Certificate Program	YES

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Non-Degree	N	Office Manager Undergraduate Certificate	YES
Bachelors	Y	Paralegal Studies	NO
Non-Degree	Y	Paralegal Studies	YES
Non-Degree	N	Personal Trainer Certificate Program	YES
Non-Degree	N	Pharmacy Technician	YES
Non-Degree	N	Pharmacy Technician and Administrative Medical Assistant Combination Program	NO
Non-Degree	N	Pharmacy Technician and Medical Billing Combination Program	NO
Non-Degree	N	Pharmacy Technician and Medical Coding Combination Program	NO
Non-Degree	N	Professional Coaching Certificate Program	YES
Non-Degree	N	Project Management (Grad)	YES
Non-Degree	N	Project Management (Undergrad)	YES
Non-Degree	N	Real Estate Management Certificate Program	YES
Non-Degree	N	Restaurant Business Management Undergraduate Certificate	YES
Non-Degree	N	Virtual Executive Assistant Certificate Program	YES

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### ENROLLMENT

This section of the Annual Report collect information on student enrollment over a three year timeframe. DEAC reviews this information to determine whether an institution experienced any significant growth or decline in enrollments and whether additional information is needed to assess the institution's administrative capacity and education infrastructure. (See also, Part II, Section XVI(C), DEAC Accreditation Handbook.) Enter a 0 if a program is still active but has no current enrollments. If a program was not in existence during a year, please leave that cell empty. An empty cell and 0 will be treated differently.

Level	Program Name	Enrollment	New Student	Last Year Enrollment	Last Year New Student	Percent increase in new enrollments from 2022 to 2023	Percent increase in overall enrollment for 2017
Associates	AA Business Management	28	15	16	7	114.29	75.00
Associates	AA Paralegal Studies	10	4	6	2	100.00	66.67
Non-Degree	Administrative Medical Assistant	8	7	16	7	0.00	-50.00
Masters	Business Administration	2	1	4	1	0.00	-50.00
Bachelors	Business Management	14	3	7	0	300.00	100.00
Non-Degree	Criminal Justice	3	3	8	5	-40.00	-62.50
Non-Degree	Criminal Justice and Mediation Combination Program	8	8	7	2	300.00	14.29
Non-Degree	Criminal Justice and Paralegal Combination Program	20	14	22	17	-17.65	-9.09
Non-Degree	Cybersecurity Undergraduate Certificate Program	2	1	Not Available	Not Available	Not Applicable	Not Applicable
Non-Degree	Entrepreneur Undergraduate Certificate	0	0	0	0	0.00	0.00
Non-Degree	Entrepreneurship Certificate Program	60	48	96	72	-33.33	-37.50
Non-Degree	GED Prep	0	0	0	0	0.00	0.00
Non-Degree	Grant Writer Certificate Program	19	14	29	23	-39.13	-34.48
Non-Degree	Group Fitness Instruction Certificate Program	4	1	4	0	100.00	0.00
Bachelors	Healthcare Administration	7	3	0	0	300.00	700.00
Associates	Healthcare Administration	12	4	9	2	100.00	33.33
Associates	Information Technology	14	6	13	11	-45.45	7.69
Bachelors	Information Technology	2	2	6	3	-33.33	-66.67
Non-Degree	Law Office Management Undergraduate Certificate	1	1	0	0	100.00	100.00
Non-Degree	Legal Assistant Undergraduate Certificate	2	2	1	1	100.00	100.00
Non-Degree	Legal Document Preparer Undergraduate Certificate	1	1	0	0	100.00	100.00
Non-Degree	Legal Secretary Undergraduate Certificate	0	0	0	0	0.00	0.00
Non-Degree	Mediation	3	1	18	9	-88.89	-83.33
Non-Degree	Mediation and Paralegal Combination Program	38	27	40	33	-18.18	-5.00
Non-Degree	Medical Billing	4	1	11	5	-80.00	-63.64

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Non-Degree	Medical Billing and Administrative Medical Assistant Combination Program	17	16	19	18	-11.11	-10.53
Non-Degree	Medical Billing and Medical Coding Combination Program	11	7	8	7	0.00	37.50
Non-Degree	Medical Coding	5	5	15	13	-61.54	-66.67
Non-Degree	Medical Coding and Administrative Medical Assistant Combination Program	4	3	3	2	50.00	33.33
Non-Degree	Minister Certificate Program	9	7	26	20	-65.00	-65.38
Non-Degree	Motivational Speaker Certificate Program	0	0	1	1	-100.00	-100.00
Non-Degree	Office Manager Undergraduate Certificate	4	4	6	5	-20.00	-33.33
Non-Degree	Paralegal Studies	50	45	105	80	-43.75	-52.38
Bachelors	Paralegal Studies	8	5	3	0	500.00	166.67
Non-Degree	Personal Trainer Certificate Program	14	11	11	8	37.50	27.27
Non-Degree	Pharmacy Technician	4	4	22	20	-80.00	-81.82
Non-Degree	Pharmacy Technician and Administrative Medical Assistant Combination Program	5	4	10	8	-50.00	-50.00
Non-Degree	Pharmacy Technician and Medical Billing Combination Program	0	0	0	0	0.00	0.00
Non-Degree	Pharmacy Technician and Medical Coding Combination Program	0	0	0	0	0.00	0.00
Non-Degree	Professional Coaching Certificate Program	11	4	13	4	0.00	-15.38
Non-Degree	Project Management (Grad)	3	2	2	2	0.00	50.00
Non-Degree	Project Management (Undergrad)	18	15	48	39	-61.54	-62.50
Non-Degree	Real Estate Management Certificate Program	44	33	90	71	-53.52	-51.11
Non-Degree	Restaurant Business Management Undergraduate Certificate	3	1	3	3	-66.67	0.00
Non-Degree	Virtual Executive Assistant Certificate Program	0	0	3	3	-100.00	-100.00
Total		472	333	700	503		

### ALL OTHER ENROLLMENT FOR THE YEAR 2023. (REQUIRED)

IF YOUR INSTITUTION DOES NOT HAVE ANY ENROLLMENTS OTHER THAN THOSE ALREADY ENTERED ABOVE IN PROGRAMS, ENTER A ZERO (0).

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## INSTITUTIONAL OUTCOMES

### Institutional Totals by Credential Level

1. This report employs a cohort based model where a group of entering new students are tracked over time. For example, a four year degree program would track new students starting in 2010 that graduated six years later by 2016.

2. For those students that graduated please enter the average years it took the students to graduate.

3. Enrollments are students who remained enrolled after the 5-day minimum cancellation period and met all admissions criteria.

Program outcomes are specified knowledge, skills, or abilities a student achieved as a results of completing a program of study. Program outcomes measurements are typically divided into two broad categories: direct and indirect measures. The outcomes data requested for this section of the annual report provide a means for direct measurement and enable DEAC to assess student achievement in the context of an institution's mission. (See also, Part III, Section V, Student Achievement in the DEAC Accreditation Handbook.)

For each level, describe the length of the programs in credit hours and the credit hour type. Then enter the total number of students enrolled across programs. Enter the number of students that graduated and withdrew.

Level	Minimum Length in Credit Hours	Maximum Length in Credit Hours	Credit Hour Type	# of New Students in Year Cohort was Established	Number of Cohort Students Graduated	Number of Students Withdrawn	Number of Inactive Students	Number of Still Active Students
High School	0	0	non-credit bearing	0	0	0	0	0
Non-Degree	600	1500	non-credit bearing	109	80	15	0	14
Associates	60	63	semester	13	6	3	1	3
Bachelors	120	120	semester	0	0	0	0	0
Masters	36	36	semester	0	0	0	0	0
First-Professional	0	0	semester	0	0	0	0	0
Doctorate	0	0	semester	0	0	0	0	0

### Institutional Graduate Outcomes

In table the institution entered the number of students that graduated. For that group of students please enter graduate outcomes based on available data.

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Level	Total Number of Cohort Students Graduated	Employed or Continued Employment in Current Position	Employed or Continued Employment in a Profession Related to the Education Program	Employed or Continued Employment in a Profession Unrelated to the Education Program	Continued Education at Another Institution	Active Duty Military Service	Unemployed	Student Indicated "Not Seeking Employment"	U
High School	0	0	0	0	0	0	0	0	0
Non-Degree	80	42	16	5	0	0	0	0	63
Associates	6	2	2	1	0	1	0	0	0
Bachelors	0	0	0	0	0	0	0	0	0
Masters	0	0	0	0	0	0	0	0	0
First-Professional	0	0	0	0	0	0	0	0	0
Doctorate	0	0	0	0	0	0	0	0	0

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## Institutional Withdrawals

In table the institution entered the number of students that withdrew from the programs. For that group of students please enter reasons for withdrawal based on available data.

Level	Total Number of Students Withdrawn	Employment in a Profession Related to the Education Program	Employed in a Profession Unrelated to the Education Program	Transferred to Another Institution	Active Duty Military Service	Unable to Demonstrate Satisfactory Academic Progress	Financial Reasons	Personal Reasons	Unknown
High School	0	0	0	0	0	0	0	0	0
Non-Degree	15	0	0	0	0	7	7	1	0
Associates	3	0	0	0	0	0	2	1	0
Bachelors	0	0	0	0	0	0	0	0	0
Masters	0	0	0	0	0	0	0	0	0
First-Professional	0	0	0	0	0	0	0	0	0
Doctorate	0	0	0	0	0	0	0	0	0

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## DEGREE PROGRAM GRAD RATE

Degree program graduation rates provide data on students who have fulfilled the requirements to graduate from an entire program of study at the Associate, Bachelor, Master's, First Professional or Professional Doctorate degree level. Graduation rates are an example of a direct measurement that DEAC uses to evaluate student achievement as appropriate to an institution's mission and educational offerings. DEAC will require graduation rates to be calculated for the entire entering cohort of all new students in all levels of programs. Optionally, for institutions that report IPEDS graduation rates, these rates may be calculated for the undergraduate sub-cohorts of students that meet the narrower first-time, full-time degree seeking status.

1. This report employs a cohort based model where a group of entering new students are tracked over time. For example, a four year degree program would track new students starting in 2010 that graduated six years later by 2016.
2. For those students that graduated please enter the average years it took the students to graduate.
3. Enrollments are students who remained enrolled after the 5-day minimum cancellation period and met all admissions criteria.
4. Please see the definitions tabs for details on exclusions and IPEDS cohorts.

Enrollments are students who remained enrolled after the 5-day minimum cancellation period and met all admissions criteria. Exclusions categories that fall outside of the definition for enrollments include circumstances such as deployment for active duty military service, medical leave of absence, death, other approved leave of absence, or students still actively enrolled (i.e., students enrolled within the last enrollment period or who submitted course work within the last 90 days). Note - DEAC may request additional information for students reported under "exclusions."

### Degree Graduation Rates

Program Name	Level	# of New Students in Year Cohort was Established	# of Students Excluded from the Original Cohort	# of Students Still Continuing in Program	# Graduating Since Cohort was Established	Median Years to Complete for Graduates	Graduation Rate Before Exclusions	Graduation Rate after Exclusions
AA Business Management	Associates	9	2	3	4	3	%	100.00%
AA Paralegal Studies	Associates	3	0	1	2	3	%	100.00%
Healthcare Administration	Associates	0	0	0	0	3	%	%
Information Technology	Associates	1	0	1	0	3	%	%

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## IPEDS

Program Name	Level	# of First-time, Full-time, Degree Seeking Students	# of Exclusions	# of Students Graduating within 3 Years
AA Business Management	Associates			
AA Paralegal Studies	Associates			
Healthcare Administration	Associates			
Information Technology	Associates			

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## NONDEGREE PROGRAM COMPLETION

Non-degree program completion rates (e.g., postsecondary certificate or diploma, or a high school diploma) is a way for institutions to provide a tangible and direct measure of student achievement. Completion rates are an example of a direct measurement that DEAC uses to evaluate student achievement as appropriate to an institution's mission and educational offerings.

1. This report should employ a cohort based model where a group of entering new students are tracked over time.
2. Please enter the number of students that completed the program within 150% of normal time to completion for the program.

For example, if you have a two year program then 150% of normal time is three years. You would enter how many students completed the program within three years of their original start date. If the institution uses a different method for determining normal time for completion, provide an explanation in response to Question D in the Narrative section of the Annual Report.

3. Please also indicate the type of credential awarded, the length in credit hours, and the type of credit hours used to track progress through the program.

4. Enter the average time it takes (in months) for students to complete the program.

Enrollments are students who remained enrolled after the 5-day minimum cancellation period and met all admissions criteria. Exclusions categories that fall outside of the definition for enrollments and may include circumstances such as deployment for active duty military service, medical leave of absence, death, other approved leave of absence, or other reasons for exclusions as determined by the institution. Note - DEAC may request additional information for students reported under "exclusions."

Program Name	Level	# of New Students in Year Cohort was Established	# of Students Excluded from the Original Cohort	# of Students Still Continuing in Program	# Graduating Since Cohort was Established	Average Months to Complete For Graduates	Graduation Rate Before Exclusions	Graduation Rate after Exclusions
Administrative Medical Assistant	Non-Degree	4	0	0	3	6	%	75.00%
Criminal Justice	Non-Degree	1	0	0	0	6	%	0.00%
Criminal Justice and Mediation Combination Program	Non-Degree	1	0	0	0	6	%	0.00%
Entrepreneur Undergraduate Certificate	Non-Degree	0	0	0	0	0	%	%
Entrepreneurship Certificate Program	Non-Degree	28	10	3	11	6	%	73.33%
Grant Writer Certificate Program	Non-Degree	12	1	0	11	6	%	100.00%
Group Fitness Instruction Certificate Program	Non-Degree	3	0	1	2	6	%	100.00%
Mediation	Non-Degree	3	1	1	1	6	%	100.00%
Medical Billing	Non-Degree	1	0	0	1	6	%	100.00%
Medical Billing and Administrative Medical Assistant Combination Program	Non-Degree	6	0	2	3	6	%	75.00%
Medical Billing and Medical Coding Combination	Non-Degree	2	0	0	2	6	%	100.00%

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Program								
Medical Coding	Non-Degree	3	0	1	2	6	%	100.00%
Minister Certificate Program	Non-Degree	6	0	0	6	6	%	100.00%
Motivational Speaker Certificate Program	Non-Degree	0	0	0	0	6	%	%
Office Manager Undergraduate Certificate	Non-Degree	4	1	0	3	6	%	100.00%
Paralegal Studies	Non-Degree	14	2	1	8	9	%	72.73%
Personal Trainer Certificate Program	Non-Degree	4	0	0	4	6	%	100.00%
Pharmacy Technician	Non-Degree	0	0	0	0	6	%	%
Professional Coaching Certificate Program	Non-Degree	4	1	0	3	6	%	100.00%
Project Management (Grad)	Non-Degree	2	1	1	0	6	%	%
Project Management (Undergrad)	Non-Degree	8	2	1	5	6	%	100.00%
Real Estate Management Certificate Program	Non-Degree	19	3	2	13	6	%	92.86%
Restaurant Business Management Undergraduate Certificate	Non-Degree	1	0	0	1	6	%	100.00%
Virtual Executive Assistant Certificate Program	Non-Degree	1	0	0	1	6	%	100.00%

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### STUDENT SATISFACTION

#### Degree Program Satisfaction Survey

Question 1. Did you achieve, or will you have achieved upon completing your studies, the goals you had when you started the course or program?

Question 2. Would you recommend these studies to a friend?

Question 3. All things considered, were you satisfied with your studies at this institution?

Program Name	Total Surveyed	Responded	Yes to Question 1 #	Yes to Question 1 %	Yes to Question 2 #	Yes to Question 2 %	Yes to Question 3 #	Yes to Question 3 %
AA Business Management	1	1	1	100	1	100	1	100
AA Paralegal Studies	2	2	2	100	2	100	2	100
Information Technology	1	1	1	100	1	100	1	100
-Select-	1	1	1	100	1	100	1	

#### None Degree Program Satisfaction Survey

Question 1. Did you achieve, or will you have achieved upon completing your studies, the goals you had when you started the course or program?

Question 2. Would you recommend these studies to a friend?

Question 3. All things considered, were you satisfied with your studies at this institution?

Program Name	Total Surveyed	Responded	Yes to Question 1 #	Yes to Question 1 %	Yes to Question 2 #	Yes to Question 2 %	Yes to Question 3 #	Yes to Question 3 %
Paralegal Studies	22	22	22	100	22	100	22	100
Entrepreneur Undergraduate Certificate	19	19	19	100	18	95	18	95
Real Estate Management Certificate Program	18	18	17	94	16	83	18	100
Administrative Medical Assistant	15	15	15	100	11	73	15	100
Grant Writer Certificate Program	12	12	12	100	12	100	12	100
Professional Coaching Certificate Program	8	8	7	88	7	88	7	88
Personal Trainer Certificate Program	8	8	8	100	8	100	8	100
Medical Coding	8	8	8	100	8	100	8	100
Minister Certificate Program	8	8	8	100	8	100	8	100
Mediation	7	7	7	100	7	100	7	100

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## NARRATIVE

**A.** Describe any significant changes to faculty at the supervisor or management level at the institution. Provide brief descriptions of the qualifications of faculty serving in a leadership role. Describe other significant changes to faculty assignments, workload, and professional development that occurred in the prior year.

Lakewood is pleased to share that all academic department chairs are now considered employees of the university. This is to ensure Lakewood remains in compliance with the rules set forth by the Ohio Department of Higher Education and to equip each academic department has a dedicated lead instructor. Below is a list of all department chairs and their professional/educational backgrounds: Erin Hill, Legal Studies Chair - Erin Hill serves as the Legal Studies Department Chair. Prior to Lakewood, Erin spent several decades in positions such as business owner, attorney, and Vice President of Finance for a State of California IT corporation. Erin earned her LL.M. in International Tax & Finance from Thomas Jefferson School of Law, her Juris Doctorate from Northwestern CA University School of Law, and a Bachelor of Business Administration (Management & Finance) from Golden Gate University. Erin is continuing to work on further developing outcomes assessment tools for the AS and BS Paralegal Studies degree programs and is overseeing the department's ongoing work towards earning ABA approval. Dr. Mia Holman, IT Studies Chair - Dr. Mia A. Holman is a native of Atlanta, GA. Her Bachelor in Computer Science and Master's in Information Technology degrees she received from North Carolina A&T SU. Dr. Holman received her Doctoral Degree in Leadership and Organization in Information Systems before the age of 30 from the University of Phoenix. Mia continues to lead the implementation of the university's new cybersecurity program and is overseeing the full program update cycle for 2024/2025. Mike Cattermole, Business Studies Chair - Michael Cattermole, DBA serves as the Business Studies Department Chair. Dr. Cattermole possesses over eighteen years of experience teaching college/university students online and on campus. Mike has eighteen years of experience in the staff development industry as well as experience as an organizational development consultant. Mike is currently focused on evaluating student satisfaction data for the AAB and BS Business Management programs and will oversee program updates to the Entrepreneurship certificate program. Mike also played an important role in the AAB program's IACBE accreditation in September of 2023. Lisette Negron, Healthcare Studies Chair - Dr. Negron completed her Doctorate in Business Administration with a specialization in Human Resources Management and holds a Graduate Certificate in Healthcare Management. Lisette Negron is focused on evaluating the AS and BS Healthcare Administration degree course sequence and is leading a review of courses that focus on quantitative principles and their applicability to the healthcare field. Haley Pavic, General Education Chair - Haley Pavic serves as the General Education Department Chair. Haley Pavic graduated summa cum laude from Baldwin Wallace University with a Bachelors in English. Her passions lie in teaching, assisting individuals in achieving their goals, and writing. Haley continues her work on evaluating the effectiveness of the university's general education courses, where they are found in course sequences, and working with her department faculty on new general education course options. Lakewood requires faculty members to complete and share proof of completion of two professional development activities per year. Instructors can access MaxKnowledge courses focused on online education delivery and best practices.

**B.** Explain the reasons for any significant growth or decline in enrollments at the institution. Explain in detail whether the institution made changes to staff, faculty, administrators, educational and student support services and financial and marketing strategies as needed to support the changes in student enrollment. Also, please specify the programs that incurred the most growth or decline in enrollments and the strategies the institution implemented during the prior year to respond to these changes.

Lakewood did not experience any significant growth or decline in student enrollments for the 2023 reporting year.

**C.** Report on any activities outside the United States, including any contractual relationship with non-US institutions or organizations.

N/A

**D.** Provide a brief summary of the institution's outcomes assessment activities during the prior year and any changes and improvements that the institution made as a result of the outcomes assessment activities.

The revised job descriptions of the academic department chairs include the development and implementation of new outcomes assessment measurement tools. Each chair is working with their faculty team members to design new modes of measuring outcomes data including completion rates, average final grades, exam results, etc. Academic leadership has also equipped department chairs with a new reporting mechanism that allows them to view and analyze completion rates for individual courses. Having this data accessible to the chairs is vital in reviewing and improving the university's outcomes assessment procedures going forward.

## Annual Report

E. Please provide a brief summary of plans for institutional improvement for the preceding academic year, include a description of any plans for substantive changes, adding or discontinuing educational offerings, engaging in international activities, expanding student enrollment, or implementing new education technologies.

As of this report's submission, Lakewood's leadership team is putting the final touches on the university's 2024-2028 strategic plan. This process began in the Fall of 2023 and has utilized extensive community, student, and stakeholder feedback collection. Data collection has been synthesized into four strategic themes to guide the development of the strategic plan, which will be used to define the strategic goals, objectives, and staff action plans: Mission Impact Financial Growth and Sustainability Board Leadership and Governance Organizational Capacity Building In addition to the strategic planning process, the VP of Administration created a comprehensive Management Dashboard that allows members of university leadership to review essential data on operations in real-time. This dashboard will be revised and expanded upon in 2024. Academic leaders are currently working on an expansion of the university's program advisory councils. New members are currently being interviewed. These additional members bring a wealth of knowledge and will further bolster the advisory councils for all major program areas. The academic department has developed a five-year plan for program updates. Each year, one program/area of study will be chosen. The selected program will then undergo a comprehensive review and update. We are pleased to share that the first annual cycle of program updates has begun with the AS and BS Information Technology programs. Mia Holman, IT chair, is working closely with Cindy Stevens, Instructional Designer, to collaborate with IT faculty members on refreshing their courses to ensure all curricula are up-to-date and relevant. Additionally, in response to student feedback, academic leaders are working to improve the process for instructors to create and manage their own multimedia content in courses. Specifically, the university has partnered with Microsoft Loom for Education to provide all instructors free access to the recording platform to use for recording and embedding video lectures.