









User: gware  
SPIRIT\_2010\_SE

# Community and Public Service Goals Report

Edit	Community and Public Service Unit	Desired Outcome	Assessment Method	Actual Assessment Results / Analysis	Use of Results/Improvement
	Child Development Center	Maintain Center of Distinction Accreditation	Evaluation from Bright from the Start: Georgia Department of Early Care and Learning Certificate of Center of Distinction Accreditation	An official report of successful accreditation has been achieved from the state licensing agency. Center of Distinction was achieved because grant monies has allowed the staff to have the necessary resource materials needed for the classrooms. The staff has also obtained and carefully studied the written materials needed for the yearly evaluation to ensure compliance.	Promoted Center of Distinction Encouraged students to pursue accreditation in their own facilities.
	Office of Adult Education	Maintain a 70% GED graduation rate	1.GALIS Report 2.KMS Report	73% graduation rate 1.We increased our testing sites to each county, implemented a distance education program, and went over our KMS goal for the number of GED graduates.	1. The strategies and activities we implemented this year led to an increase in the number of GED graduates.
	Office of Adult Education	Maintain a 60% retention rate in Adult Education	1.GALIS Report 2.KMS Report	Our retention rate for this year was 62%.  1. We implemented the distance education program in october of 2009. This has helped our retention rate by allowing students to set their own schedules for working on their studies and assignments.	1. All eight counties in the service area will implement the distance education program beginning July 1.
	Office of Adult Education	1. 8% increase in Adult Education enrollment over previous fiscal year.	1.GALIS Report 2.KMS Report	1. The adult education program did not meet its 8% enrollment increase. The primary factor that contributed to this was HB 2 which required all non-English speaking students to provide documentation they qualified for adult education services. Our students were primarily Hispanic and could not produce documentation they were here legally. The program serves several hundred annually.  1. Our recruitment efforts for next year will include outreach to Migrant Agencies to help recruit legal aliens.	1. Implement outreach recruiting strategies to include the Catholic churches, public schools and Migrant Agencies in an effort to recruit non-English speaking students who can provide documentation they qualify for adult education service.

	Office of Adult Education	100% of the GED graduates, who have a goal of passing the Workkeys assessment, will do so.	WorkKeys assessment report.	<p>1. Information on the WorkKeys assessment was incorporated in the adult education program orientaion.</p> <p>2. All full time adult education instructors in all eight counties were trained to proctor the workkeys assessment.</p> <p>3. 100% of the GED graduates who had a workkeys goal, took the assessment.</p> <p>1. Members of the community took the assessment in addition to adult education studets. Those who did not pass and needed to remediate were able to do so locally. This was good PR for the program.</p> <p>2. Adult eduction students who took the assessment and passed were able to find meaningful employment and allowed many to stay in school and not dropout.</p>	1. We used the WorkKeys assessment and the Work Ready program to recruit dropouts who did not not know about the adult education program and the options available to them if they had a GED.
	Office of Adult Education	1. Maintain a 67% or better satisfaction rate on annual program self-assessments designed to identify program strengths and weaknesses.	1. Annual self-assessment.	<p>1. Quarterly student and program needs assessments maintained a 90% satisfaction rate.</p> <p>1. Students provide input into their education plan through evaluating materials, methods of instruction, times, days and location of classes. This allows the program to determine if we are meeting studnet needs and how we can best improve what we are providing.</p>	1. Student suggestions are implemented as Best Practices.
	Office of Adult Education	100% of the full time Adult Education instructional staff will complete a minimum of 20 hours of professional development to enhance instruction.	<p>1. Annual instructor staff development plans.</p> <p>2. Annual instructor evaluations.</p>	<p>1. Annual evaluations were completed by April 15, 2010. All full time instructors completed a minimum of 20 hours of professional development.</p> <p>2. A variety of professional development activities was provided locally, by the Office of Adult Education, and UGA. Some were offered on-line.</p> <p>Multiple sources and on-line opportunities enabled staff to participate in more than the minimum requirement.</p>	The professional development training will allow instructors to implement Best Practices in their classroom.
	Office of Adult Education	42% of the students enrolled in the adult education program will advance a minimum of one grade level.	<p>1. GALIS Report.</p> <p>2. KMS Report.</p>	1. Our student level completion rate for FY' 10 was 36.8%. We did not meet our goal of 42% due to a change in the State Adult Education Assessment Policy that went into effect in October. Instructors were no longer able to assess students at their discretion, but rather	Level completion percentages are down state-wide. Perhaps the State will take a look at the Policy and allow instructors to make the determination of when to post-assess their students.

				<p>after a student put in a minimum of 60 hours.</p> <p>Instructors know best when students need to be assessed to measure educational learning gains. Many students do not need 60 hours of instruction between the initial TABE assessment and their post-assessment. These students leave the program and go elsewhere to take GED test. This hurts your retention rate, your GED test numbers and your level completion rate.</p>	
	Office of Adult Education	Increase the number of Adult Education class sites by 1% over the previous fiscal year.	GALIS Report.	<p>1. A new class site was opened July 1, 2009 at Emanuel Transition Center in Swainsboro. The class is scheduled on Saturday and Sunday evenings. This time accommodates those who work during the week. approximately sixty students enrolled this year and 8 passed the GED.</p> <p>1. The weekend class has been successful due to the days and times the class was scheduled. 2. GED testing was provided on Saturday, as well, to accomodate those who worked.</p>	1. Due to the success of the class, additional classes will be tried on the week-ends.
	Office of Economic Development	2% increase in number of customized training services over previous fiscal year. Services will be provided to entrepreneurs and small businesses.	Review Economic Development Division enrollment and revenue reports submitted monthly to the President Review course evaluations as courses are completed Meet established goals for FY 2010	<p>Customized training and services were provided for a total of 11,433 individuals during the year Assisted 123 new and existing small businesses 8 A+ computer certifications were awarded at Smith State Prison Results for 2010 reflect a 28% increase from the previous year</p> <p>Goal was surpassed by 26%.</p>	Division marketed available customized training and services Will closely monitor need for modified or new services
	Office of Economic Development	Obtain professional development to meet staff development requirements and enhance Economic Development services	Staff Development Plan and Activity Reports	<p>Attended all required staff development meetings Total of 92 hours of staff development were completed during the year</p> <p>Goal was achieved.</p>	Staff development for Work Ready provided VPED with better understandnig and knowledge of how to better promote Work Ready communities.
	Office of Economic Development	7% increase in number of conferencing and catering services to the community.	Economic Development Enrollment and Revenue Reports Economic Development Center Survey Enrollment and Revenues meet pre-established goals for FY 2010	<p>Hosted 108 meetings and conferences during the year 4944 individuals served Results for 2010 reflect a 20% increase from the previous year</p> <p>Goal was surpassed by 13%.</p>	Division promoted the EDC's capability to host meetings and conferences.
	Office of Economic Development	5% increase in the number of continuing education course offerings over previous fiscal year. Georgia Work Ready will be an integral part of our Community	Economic Development Enrollment and Revenue Reports Continuing Education Course Evaluations	<p>Continuing education courses were provided for a total of 756 people Results for 2010 reflect an 8% increase from the previous year</p> <p>Goal was surpassed by</p>	Success with the continuing education portion of our program can be attributed to effective marketing. Marketing approaches utilized this year will continue, but will also develop new, more effective marketing strategies.

		education.		3%.	
	Office of Economic Development	5% increase in utilization of economic development services.	Utilization reports submitted to the President monthly TCSG System Scorecard for Economic Development Meet prestablished goals for FY2010	A total of 17,060 individuals were served during FY2010 Results for 2010 reflect a 14% increase from the previous year  Goal was achieved.	We plan to continue similar efforts in the coming year. Reductions in resources will require we develop effective and efficient methods to reach our target population.