SPIRIT

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	85% of students who participate in the College Work Study program will be able to list and describe 5 work ethics traits needed to obtain and maintain employment.	Assessment given to Work Study students at completion of program	100% of Work Study graduates were able to identify 5 work ethics traits and explain their importance in the work place.	The Career Services Department will continue to give assesments to work study students each semester and create additional methods of identifying work ethics traits for next fiscal year.
	Career Services	90% of students attending Career Services lunch information sessions will develop a better understanding of skill sets needed to obtain and maintain employment	Surveys administered at the conclusion of lunch information sessions; End of Year Job Placement Report of Graduates	95% of the students answered the survey by stating that they had a better understanding of what skill employers are looking for in today's workforce.	The Career Serviecs Department will continue to provide employment related workshops to students each quarter.
	Career Services	Students will demonstrate an ability to navigate e-Recruiting software, and locate and evaluate information regarding career opportunities	Surveys administered at the conclusion of E-Recruiting information sessions	Results show that 90% of the students indicated that they would be able to upload information and retrieve employment opportunities.	The workshops hosted by the Career Services Department do assist students with navigating through the site and searching for job opportunities. The Career Services Office will continue to provide e-Recruiting workshops to students.
	Career Services	85% of graduates will obtain employment in their field of study or a related field	Technical College System of Georgia Knowledge Management System data and internal Job Placement Data reports	Results show that 85% of students at reported to the Career Services Office obtained a job in their field of study. By using internal department and e-recruiting system reports, the Career Services Department met it's goal of assisting 85% of students to a job in their field of study. Students were able to connect with employers via the e-Recruiting system by uploading resumes and accessing new job positions in the local area.	The Career Services Department extended it's availability to local employers and streamlined processes to better allow employers to connect with STC graduates.
	Distance Education	Provide ANGEL and distance education training to faculty.	ANGEL certificates provided by the GVTC trainer.br> Online Faculty Survey	Introductory ANGEL training was offered twice in FY2011. Additionally, advanced training was also offered twice. Information on ANGEL updates/training was also given at two Faculty meetings and customized, individual training was offered multiple times on an as-needed basis. Comments from the Online Faculty Survey showed the need for shorter training sessions and better communication regarding the training dates.	To be implemented FY 2012, one-on-one training sessions will be available upon request. Training Session dates and locations will be advertised. Also to be implemented in FY2012, ANGEL training lunch-n-learn sessions will be offered on the Vidalia and Swainsboro campuses.
	Distance Education	Faculty are satisfied with the staff available to support electronically offered programs.	Annual Survey of Online Faculty will demonstrate at least 80% satisfaction rate among faculty.	The actual percentage was a perfect 100% or 28/28 respondents. From the Annual Survey of Online Faculty, faculty were satisfied with the staff available to support	Implementing Review of Master Online Courses beginning Fall Semester 2011/FY2012. To be implemented in FY 2012: one-on one training sessions for online

				electronically offered programs by greater than 80%. Comments on the survey noted that more in -house training needs to be made available to online instructors. Shorter training sessions are preferred. Due to the comment that Angel training is never offered, better communication regarding training may be needed.	instructors; all Angel Training sessions will be advertised; ANGEL training lunch-n-learn sessions will be offered covering only one or two ANGEL topics per session.
📝	Distance Education	The retention of students will be comparable in Distance Education and traditional courses.	KMS data to be evaluated and retention should be within 10% variance.	This goal was not met. There was a greater than 10% variance when comparing online course to traditional course retention. In online course evaluations, it was learned that students feel there is too much variation in the layout and organization of online courses from instructor to instructor.	A Master Review process was developed to be implemented Fall Semester 2011 which will ensure all online courses offered are user-friendly, consistent in layout, and easy to navigate and understand. We additionally developed an STC Online Master shell which will verify that all key information students need to be successful online students is placed in every online course. One key part of this Master shell is that every online course has course folders entitled Course Expectations and Attendance Policy. The first folder allows instructors to set the expectation of the amount of work and effort necessary to be successful. The second folder specifically indicates the STC online attendance policy as well as any additional instructor requirements. Although this information is on every syllabus, we feel having this information in multiple places will improve retention.
📝	Enrollment Services	80% of individuals using the Admissions Office or individuals utilizing Admissions Office services will rate their satisfaction as good or better as recorded on all satisfaction surveys.	Student Perception of Services Survey	There were 9 different questions on the Student Perception of Services Survey that were directly related to Admissions and/or Admissions services and the lowest percentage of agreement on any of the questions was a 96.43%.	Although the scores received on the survey directly relating to Admissions were very good, there is still room for improvement. The lowest percentage of 96.43% was in regards to the following statement: The Admissions staff provides applicants with the appropriate information about programs and entrance requirements. In response, the Admissions Department will have necessary meetings to go over any program changes, score changes, or any other changes that may affect the student being told inaccurate and/or incorrect information. Emails will also be sent to all of Student Services when a program change has occurred so that everyone will be aware of the change.
📝	Enrollment Services	10% of service area high school graduates will enroll at Southeastern Technical College within 18 months of graduation from high school as reported by the Georgia Department of Education.	GA DOE Report Card - This report will be inconclusive until 18 months after high school graduations. At that time we will pull the data to see how many service area high school students have enrolled at STC.	A Counselor Appreciation Breakfast was not held in the Spring during the past year due to scheduling conflicts. It has been rescheduled for the Fall of 2011. The High School Initiative Coordinators visited each of the high schools in our service delivery area and spoke with students who were interested in attending STC. While there, they also handed out information on dual enrollment, joint enrollment, and ACCEL for the upcoming school year. In addition to this, the coordinators also met with the counselors at each high school to cover any questions/concerns they may have had about dual enrollment opportunities for the upcoming school year. During FY 2011 STC attended 3 PROBE Fairs and saw approximately 1450 students. The college enrollment of high school seniors 18 months after high school graduation is not yet available. Once the high school	Data for this objective (percentage of high school students enrolling within 18 months of graduation) is not available at this time and therefore not conclusive. Once all data is available, information will be gathered and the Use of Results/Improvement will be completed.

			enrollment data is available from GA DOE, it will be reviewed to see how STC can improve high school recruitment.	
	Enrollment Services	Students who participate in New Student Orientation will be able to identify two items learned during Orientation that will enable them to successfully begin College.	Students will be asked to list two items on the NSO survey that they learned during NSO	Approximately 60% of students listed 2 items they learned during NSO. However, the remaining surveys we collected did not have responses on them.	We discovered that one of two things could have occurred on the surveys where the question was left blank: 1) Students did not learn two items during NSO, or 2) students did not take the time to answer the question. As a result of this, the NSO process will be revised so that students must complete the orientation online and will be required to take quizzes throughout the orientation to prove they have learned the material. If a student does not correctly answer the questions about a specific area, he/she must retake the quiz until they get it correct. The online orientation will be set up so that a student cannot progress to additional sections of the orientation until they have correctly answered questions about the previous sections. This will be implemented for Winter 2012.
	Financial Aid	2% increase in enrollment for the Swainsboro Campus over the previous fiscal year.	KMS enrollment reports Admissions Matrix	1,115 students enrolled on the Swainsboro Campus in FY 2011 1,115 students enrolled on the Swainsboro Campus in FY 2010 Although there was no increase in enrollment, the good news during the current economic crisis is that the enrollment did not decrease on the Swainsboro Campus.	Student Activities per federal reporting requirements were implemented to help enrollment and retention.
	Financial Aid	Students visiting the Financial Aid Office or utilizing Financial Aid Services will rate their satisfaction as good or better	Student Perception of Services Surveys at 90% or better.	97.31% of students reported Financial aid information and services are readily available and helpful. 95.81% of students reported they were satisfied with the services provided by the Financial Aid staff.	Results for satisfaction remain high. Within the past month a part-time financial position on the Vidalia campus has been increased to full-time to better serve students.
	Financial Aid	Update/revise the policies and procedures of the Financial Aid Office.	Southeastern Technical College Financial Aid Policies and Procedures Manual.	Student Perception of Services Survey results listed several comments about Financial Aid.	The Student Perception of Services Survey results were almost equally split among positive and negative comments. The negative comments related to staff not taking time with students. I have gone over the results with the Financial Aid Staff and cautioned them to be more cognizant of attitudes during busy times to make sure students' questions are being answered. The other comments related to procedural complaints about Financial Aid not taking payments and more Financial Aid not being available. Southeastern Technical College participates in all grant programs available to students. We are exploring participation in the Direct Loan Program to further assist students with education expenses. Financial Aid staff are barred by federal regulations from taking issue checks or handling students payment of tuition and fees due to the Separation of Duties provision of The Blue Book.
	Financial Aid	Students will be able to locate and manage the amount of their Financial Aid awards in BANNERWeb.	Student Perception of Services Surveys at 90% or better.	97.31% of students reported Financial aid information and services are readily available and helpful. 95.81% of students reported they were satisfied with the services provided by the Financial Aid staff. Banner logs indicate and average of 54 students per day access the Account Summary screens in BANNER to view account balances and Financial Aid amounts during peak times such as Registration and the dates when checks are due to be issued.. Results continue to be high on	For the FY 2012 new, more detailed questions about BANNERWeb and student's use of the site will be added to better gauge student learning of the process to manage their Financial Aid Accounts.

				Student Perception of Services Surveys.	
	Financial Aid	Student attending Financial Aid session of COL 1000 will understand how Financial Aid Award Amounts, SAP Standing and PELL amounts are calculated.	Usage statistics from BANNERWeb and Student Perception of Services Surveys at 90% or better.	97.31% of students reported Financial aid information and services are readily available and helpful. 95.81% of students reported they were satisfied with the services provided by the Financial Aid staff. Banner logs indicate and average of 54 students per day access the Account Summary screens in BANNER to view account balances and Financial Aid amounts during peak times such as Registration and the dates when checks are due to be issued.. Results continue to be high on Student Perception of Services Surveys.	BANNERWeb statistics will continue to be tracked and additional information has been added to BANNERWeb for students to monitor.
	Library Services	Full-time staff complete 40 hours of staff development	Staff Development Activity Reports	Director attended COMO conference in Athens and GOLD/GALILEO users conference. Librarian attended Library Council meeting in Macon.	As a result of attendance at COMO conference, we are exploring Google analytics for Library webpage.
	Library Services	Maintain membership in Georgia OnLine Database (GOLD).	Completed Statement of Compliance and annual database updating as required.	Continuing GOLD membership. Ratio of lending to borrowing improved to about 3 to 1. Batchloaded deletes through Lyrasis.	Comply with GOLD requirements. Continual measurement of ongoing lending to borrowing ratio.
	Library Services	1. Students will locate and use an electronic book. 2. Students will locate and use an article from an electronic database.	1.CSS 1000 College Survival Strategies: Session on Information Literacy - assessment tool.	Library staff provided 101 instruction sessions for 2,119 people. Of those, 1,940 were students in COL1000 classes. Of those students who completed the assignments, over 99% demonstrated that they can locate and use both an electronic book and an article from an electronic database.	Assure currency of materials. Coordinate with online instructors to assure consistency of instruction.
	Library Services	1.Add 1,000 new items to the Library during FY11	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 1,007 items to collection this fiscal year.	Review, update and grow library collection.
	Library Services	1.Revise and update webpage to reflect new web capabilities	1.Electronic feedback from webpage	Continuing review of website and nature of revision.	Orientation for distance learners to be main focus of website.
	Library Services	Purchase and install new chairs and panels for computer workstations in Library in Vidalia.	Student satisfaction survey/The tables and seating arrangements in the library are in good condition and adequate for student needs.	Furniture has been researched and evaluated. Waiting on available funds.	Prepared to submit requisitions as soon as funds are available.
	Office of Academic Affairs	Offer Associate Degree of Nursing program on Vidalia campus	Local and state board approval	A new program request was completed and sent to the local board for approval. Once local board approval was received, the request was submitted to the state board of the Technical College System of Georgia for additional approval. The state board voted to approve this program. A team, made up of employees from throughout the College, was assembled and the feasibility study was developed. We are finalizing the study and will be submitting it to the Georgia Board of Nursing.	Once our study is sent to the Georgia Board of Nursing, we will work closely with them to make recommended changes to the document. Once it meets their approval, we will be placed on the agenda at their next meeting so that we can move ahead with the accreditation process. The next step will be to hire a nursing education consultant to help develop the curriculum.
	Office of Academic Affairs	Included in VPAA plan			
	Office of Academic Affairs	The Clinical Lab Technology program will have a successful program accreditation visit.	The Clinical Lab Technology report	The Clinical Lab Technology program received a glowing report from the onsite accreditation team. There were no recommendations for the program.	The accreditation team will recommend continued accreditation for the Clinical Lab Technology program and the recommendations will be voted on in July 2011. The process was very good for the instructor because this was the CLT instructor's first accreditation visit. The process increased her familiarity with program standards and inspired her to enhance her teaching methods

					and classroom management style. Throughout this process, the CLT Instructor has learned to be more diligent in linking test questions to the learning objectives; showing progression of test questions from recall to analyzing; and implementing "skills check off" formats in all labs.
	Office of Academic Affairs	The Paramedic Technology program will develop their first self study for the Commission on Accreditation of Allied Health Education Programs (CAAHEP)	Completed self study	The self study has been developed, completed, and sent to CAAHEP.	The self study has been accepted by CAAHEP and the program site accrediting team will be on campus in October 2011.
	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 2011: Two of the five exams have 100% pass rates. The other 3, although they have high pass rates, have students who have failed the exam. Compass E Write - 201 students have taken this exam and 196 have passed. General Education Computer Competency Exam - 792 studens have attempted this exam and 773 have passed. Applied Math Exam - 236 students have taken and passed this exam. Work Keys Locating Information Exam - 208 students have taken and passed this exam. Writing Exam -	Students who fail any of the exams can take advantage of regularly-scheduled tutoring sessions offered by the General Education faculty where they can receive one-on-one remediation for their areas of weakness. The schedule for these sessions varies from semester to semester based on teaching load and the hours classes are scheduled. The scheduled tutoring hours are posted in the Student Success Lab as well as various other places around the campus. In addition, students can receive one-on-one remediation by scheduling an appointment to discuss areas of weakness with the appropriate General Education Instructor during regular office hours.
	Office of Academic Affairs	Up to date computer labs for Accounting and BAT on the Swainsboro campus	Student evaluations for Accounting and BAT in Swainsboro	It has been decided that we will put these two programs in the new building so we are not going to update the labs at this time. However, we did purchase new computers for both labs and these will be installed this summer.	We will explain to the students the plan to move the programs to the new building when it is built. They will see the new computers in the labs when they start classes this summer.
	Office of Academic Affairs	Start the Automotive program in the new charter school and achieve program accreditation	Registered students for Fall Semester	John Bratcher has been hired to be the lead instructor for the program. We have ordered all the furnishings and equipment necessary for classes to begin. All of our automotive equipment was purchased using NATEF guidelines. The six TCCs and 1 diploma curriculum has been adopted and approved by the state board of the Technical College System of Georgia. This curriculum will provide the automotive graduates everything they need to sit for the NATEF certification exam. Additionally, an annual schedule has been adopted to ensure students can complete the program in a reasonable time.	Classes are slated to begin August 22. Students have been registered for the diploma program. Once the first group of students is in class, we will begin the official process for NATEF certification. This program certification will allow our graduates to sit for the national NATEF certification exam which is considered to be the gold standard for automotive technology.
	Office of Academic Affairs	The College will successfully move from the quarter system to the semester system	Semester catalog; annual schedule	The semester catalog has been developed, reviewed, and published electronically on the STC website. Academic Affairs has conducted numerous meetings to ensure all faculty are aware of the specific curriculum changes to their programs. Program instructors have been given many opportunities to meet as a group on both campuses to make decisions relating to curriculum changes, textbooks, annual schedules, etc. Instructors were also given access to KMS to allow regular monitoring of program and curriculum changes. Many programs have had state IFCC meetings with TCSG program specialists to review the proposed changes to their program curriculum. Annual schedules have been submitted by each program.	The VPAA held a student lunch and learn session on each campus about the quarter to semester changes. Students have been advised and given individual reports from their advisor on how the quarter to semester system will impact their course of study. Students have begun registering for Fall semester using the newly-developed semester catalog.
	Office of	85% of individuals who	Survey results from:	Eight questions regarding	The results of these surveys indicate

	Student Affairs	come in contact with Student Affairs personnel or who utilize Student Affairs services will express satisfcation with our customer service.	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)	satisfaction of services of Student Affairs were on the Faculty and Staff Perception of Services Survey. One five of the questions 100% of the respondents (n=81), indicated either Strongly Agree or Agree with satisfaction of services. The remaining three responses had a 98.73, 98.10, and a 96.10 response indicating favorable agreement of Student Affairs services. The Student Perception of Services Survey also indicated favorable agreement of the customer service of the Student Affairs Division. All questions received a majority favorable response with no question receiving less than a 94% favorable response.	that the Student Affairs Division excels in the provision of quality customer service to faculty, staff, and students. The positive survey results indicate the benefits of continued staff development training and emphasis in that area.
	Office of Student Affairs	85% of STC students will indicate that communications from Student Affairs via student email account led to increased retention.	Data Collection of emails sent through iContact will monitor usage Student Satisfaction of Services Survey will report usefulness of communications	STC purchased the iContact system as a means of enhancing communications with students. This system allows you to monitor which emails have been opened by students so that you can develop a better communication plan with students. A communication plan was developed with e-mails for each week of the 10 week quarter system and implemented. The first email was sent as a part of the communication plan, but the system showed no students had opened or read the email. Tried again to send the email--same results. After several attempts and many hours on the phone with customer support, it was finally determined that our student email system is too old and will not work with a contact manager such as iContact.	As a result of this program not working, we have decided to concentrate more effort on the one-portal project as a means of enhancing communications with students.
	Office of Student Affairs	Students who participate in the College's Wellness Program will develop knowledge on how to cultivate a healthy lifestyle.	Wellness Program Small Group Assessment Wellness Program Surveys	A Winter Quarter Weight War was hosted on Vidalia's campus and a Spring Fling Weight Loss competion was hosted on Swainsboro's campus. Over 75 people competed in this healthy weight loss competition. A Wellness Week and Lunch and Learns were also hosted where participants heard information on - Eating Healthy, Exercise, Online tracking tools, etc.	Healthy Living newsletters will be sent to all students next fiscal year on a quarterly basis.
	Office of Student Affairs	85% of faculty, staff, and students will report improved communications as a result of implementation of "one portal" log-in	Community College Survey of Student Engagement (Annual Survey) Student Satisfaction of Services Survey (Annual Survey)	The development of the "MySTC" one-portal login project was not completed during fiscal year 2011. The project was delayed for several months due to Business Office bidding/purchasing regulations governing sole-source procedures. approval to purchase the system was not received until late December, 2010. The implementation team has been workind hard to complete this project, but it cannot be completed during this fiscal year.	Although we were not able to begin this project until January due to teh difficulties in receiving approval, the resulting delays did provide us with more time to research one-portal login projects and websites so that when the system goes "live" in fiscal year 2013, it will be a better, more useful system to STC faculty, staff, and students.
	Office of Student Affairs	Students will demonstrate an increased understanding of Earth functions and human impact on environment.	Earth Day Survey Results	An Earth Day Clean up day was hosted by STC. Approximately 50 students and staff/faculty picked up trash on the college campus and at the surrounding businesses. Students were able to see first hand through this experience the impact of littering in our community. Based on responses to a Student Activity survey, this event seem to make a lasting impression on the students.	Host a clean up day on Earth Day in lieu of presentations next fiscal year.
	Office of Student Affairs	Auditorium revenue will increase by 5%	Annual Rental and Revenue Report of STC	During this past fiscal year, we created a Facebook page and a	The data is substantial enough to indicate the need to continue

		over FY10 revenues.	Auditoriums	webpage to promote the usage of the STC Auditoriums. During tough economic times and budget cutbacks, attempts are being made to help more units of the college become self-sufficient. As a result of these marketing efforts, Auditorium revenue increased by 27 percent over the previous fiscal year.	promoting the Auditoriums and that the Facebook page and the STC website page are useful tools in increasing auditorium awareness and revenue.
	Office of Student Affairs	A majority of students referred through the College's Early Alert System will remain enrolled in college.	Final Grades each quarter; graduate report	The meeting with faculty did not occur until the latter part of the fiscal year. Students referred by instructors were contacted within 24 hours. Appropriate referrals to community resources were made as needed. The number of total graduates decreased by 8%. There is no tracking mechanism in place to track those referred through the Early Alert system.	Develop tracking mechanism to track the attrition of those referred through the Early Alert system. Meet with faculty prior to Fall Semester.
	Office of Student Affairs	Students participating in the College's Student Leadership Retreat will identify personal, civic, and social goals and responsibilities.	Student Leadership Retreat Questionnaire	Student Leadership Retreat held Nov 18, 2010. Topics included Teamwork,Leadership, Communication,Business Etiquette, and Civic engagement. Surveys by participants indicated 100% felt their leadership skills had grown and 96% Felt the information they received from the Retreat would allow them to be a better employee and/or member of their community.	Host Retreat annually. Offer similar informational meetings throughout the next fiscal year.
	Registrar	Students attending the Registrar's information session of the COL 1000 class will be able to pull transcripts, print schedules, and register for classes.	COL 1000 Roster/Checklist	Registrar's Office taught one session of each COL 1000 class each quarter. Summer Quarter 2010, 13 sections of COL 1000 were taught and 219 students were given instructions on how to use Banner Web. For fall Quarter 2010, there were 13 classes taught and 321 studnets were taught Banner Web.For winter quarter 2012, there were 9 classes taught and 165 students were taught Banner Web. For spring quarter, 10 classes were taught and 222 students were taught banner web.	Students are able to pull unofficial transcripts and print their schedule for each quarter. Students are also given handouts which help with all areas of Banner Web. This has cut down on the number of phone calls and office visits concerning the Banner Web processes.
	Registrar	80% of indivuduals using the Registrar's Office or individuals utilizing Registrar Office services will rate their satisfaction as good or better as recorded on all satisfaction suverys.	1) Student Perception - minimum 80% satisfaction of Registrar services. Survey 2) New Student Survey - minimum 80% satisfaction of Registrar services	1) Students taking the Student Preception Survey rated the Registrar's Office with a 98.51% satisfaction rating for the registration process according to question #28 in the survey. Students also rated the Registrar's Office with a 99.10% rating for the satisfaction with the student records according to question #32 in the survey. 2) Students taking the New Student Survey rated the registration process sa excellent/good - 98% summer quarter 2010, 90% fall quarter 2010, 97% winter quarter 2010, and 94% spring quarter 2010.	Students are satisfied with the current processes and recordkeeping of the Registrar's Office. The office will continue to meet the student's needs while improving services to meet all student's needs.
	Registrar	All faculty and staff will demonstrate a basic understanding of the Federal Education Rights and Privacy Act.	Online FERPA Training given to all faculty and staff as well as all new employees during FY 2011.	<1) All full time employees completed the training and quiz through the online instruction. Results were emailed directly to the Registrar's office. Out of 51 part-time instructors for spring quarter 2011, 41 completed the online training and quiz.br>2) The FERPA reference form is available to all employees through the Southeastern Tech's Intranet.	All employees are better informed about FERPA regulations. The Registrar's Office will continue to train all employees each year.