SPIRIT

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Academic and Student Support Services Goals Report

Edit	Academic and Student Support Services Unit	Desired Outcome	Assessment Method	Actual Assessment Results / Analysis	Use of Results/Improvement
	Career Services	160 students will attend employment related workshops provided by the Career Services Department during FY 2010.	Employment Workshop Attendance Records	Results show that 165 students attended the employability workshops provided by the Career Services Department. The workshops covered topics on Interview Preparation, Work Ethics and e-Recruiting job search assistance. The Career Services Department met its goal of 160 students attending the employability workshops for the year. Students were able to see the preparation that goes into a job interview and that it's not just showing up. They were also shown the importance of work ethics in the work place and how valuable of an employee with good work ethics. Students were also given access to a system that allows them to view local area jobs and be able to contact local employers.	The Career Services Office would like to be able to see if students are able to take the information from the workshops and relate them to real working experiences.
	Career Services	80% of students referred by the Career Services office will be employed in their field of study.	Job Referral Report Job Placement Report Experience Data Reports	Results show that 82% of students referred to the Career Services Department found a job in their field of study. By using reports from the e-Recruiting systems and internal department records, the Career Services Department exceeded their goal of placing 80% of their referred students in-field. Students were able to post resumes to the e-Recruiting system for employers to view and had access to the job board which was updated daily.	The Career Services Department would like to offer more services to the students with regards to employers. The department will build more employer relations to better assist our students upon graduation.
	Career Services	The Career Services Department, along with the local Department of Labor, and Workforce Investment Agency, will host an annual Career Fair.	Career Fair Sign-in Form Annual STC Calendar	Results show that 36 employers attended the annual STC Career Fair in April. This number was lower than the 46 employers from the previous year. Most of the non-attending employers did have any current job openings or any in the near future. This is due to the state of the economy at this time. The market is very volatile and most companies are not looking to expand or grow. So, this leads to fewer companies hiring employees, thus few employers attending the Career Fair.	The Career Services Department would like to create more ways that employers can benefit from attending the Career Fair, thus giving a great opportunity to our recent graduates to be hired.
	Career Services	50 students will utilize the Experience software to upload resumes, communicate with local employers and assist them in obtaining employment.	Experience Data Reports Experience Flyers	Results show that 70 STC students used the services provided by the e-Recruiting software system. Students were able to upload their resume and view updated local job openings. The Career Services Department exceeded the goal of 50 students using the services provided by the job search system. These students were able to keep up with the local job	The Career Services Department will continue to inform new students of the resources available to them through the e-Recruiting system by providing more informational workshops on the system and its benefits.

				market and new openings as they occurred. They were also able to give employers and the Career Services Department easy access to their resume for quick evaluation. Thus allowing them to have a better chance of becoming employed.	
	Career Services	50 students will receive job market information from Career Services table in the Student Success Center.	Student Success Center Sign-in Sheet Student Success Center Survey	Results show that 75 students utilized the materials on the Career Services table in the Student Success Center. The Career Services Department exceeded its goal of 50 students by informing them of the information available to them in the Student Success Center. The department also increased the literature that was previously offered in years past. Information from the Department of Labor was also available for the students to research.	The Career Services Department needs to continue to offer useful and up-to-date material that is relevant to the needs of the students.
	Enrollment Services	2% increase in dual enrollment over the previous fiscal year.	Dual Enrollment Rosters	In FY 09 STC had 279 students that were dually enrolled. In FY 10 STC had 235 students that were dually enrolled. This represents a decrease of 44 students from FY 09 to FY 10. 1.) The High School Coordinators were able to do Asset test help and the Asset test to sophomores at all but one of the high schools in the service area. 2.) In FY 10 STC was able to offer 13 programs to high school dual enrollment students. Of those 13 programs 4 of them were offered completely online which eliminated the need to have a minimum number of students for a class to begin. Dual enrollment numbers were down in FY 10. We attribute the drop in numbers to a change in how high schools receive FTE funds. If a student is taking a dual enrollment program at a college the high school does not get funds for that student while he/she is taking those classes. Therefore, high schools are losing FTE funds for those students that are dually enrolled. A loss in FTE funds impacts the secondary systems in a number of ways, including funds used to pay teachers. STC believes this had a direct impact on the decrease in the number of dual enrollment students. STC was able to offer more choices in terms of programs for the high school students, yet the numbers were still down. Offering more online programs may not be the answer if high schools continue not to receive FTE funds for dual enrollment students.	STC will continue to explore alternative options for high school students wanting to participate in dual enrollment programs. The High School Coordinators will continue to provide Asset test help sessions and test all sophomores in the service delivery area in hopes that the funding situation will change and high schools would be more willing to allow their students to participate in dual enrollment. Academic Affairs is committed to offering more dual enrollment programs online during these tough economic times so that there is some flexibility in how many students we must have for a class to make. The online programs also offer the students the option of completing the courses w/o having to drive to a college campus each day.
	Enrollment Services	2% increase in the number of dual enrollment programs in the high schools in the service delivery area over the previous year.	Dual Enrollment Rosters	1.)After meeting with the counselors at the service area high schools the High School Coordinators met with the Deans and other individuals from Academic Affairs to come up with programs that could be offered as Dual Enrollment. The list included 13 programs with 4 of the programs being available completely online. These program offerings were then sent to the high school counselors who then met with students interested in participating in a dual enrollment program. 2.) Due to time restraints and scheduling the surveys were not completed. Even though the number of programs offered to the high schools increased the number of dual enrolled students decreased. Recent legislation has changed the funding formula for high schools. If a student is taking a dual enrollment program at a college the high school does not get funds for that student while he/she is taking those classes. Therefore, high schools are losing FTE funds for those students that are dually enrolled. STC believes	STC will continue to market dual enrollment and promote the benefits of students that have participated in the program. In speaking with Academic Affairs, the number of dual enrollment programs offered to the high schools will remain the same and could possibly increase. Offering programs online allows STC to offer more programs to the high school students and also offers greater flexibility to the students as well. STC will continue to examine the programs offered to the high schools to see if any additional programs can be offered online.

				this had a direct impact on the decrease in the number of dual enrollment students.	
	Enrollment Services	2% increase in enrollment over the previous fiscal year.	KMS Enrollment Report	STC had an unduplicated enrollment of 2,911 students for FY 2010 and 3,014 students for FY 09. This represents a small decrease in total enrollment between both the Swainsboro and Vidalia campuses. Enrollment on the Vidalia campus was up in FY 10 and enrollment in FY 10 was down on the Swainsboro campus. 1.)Due to scheduling limitations at the high schools STC was not able to make presentations to each of the senior classes in the service delivery area. However, STC did complete lunchroom visits to most of the high schools in the service area to provide students with information on STC. 2.) STC was not able to host Senior Days due to budget restrictions. 3.) CareerFest was attended by current STC students, the general public, and students from local area high schools. 1.)Although STC was not able to make presentations to all the seniors in the service area we were able to get into the high schools and set up tables to speak with students as they were leaving the lunchroom. While this technique is not the preferred way of presenting information about STC, it did serve as a way for students to see our presence in the schools and gave them a chance to ask any questions they may have. 2.) We were disappointed that we were not able to host Senior Days this year. This has been a great event in years past and allowed students to see the labs firsthand. Pending the budget situation next year, we would like to host this event again. 3.) CareerFest was a huge success. There were approximately 30 employers and it was attended by approximately 350 people. This served as a great way for students to speak with potential employers to see which fields are in demand and which programs STC can offer them to better their chances of gaining employment..	After examining the KMS Total Enrollment by Campus Report, STC has put a marketing plan in place for the Swainsboro campus. Once each quarter, there will be an event hosted on the Swainsboro campus to promote enrollment on that campus. 1.)As a result of the success of the lunchroom visits we are incorporating them into the High School Coordinator's yearly plan. We will plan visits to each of the high schools in the service area in the Fall and again in the Spring. 2.) If the budget allows, STC will again host Senior Days and invite all the seniors from the service area high schools. 3.) All high school s in the service area have always been invited to CareerFest. However, in recent years not all of the schools choose to attend. Some schools have chosen to have their own Career Fair and others just can't work it into their schedules. STC will continue to invite the high schools to CareerFest.
	Enrollment Services	Coordinate an appreciation breakfast for high school counselors, graduation coaches, and instructors to help promote dual enrollment.	Appreciation Breakfast for service counties' high school couselors.	1.)STC hosted a Counselor Appreciation Breakfast in February on the Swainsboro campus. Sheila Caldwell, High School Initiatives Coordinator, from the system office presented on high scool activities and new initiatives that will be implemented in the upcoming school year. Mitchell Fagler, Director of Financial Aid also gave updates on changes in financial aid. 3.)STC held a Summer Educator Academy on the Swainsboro campus durign the first week of June. Local educators heard presentations from STC employees as well as presentations from Southern Nuclear, GCIS, Theresa Spangler (Educating Generation Y), and Thom (Time Management). Suddreth. 3.) Due to budget cuts, we werenot able to distribute flyers. However, the High School Initiatives Coordinators made high school visits to all local area high schools and spoke with the counselors about programs that willbe available to high school studnets in teh upcoming year. 1.)The Counselor Appreciation Breakfast did a great job of informing the counelors of new initiatives that will be in effect for the upcoming school year as well as answering any questions the counselors had. 2.)The SEA was a big success even though participation was down. We discovered that DOE has allowed local	1.)Counselors will be better able to discuss postsecondary options with their students and are more familiar with soem of the programs and services we can offer their students. 2.)Secondary School teachers will be better prepared to teach students with different learng styles and will also be more able to answer questions from students about STC. 3.)As a result of the popularity of the high school visits, the HSI Coordinators will schedule more times to be in the high schools to interact with the students.

	Financial Aid	Provide new and/or maintain industry standard equipment, software systems, and information resources to meet the needs of Student Services personnel.	1. Budget Request in SPIRIT	school boards to relax the PLU requirements for educators and we believe this had a direct impact on our participation. 3.)During the high school visits students were given the opportunity to fill out an application and discuss programs with the HSI Coordinators. We would have still liked to distribute flyers, in addition to the visits, but we believe there is no substitution for interaction withthe students.	
	Financial Aid	Provide new and/or maintain industry standard equipment, software systems, and information resources to meet the needs of Student Services personnel.	1. Budget Request in SPIRIT	During the year, the college signed a new lease agreement for the copier in Student Affairs and the necessary consumables were purchased for the Swainsboro Campus. Dual monitors were purchased for PCs in the Financial Aid computers on the Vidalia Campus. The new copier has greatly reduced the number of complaints from staff and the dual monitors have raised the efficiency of the Financial Aid staff.	Through continued analysis, a number of improvements were made to the imaging system that improved workflow in the office. Microsoft Live Messenger was implemented between the Swainsboro and Vidalia campuses to improve the speed of communication and reduce the cost of long distance.
	Financial Aid	Coordinate Swainsboro Campus Student Affairs office supply needs lists/requisitions.	Annual Student Affairs Budget Request	Difficult state budgets due to the current economic situation caused an increased emphasis on budget requests during the year. Given this situation, Financial Aid stayed well below the budget request and award for the year. Student and Faculty Perception of Services Survey results remained high despite budgetary constraints and limited staff on the Vidalia campus. Implementation of the new Financial Aid Email process in BANNER greatly reduced the expense for postage for Financial Aid letters as we only mail paper letters to students who have not been assigned student email addresses.	Financial Aid will continue to use resources in a judicious way until budget situations improve.
	Financial Aid	Increase the number of students who independently and successfully use electronic means to apply for, verify, and maintain their eligibility for financial aid.	The number of Free Applications for Federal Student Aid completed by students. The number of Georgia Student Financial Aid Application System (GSFAPPS) applications. Student Perception of Services Survey.	During Aid Year 0910 3016 electronically submitted FAFSA applications for the combined college compared to only 2977 for the two independent colleges during the 0809 aid year. In addition, over 95% of students favorably rate the Financial Aid application process. Through Education and training of students, the number of applications processed by students has steadily increased to the point where the college does not key in any paper applications for students except for rare occasions.	Efforts will continue to educate students on the online application process.
	Financial Aid	Earn a minimum of 50 hours of staff development training to improve customer service, efficiency, and management of the student services division.	Staff Development Plan/Activity Staff Development Plan/Activity Reports	I earned 60.8 hours of staff development during FY10 by attending my annual Financial Aid Conferences, BANNER 8 differences training and merger updates training from DTAE as well as completing the required staff trainings during the year. In addition, I served on the Professional Development Committee of GSFAA and was named to the Financial Advisory Committee for the Georgia Student Finance Commission. Each of these conferences and trainings provided excellent information on new financial aid policies and was able to network with Financial Aid professionals on best practices.	Through my volunteer activities, I have gained new knowledge of policies and procedures and implemented changes in the processing of Financial Aid applications and improved office procedures to more efficiently run the Financial Aid operations of the college.
	Financial Aid	Update/revise the policies and procedures of the Financial Aid Office.	Southeastern Technical College Financial Aid Policies and Procedures Manual.	Developed new checks and verification items because of federal and state information presented at Financial Aid conferences and results of a Title IV audit conducted at the college, which resulted in revisions to the Financial Aid Policies and Procedures of the college. Student Perception of Services Survey responses improved for the combined	Merging the processes of the two colleges Financial Aid offices proved challenging, due to different cultures. However, by looking at processes and procedures from both colleges in an open-minded way, the Financial Aid office was able to merge processes that best meets the needs of the office and the students with little difficulty.

				college during FY10 despite the implementation of new and more rigourous verification criteria.	
📝	Financial Aid	2% increase in enrollment for the Swainsboro Campus over the previous fiscal year.	KMS enrollment reports Admissions Matrix	Enrollment for the Swainsboro Campus decreased from and unduplicated total of 1201 for FY 2009 to 1115 for 2010. Due to state funding issues, colleges were required to eliminate a number of low enrollment programs. As a result, the Swainsboro Campus lost the Air Condition, Drafting and Automotive programs during FY 10. In addition, the Management and Supervisory Development Program instructor resigned which shifted all enrollments to the Vidalia Campus for this program. Finally, the Cosmetology and Practical Nursing programs were restricted to taking new students only during two quarters of the Fiscal Year, which resulted in lower enrollment numbers for those programs.	Meetings are currently being held to address issues related to enrollment on the Swainsboro campus. However, I have not been asked to participate in those meetings.
📝	Financial Aid	80% student satisfaction of financial aid assistance.	Student Perception of Services Survey Results New Student Survey Results Graduate Survey Results Leaver Survey Results	For the 2010 year, 97% of students report that Financial Aid Services are readily available and 96% were satisfied with the services provided by the Financial Aid staff. The Financial Aid Staff continues to provide excellent customer service to students and approval ratings continue to be high.	Financial will continue to improve communication with students and services to students by attending regular state and federal updates and Financial Aid conferences. In addition, a staff development day for Financial Aid staff at Southeastern Technical College is planned.
📝	Library Services	Join South Georgia Associated Libraries.	Membership in South Georgia Associated Libraries	Record number of 211 Interlibrary loan transactions during FY10. Ratio of lending to borrowing is 2 to 1 (141 to 70). South Georgia Associated Libraries is not currently functioning. Larger collection (with merged libraries) and precise attention to Interlibrary Loan results in positive lending to borrowing ratio.	Use the list of borrowed items for collection development in FY11.
📝	Library Services	Students will locate and use an electronic book.	1.COL1000 College Survival Strategies: Session on Information Literacy - assessment tool.	Provided bibliographic instruction to 1,977 people during FY10. Attended and presented at faculty and adjunct faculty meetings. Of those students who completed the assessment tool, 100% passed. COL1000 is mostly responsible for marked increase in Library attendance during FY10.	Review COL1000 sessions (3) to remain current. Cooperate with instructors whenever possible to provide library instruction to all first quarter students.
📝	Library Services	1.Add 1,000 new items to the Library during FY10>	1.Count of Items Added to Database by Location and Holdings code 2.Activity of Items Added and Deleted by Holds code for Location FY10	Added 1,039 items to Library catalog during FY10. Strong effort on the part of library staff and financial support from administration made this possible.	Continue to add 1,000 new items per year, and delete old and unused items.
📝	Library Services	1.Revise and update webpage to reflect merged libraries	1.Electronic feedback from webpage	Library web page now includes Swainsboro information. Students quickly understood how to use Library web page, as observed in COL1000 classes.	Use basic design, adding information resources as acquired.
📝	Library Services	Purchase and install new chairs and panels for computer workstations in Library.	Student satisfaction survey/The tables and seating arrangements in the library are in good condition and adequate for student needs.	Deferred until FY11 due to monetary restraints.	
📝	Library Services	Full-time staff complete 40 hours of staff development	Staff Development Activity Reports	Director completed 57 hours of staff development. Librarian completed 42 hours of staff development. Both Director and Librarian participate in TCSG Library Council. Librarian was on maternity leave during that time.	Information from other merging colleges allowed for smoother transition. As a result, interlibrary loans continued without interruption.
📝	Office of Academic Affairs	The Paramedic Technology program will have a successful accreditation site visit	Accreditation report by the Commission on Accreditation of Allied Health Education Programs (CAAHEP)	The site visit and self study due date have been put off until a later date. The self study is now due in December 2010. We are working on the self study and reduced the instructor's teaching load spring quarter to allow adequate time to develop this initial self study.	Continue this goal through next year

	Office of Academic Affairs	Students will demonstrate attainment of the general education competencies	General Education Competency Writing Exam (degree students) Compass E-Write (diploma students) Work Keys Applied Math Exam Work Keys Reading for Information Exam Work Keys Locating Information SCT 100 Comprehensive Final Exam	For FY 2010, students took a total of 1,822 general education competency exams. Out of these, there were 77 failures and 1,745 passing grades. Ninety-five percent of the exams were completed successfully. The majority of the failing scores,72, were made in the computer competency area although this area also had the largest amount of passing grades, 922. The largest percentage of failures was actually in the competency writing area where 3 of the 30 scores were failing for a failure rate of 10%.	The English instructors are planning to focus on more essay writing and writing rules in the English degree classes. Hopefully, this will increase the success rates for this competency. The Swainsboro instructors believe that too many provisionally admitted students are taking SCT 100 before completion of a remedial reading class. Academic Affairs is researching this recommendation to determine whether students must have already completed any remedial reading courses befoe enrolling in SCT 100.
	Office of Academic Affairs	The Glennville campus will be granted Full Approval for the Practical Nursing Program by the Georgia Board of Examiners of Licensed Practical Nurses (GBELPN).	GBELPN Board report. NCLEX pass rate.	Three students completed the program on March 18, 2010 and all three passed the NCLEX exam. The program meets the criteria for full approval by the Georgia Board of Nurse Examiners-LPN and we are awaiting official notification. Although all students who completed the program passed the NCLEX, the retention rate for this program was terrible. The program initially started with 15 students and ended with 3.	Major changes have been made to the program and to the clinical schedules. A second class has just been accepted and will start their classes Summer quarter. The nursing instructor has met with each student and the group as a whole to emphasize the time commitment that this program will require. She has told the students in advance what hours many of the classes and clinicals will be held in the hope that the students can more adequately prepare for this program.
	Office of Academic Affairs	The Dental Hygiene Program will receive full accreditation from the Commission on Dental Accreditation at their July 2010 meeting.	Accreditation report from the Commission on Dental Accreditation	The Dental Hygiene program received full accreditation from the Commission on Dental Accreditation. The Dental Hygiene program received full accreditation with no findings or recommendations. Now that full accreditation has been achieved, Southeastern Tech is able to admit its second class of dental hygiene students into the program.	The Dental Hygiene program will begin submitting annual reports to the Commission on Dental Accreditation. The faculty will attend all staff development training necessary to ensure the program remains in compliance with any changes to CODA standards or regulations. The next site visit will not be until 2016.
	Office of Academic Affairs	Increase faculty input into college governance and academic processes	Faculty Council minutes	The Faculty Council for Southeastern Tech was formed in August 2009. It includes 11 faculty members from all three campuses, as well as the Vice President for Academic Affairs who serves as a non-voting member. An annual progam of work was developed to ensure all academic policies, procedures, and manuals are up to date. All of these must be approved by the Faculty Council before they can be acted upon by the Executive Council. All of the minutes from the meetings have been posted. Faculty Council has made many recommendations that have improved the teaching/learning environment for both the faculty and the students. Many of the recommendations which have been enacted include changing the student information packet to online thus saving both paper and time, moving to a tobacco free campus, making changes to the online attendance policy, developing a new test score matrix for program admission, renovating an area for a new Faculty Lounge for the Swainsboro campus, and suggesting all employees and students on the Swainsboro campus must wear lanyards to identify themselves at all times.	The faculty at Southeastern Technical College now feel that they have a voice in many academic matters. The faculty are really utilizing their faculty representatives to express their feelings on different issues. The existence of the Faculty Council has also increased the communication between the academic administration and the instructors.
	Office of Student Affairs	Increase usage of STC auditoriums	Annual Rental and Revenue Report of STC Auditoriums		
	Office of Student Affairs	Increase the graduation rate of the College.	Annual Graduation Report	The graduation rate did increase slightly. The graduation rate of the college did increase by less than 2%, but still increased. This increase is due to better efforts to help our students put in place during the merger.	Results will be used to continue the increase in services to STC students.

	Office of Student Affairs	Increase the number of Hispanic students enrolled.	Enrollment report by ethnicity/race	The number of Hispanic students only increased marginally. In the middle of this year, a state-wide controversy arose over a student in North Georgia attending a college legally, but here illegally as a citizen. This caused a tremendous uproar in state-wide media and as a result, the number of Hispanics attending college state-wide decreased.	Despite creating a support group, and attending grant sessions for Hispanic students, due to the undocumented nature of many of these students, it appears unlikely that this number will increase anytime soon.
	Office of Student Affairs	Increase faculty/staff communication with students.	Community College Survey of Student Engagement (Annual Survey) Student Satisfaction of Services Survey (Annual Survey)	Due to fiscal considerations, this item was not able to be completed. No data to analyze since this item was not able to be completed.	Unable to add this item to survey because this item was not able to be completed.
	Office of Student Affairs	Increase usage of STC Auditoriums	Annual Rental and Revenue Report of STC Auditoriums	Data collection shows that more than 27,000 individuals visited the STC Auditoriums during FY10. The data shows a continued need for auditorium services.	The auditorium contract and revenue collection methods were revised. The auditorium webpage will be revised during FY11
	Office of Student Affairs	Increase STC Auditoriums revenue	Annual Rental and Revenue Report of STC Auditoriums		
	Office of Student Affairs	90% satisfaction rating by auditorium customers	Auditorium surveys of events from users		
	Office of Student Affairs	Obtain professional development hours to support student services and enhance student success.	Staff Development Plan and Activity Forms	Adequate Staff Development Hours were obtained. Staff Development training received was appropriate and beneficial.	Staff Development specifically focused on Retention will be attended this fiscal year.
	Office of Student Affairs	Plan and direct a system of services to students, including job counseling, admission, orientation, testing, financial aid, job placement, transfer of transcripts, special populations assistance, etc.	Student Perception of Services Survey Results New Student Survey Results Graduate Survey Results Leaver Survey Results	Survey results were very favorable. No area scored below 80%. Quality customer services continues to be a strength of our college	Merged policies and procedures will be reviewed to simplify some of the processes.
	Office of Student Affairs	Collaborate with staff and faculty to implement the college's Retention Plan.	KMS Retention Report	Flyers were disseminated through Owl Mail, posted throughout the campus, etc. during the fiscal year to promote all student activity events. 2. During this past year full time Gen Ed instructors were available to assist those students who requested tutoring services. 3. A forum was held with hispanic students to discuss the greatest barrier for them - it was learned that the lack of financial aid is the greatest factor that hinders continued enrollment for hispanic students. Student Activity events were attended by the largest number of students in quite some time. Students who chose to receive tutoring services rather than withdrawing remained in class. Hispanic resources were obtained.	Use information regarding Hispanic resources to identify resources for our students. Promote tutoring services offered by Gen Ed Instructors.
	Office of Student Affairs	Enhance customer service of Student Affairs Division.	Survey results from: Community College Survey of Student Engagement (Annual Survey) New Student Orientation (Quarterly Survey) Student Satisfaction of Services (Annual Survey) Faculty/Staff Satisfaction of Services (Annual Survey)	The Student Affairs Division did not have any program areas scoring less than 90% satisfaction on any item of any satisfaction survey. The results are from continued emphasis being placed on customer service. All Student Affairs employees attended a customer service session with a Admissions/Marketing/Retention Specialist, but were not able to attend State of Georgia Customer Service training.	The overwhelmingly positive results regarding the customer service session has emphasized the continued need for this type program on campus.
	Office of Student Affairs	2% increase in retention over the previous fiscal year	KMS Retention Reports	Retention Rate was 69.8% for FY 2009. It was 65.3% for FY 2010. The Retention Rate dropped for this fiscal year. This is a merged college percentage.	The Retention Plan will be reevaluated this year.
	Registrar	1% increase in student satisfaction of registration and	1) Student Perception Survey 2) New Student	1) Student Perception Survey shows a 98% satisfaction with the registration process. Last year's figure was 98.11%	1) We will look again at the registration processes we are currently using and see where

		graduation services	Survey 3) Graduation Survey	(This is an average of 99% on the Vidalia campus and 97.22% on the Swainsboro campus. Two figures were used due to merger of the schools.) 2) Unable to complete this process. Graduation too close to year end to complete. 3) Attended Banner upgrade training when changed to Banner 8 4) Attended GACRAO and peer group meetings during fiscal year. 1) Satisfaction with registration processes remained the same; however, the satisfaction rate is still high for the school. 2)Unable to complete 3) Banner training requirement met. 4) Conference attendance met for the fiscal year.	improvements can be made. Some changes have been made in this fiscal year and we are hoping to implement more in the coming year. 2) Unable to complete. 3) Banner training helped to improve some of the processes we use in Banner. 4) Obtained new ideas for the registrar's office. We have implemented several changes in the office due to merger as well as conference attendance.
	Registrar	Develop a new handbook for all new faculty and part-time faculty to assist in understanding the processes needed to keep accurate student records	Completed Handbook	Handbook has been developed and delivered to faculty Handbook will need to be updated as changes are made. Since handbook was delivered late in the year, no feedback has been made at this time.	Will poll instructors to find if handbook is useful and if other items need to be added. This will be a work in progress.
	Registrar	100% of full-time faculty and staff will be trained on the Family Educational Rights and Privacy Act of 1974 (FERPA) regarding the confidentiality of student records.	Online FERPA Training Log	FERPA presentation made to all faculty and staff on Staff Development Day in April 2010. FERPA guide as well as a Power Point is available for all employees on the College Intranet. Online FERPA training had not been working. We have updated the training and will have available to all employees beginning with the new fiscal year. All employees will be required to complete.	Updated the FERPA Training online. FERPA quiz will also be updated.
	Registrar	Students attending the Registrar's BannerWeb session will be able to print their transcript or course schedule.	CSS 1000 BannerWeb Roster/Checklist	Visited every COL 1000 class each quarter to teach students how to perform basic Banner Web functions - Discussed transcripts, schedules and gave handouts - Summer Quarter - 112 student taught Banner Web - only 4 unable to pull transcript - Fall Qtr - 282 students taught - 11 unable to pull transcripts and 9 unable to pull schedule - Winter Qtr - 252 students taught - Only one unable to pull transcript - Spring Qtr - 222 students taught - All able to use Banner Web successfully Students are now much more familiar with Banner Web processes. This has resulted in less student visits to registrar's office for assistance.	Updated presentation due to Banner upgrades for COL 1000 classes to ensure that students are able to get the most current information from Banner Web as needed.