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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	80% of the students that participate in the college Work Study program will be able to identify work ethics traits and be able to describe their importance in the work place.	Assessments given to Work Study students at the conclusion of workshops	100% of Work Study participants were able to identify work ethics traits and their importance in the today's work place. As well as identify examples of where they performed those every traits in the Work Study Program during the semester.	The Career Services Department will continue to provide work ethics workshops to further stress the importance of proper work ethics in today's work environments.
	Career Services	100% of the students will be able to identify needs of companies and employer expectations in their particular field of study.	Employer of the Month Survey	100% of students identified needs and expectations of employers in the local community.	The Career Services Department will continue to offer this service to the students of STC, because it allows students to know important items that employers focus on.
	Career Services	50 students will receive job market info provided by the Career Services Office through the Student Success Centers.	Student Success Center Sign-in Sheet; Student Success Center Survey	42 Students came to the Career Centers to receive job market information. Most students approached Career Services personnel to obtain information or wanted online resources to view.	The Career Services Department concluded that students didn't want to visit a physical center, because they wanted to either talk with an individual or use the internet to access materials/videos. The Department will create an online career center to provide a more accessible service to the students. That career center will contain up-to-date information as well as visual job related information.
	Career Services	86% of graduates will obtain employment in their field of study or related field	Technical College System of Georgia Knowledge Management System data	TCSG moved the due date of job placement data back a whole fiscal year. This information will be available at the end of fiscal year 2013.	
	Distance Education	Implement proctoring for all online courses.	STC Master Review Process	Beginning Fall Semester 2011, all online courses required one proctored event. The process went really well.	The proctoring requirement was a success and will continue to be required; however, it will not be listed as a goal in Spirit in FY 2013.



				<p>The success of the proctoring requirement can be attributed to the advance notification students and online instructors received. Online proctoring policies and procedures were developed in FY12 and added to the Distance Learning Policies and Procedures Manual. Additionally, these forms were created to assist with this new process: Proctor Scheduling and Approval Form, Proctored Event Registration Form (On-Campus), Proctored Event Registration Form (Off-Campus), Proctoring Instructions, and the STC Master Review Form. The Online Academic Activities Coordinator and the Swainsboro GVTC Coordinator attended New Student Orientation for Fall semester and gave detailed information on this new process. Faculty were informed of this new procedure via Faculty Meetings, Campus Email, and Adjunct Orientation. Beginning Fall 2012, all online courses had to go through a Master Review process whereby it was assured that a proctored event was required, clearly indicated on the course syllabus/lesson plan, and a Proctoring Tab was added to ANGEL with detailed information given.</p> <p>All completed Master Review forms are scanned and saved on the S Drive.</p>	
	Distance Education	Train faculty on the creation of reusable and other multimedia objects to enhance course design and interaction.	Annual Survey of Online Faculty	<p>83.33% of online faculty were satisfied with the training offered to enhance course design and interaction. Although this is satisfactory, we would like to increase the satisfaction rate to 90%.</p>	<p>To increase the satisfaction rate, in FY 2013, the Online Academic Activities Coordinator will provide a mandatory online education faculty training.</p>





	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.	95.65% of distance education faculty that completed the 2012 Survey of Online Faculty agreed that they were satisfied with the staff available to support electronically offered programs. This satisfaction rate is due to the additional training & support that was provided during FY 2012.	Because online staff support is a very important goal, it will continue to be used in FY 2013. If funds are available in FY 2013, an Ipad will be purchased for the Swainsboro GVTC Coordinator. The Ipad will allow the GVTC Coordinator to answer emails and provide support to online students and online staff during the evenings and weekends. The Online Academic Activities Coordinator for the Vidalia campus has a Droid that is used to provide support to students and staff.
	Enrollment Services	80% of students are aware that students with a documented disability, who require special assistance, are provided support services through the Special Needs Office to enable them to attend STC.	Student Perception of Services Survey (conducted annually)	The Student Perception of services survey shows that 99.39 percent of students are aware that special assistance is available for students who have a documented disability.	The high percentage of students who are aware of services for students with a documented disability shows that the methods we are using are working. We will continue to do the things that we are currently doing.
	Enrollment Services	80% of faculty/staff are aware of the support services available to students with disabilities through the Special Needs Office.	Faculty Staff Perception of Services (conducted annually)	The Faculty Perception Survey shows that 95.33 percent of the faculty are aware that there are special support services for students with a documented disability.	The results show that we had good results with the activities that we are currently using. So we should continue with the same strategies and activities that we are currently using.
	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 8 questions on the Student Perception of Services survey that were Admissions related. The average score of those 8 questions was 97.455 with a high score of 98.33% and a low score of 96.43%.	The results indicated that students were very pleased with the services they received from the Admissions Office. All the percentages fell above the 97th percentile with the exception of one question: The Admissions staff provides applicants with appropriate information about programs and entrance requirements. I feel that we do a good job for the most part of relaying information and communicating between divisions, but there is still room for improvement. In an effort to have all percentages at or above the 97th percentile, better communication about program changes needs to be relayed from Academic Affairs to Student Affairs in a timely manner so that students are not given inaccurate information. A meeting with Academic Affairs and Student Affairs personnel will be scheduled to brainstorm better ways of disseminating information between divisions and to see if there are any new ways that we have not thought of yet.
	Enrollment Services	80% of students attempting an exemption exam for articulated credit will score 80% or better on the exam.	Exemption exam (diploma level course examination) will be taken and student must meet score at least 80% or better as required by Southeastern Technical College.	Only two students attempted an exemption exam during FY 2012. Neither of the two students passed the exam with an 80% or better.	In an effort to increase the number of students attempting articulation exams (at Southeastern Tech and across the state), TCSG will be implementing statewide articulation agreements in FY 13. The new process will allow for more courses to be articulated and will hopefully encourage more students to take advantage of the articulation exams.





					The goal of the statewide articulation is to increase the overall number of students participating in articulation.
	Enrollment Services	80% of students are aware that opportunities are provided for them to participate in student organizations (i.e. PBL, SkillsUSA, MECA, IAAP, Student Leadership Council, NTHS, etc.).	Student Perception of Services Survey (conducted annually)	The Student Perception Survey shows we received a 98.20 percent rating that students are aware that opportunities are available to them to participate in student organizations.	The results show that we had good results with the activities that we are currently using. So we should continue with the same strategies and activities.
	Enrollment Services	90% of students participating in New Student Orientation will learn information that will enable them to successfully begin college.	Student Perception of Services Survey (conducted annually)	Of 317 students completing the satisfaction surveys, 98.74% agreed that they learned something during New Student Orientation that enabled them to begin college successfully.	While these results are impressive, the Admissions Office and STC want to ensure that students are retaining the information we present to them. Therefore, in FY 13, we are planning to implement an Online Orientation that all new students must complete prior to registering for classes. There will be a comprehensive exam at the end in which the student must score at least an 80% on to complete the orientation. These results will be uploaded into BANNER if a student make at the 80 percentile or better and the students advisor will see that the student has completed the orientation. A Hold will be placed on the students file until the orientation has been completed.
	Financial Aid	Expand the number of tailored messages available to students in BANNERWeb to inform students about eligibility for Financial Aid. Increase the use of BANNER Email function to inform students of various Financial Aid processes and events.	Student Perception of Services Surveys at 90% or better and the number of new messages and processes added to BANNER form RORWXTX and ROREMAL.	<p>For the year 94.25% of students gave a favorable rating of the Financial Aid Staff.</p> <p>The Student Perception of Services Survey's showed a 94.74% positive rating on Financial Aid Information and Services.</p> <p>Both ratings were above the established benchmarks. However, the percentages decreased slightly from last year. This could be attributable to the changes in the HOPE Regulations requiring a 3.0 GPA and the PELL Lifetime Eligibility cap.</p>	An increased emphasis will be given to the topic during the COLL 1000 course. In addition, the number of custom messages was increased to 23, giving them their current HOPE Grant GPA, HOPE Grant GPA Hours, HOPE Cap Hours, and HOPE Scholarship GPA, attempted hours and GPA hours.
	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.	The Student Perception of Services Survey's showed a 94.74% positive rating on Financial Aid Information and Services. While the 94.74% positive rating was over the benchmark, the approval rating actually decreased slightly from the previous year.	An increased emphasis will be given to the topic during the COLL 1000 course. In addition, the number of custom messages was increased to 23, giving them their current HOPE Grant GPA, HOPE Grant GPA Hours, HOPE Cap Hours, and HOPE Scholarship GPA, attempted hours and GPA hours.
	Financial Aid	Students visiting the	Student Perception of	For the year 94.25% of	The results were shared with the staff





		Financial Aid Office or utilizing Financial Aid Services will rate their satisfaction as good or better.	Services Surveys at 90% or better.	students gave a favorable rating of the Financial Aid Staff. The 94.25% was well over the benchmark but was a slight decrease from the previous year. This could be attributable to the massive number of changes brought on by the new HOPE Grant GPA requirement and the PELL Lifetime Eligibility Limit.	in Financial Aid and discussed. Training was conducted among financial aid staff on the 2012-2013 regulation and application changes to better acquaint financial staff with how best to serve students.
	Library Services	Add 800 new items to collection.	Count of Items Added to Database by Location and Holdings Code	Added 892 items, including 260 (29%) items donated.	Work with faculty, advisory committees, so that we can be responsive to academic needs.
	Library Services	Consider revision of circulation policies to correspond with semester system	Activity summary with comparison to previous year report	Majority of tech colleges, as well as University System schools use 3-week check-out with 2 renewals.	Change check-out period to 3-week check-out with 2 renewals.
	Library Services	Manage interlibrary loan system in an accurate and prompt manner.	Positive ratio of lending to borrowing	FY12 132 Loaned, 27 Borrowed	Review items borrowed for possible add to collection.
	Library Services	Identify college libraries' websites with the most effective distance learning orientation.	Compare various college libraries' distance learning orientation for presentation and content.	Identified GA Southern Univ., Valdosta State Univ., Athens Tech. College, West GA Tech. College and Central GA Tech. College as models for distance learning content and services.	Made some wording changes, and considering new e-resources.
	Library Services	Analyze existing library website for usage data using appropriate software and consider changes to website.	Website usage analysis software such as Statcounter.com or Google analytics.	Added Google Analytics. Reviewing trends on website usage. Added Information Literacy assignment for Dental Hygiene.	Added Facebook, changed wording of some items.
	Office of Academic Affairs	Develop and implement new work ethics guidelines	The Commissioner at the Technical College System of Georgia will approve the new guidelines.	A work ethics committee, comprised of faculty, was formed. The committee developed work ethics guidelines and procedures. The guidelines were presented to the Faculty Council for approval and then forwarded to the Executive Council and local board for their comments and vote. Once the work ethics guidelines were endorsed by these two groups, they were forwarded to the Commissioner of The Technical College System of Georgia (TCSG) for official approval. The new	The new work ethics competencies are identified by program and taught and assessed in one program class. Previously, the work ethics competencies were taught in every course that the College offers but were not assessed. The faculty are now able to teach work ethics in conjunction with specific program standards to make the ethics more relatable to a student's chosen area of study. This new process has also freed the faculty up from having to spend time teaching the work ethics competencies in every single course every term.


				guidelines were approved by TCSG and implemented Fall Semester 2012.	
	Office of Academic Affairs	Offer the Associate Degree of Nursing	Initial approval by the Georgia Board of Nursing	The College was granted initial approval to develop a registered nursing program by the Georgia Board of Nursing in November 2011. We began advertsing for a program director in December and have been advertising state wide since then. As of now, we have been unable to secure a person for this position. Our first report to the Georgia Board of Nursing was due in July and we were not able to submit it because we do not have a program director.	The President, Vice President of Academic Affairs, and the Dean of Health Sciences will be meeting with the Georgia Board of Nursing liasion and Chairman on August 29 to discuss alternative solutions for a program director. Hopefully, we will be able to hire a consultant and an interim director so that we can move forward with the program development and accreditation process.
	Office of Academic Affairs	Receive full accreditation for the Paramedic program	Successful site team visit by Commission on Accreditation of Allied Health Education Programs (CAAHEP)	The College received a site visit for the Paramedic program in October 2011. The site visit went very well but we did receive 3 recommendations: 1- The Program Director does not have a Bachelors degree. 2 - We do not have a Clinical Coordinator. 3. - The students are not getting enough intubation practice during clinical.	The College's response is as follows: 1- The Program Director is enrolled in a Bachelor's program and will complete in Spring 2013. 2 - A part time Clinical Coordinator has been hired. 3 - An additional clincial site has been procured which will allow the students more intubation practice. CAAHEP accepted the College response and granted STC's Paramedic program full accreditation on July 19, 2012. The program is only one of four accredited programs throughout the state of Ga and the only one south of Atlanta. The College will have to continue to send in a monitoring report documenting the Program Director's educational progression until the Director is awarded a Bachelor's degree.
	Office of Academic Affairs	Adjunct faculty will be more knowledgeable of college policies and procedures	Adjunct Orientation Day Evaluations	Seventy six full time and adjunct members attended the Adjunct Orientation Day. The evaluations indicated that the day was quite a success. Ninety eight percent of those who attended indicated that the information presented was good to excellent. The Effective Teaching Strategies session was the highest rated presentation and received the most positive comments. The Advisement presentation was the next highest rated session. The lowest rated session was the one on course	The Orientation Day was a success with many comments given on how to improve the next Adjunct Orientation. Many of the adjunct who have been teaching at STC for years commented how much they learned on this day and how they felt more like a member of the faculty instead of an outsider. The next orientation day will include more hands on learning as asked for by the faculty. We will include break out sessions on some of the recommended topics.

				retention. The faculty liked the two highest rated sessions because one was presented by current faculty with easy to adapt strategies using a PowerPoint presentation and the other was presented as a play using current faculty as the actors. The presentations with the lowest scores were ones where little interaction occurred between the faculty and presenter.	
	Office of Academic Affairs	Validate identity of online students by requiring a proctored event for every online class	Development and Approval of Proctoring Policy	A team made up of faculty researched other colleges' proctoring procedures and guidelines. The team developed the proctoring policy, procedure, and proctoring forms. Faculty were trained on the proctoring procedure and students were informed at orientation and lunch and learns. The Faculty Council and Executive Council both approved the policy and procedure and they went into effect Fall Semester 2011. All online syllabi were undated to reflect the new policy and procedure and the proctored event date was noted in bold on each course's syllabus.	The implementation of the Proctoring Event Policy and Procedure has been adapted pretty easily. This Policy now helps to ensure that the students sitting for an online course are the actual students registered for the course.
	Office of Academic Affairs	Establish a new Automotive program in the new Southeastern Early College and Career Academy	Registered students for Fall semester;	John Bratcher has been hired to be the lead instructor for the program. All the furnishings and equipment necessary for classes to begin has been received. All of our automotive equipment was purchased using NATEF guidelines. The curriculum for the six TCCs and 2 diplomas has been developed. Fall semester had enrollment of 17, Spring semester's enrollment increased to 24, and Summer 2012 had enrollment of 25. Currently, 33 students are registered for Fall 2013.	More students than first expected enrolled in Spring and we have hired an adjunct. Night classes are scheduled for Fall 2013 because of the increasing number of students enrolling in this program. Additional adjunct faculty will have to be hired and another classroom will need to be utilized in the SEECA building to teach these students.

	Office of Academic Affairs	The College will successfully move from the quarter system to the semester system	Development of the new course 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. The new semester courses have been loaded into Banner and the new course schedules for Fall, Spring, and Summer were developed.	The quarter to semester change was successful. Moving from 10 weeks in a quarter to 15 weeks in a semester has been an adjustment for faculty and students. Both faculty and students have requested the administration research the possibility of inserting a Spring vacation into the calendar to allow a break at mid term for faculty and students. Also, some of the lower hour classes are now being evaluated to see if they can be taught in a mini semester format instead of the full 15 weeks. These recommendations have been forwarded to the College Executive Council.
	Office of Academic Affairs	Note: Goals are included in the VPAA Plans			
	Office of Student Affairs	As a result in participating in Earth Day Clean up events students will increase their knowledge of human impact on environment.	Earth Day Survey Results	This event was combined with the Spring Student Activity event as it is always well attended. Two representatives from the GA Forestry Commission gave a presentation of the effects of litter on our environment and wildlife. Since Earth Day events were held in conjunction with Student Activity Day the setting (at the Recreation Park) was not conducive to administering a survey; therefore members of the Student Leadership Council were polled at their next monthly meeting and the overall results of this poll were very positive.	This GOAL will be removed for next fiscal year.
	Office of Student Affairs	Goal--Help students develop a comprehensive financial aid plan which supports their timely progress toward graduation. Desire outcome-- Students who apply for a loan will demonstrate a basic understanding of the loan process and repayment requirement.	Students will correctly answer at least 80% of questions correctly on a loan quiz directly following completion of loan counseling.	The federal Department of Education implemented a quiz for loans as part of its online loan counseling, so the Financial Aid Office elected not to implement this goal.	Students must successfully complete the online loan counseling through the federal Department of Education in order to receive loans, so students are more aware of penalties for not paying back loans.

	Office of Student Affairs	Goal--Facilitate students' access to postsecondary technical education by offering a loan program at Southeastern Tech Desired Outcome--Will work with the Financial Aid Office to create and implement loan program and processes for Southeastern Technical College	Assessment will be measured by the number of students who apply for a loan in FY 2012, the number of students who receive a loan in FY 2012, and the amount of loans disbursed.	During Fiscal Year 2012, 1017 individuals applied for loans and 997 individuals received them. The total amount of loan funds disbursed -- 3,713,142.00.	The loan process was successfully implemented at Southeastern Technical College. Since loans have been successfully implemented and so many people have received loans, we will now work to hopefully keep our default rate below required levels.
	Office of Student Affairs	Goal--Develop comprehensive learning outcomes for Student Affairs Division. Desired Outcome--The development of learning outcomes will "frame" the general categories of learning that take place within each program (Enrollment Services, Financial Aid, Career Services, Registrar, Student Activities, etc.) within Student Affairs, and provide a foundation of operational service to our students.	The Learning Outcomes will be developed during FY 2012 and a report of activities correlated to the outcomes will be developed at the conclusion of FY2012 and FY2013.	A committee has been formed and is researching and developing learning outcomes	Although the work of this committee is not complete, its research is already enhancing the development of learning outcomes in Student Affairs
	Office of Student Affairs	Goal--Provide comprehensive New Student Orientation Program through the development of a new two-phase program. Desired Outcome--Students who participate in the new and revised Orientation program will demonstrate a basic knowledge of Southeastern Technical College policies and procedures.	The revised Orientation program will have a basic quiz at the end of each section. Students must score at least 80% correctly in order to successfully complete the Orientation program. If students do not score at least 80% correctly, they will have to participate in additional orientation.	Due to budget cutbacks and college limitations resulting from budget restraints, the Student Affairs Division was not able to implement this online orientation during this past fiscal year.	Although the College has received another budget cut for fiscal year 2013, we are making attempts to fund this item during the upcoming fiscal year.
	Office of Student Affairs	A majority of First Time Full Time students will remain enrolled in college through completion.	Retention by Program Report Graduate Report Students Not Registered Report	A face to face meeting was not held with the First Time/Full Time students; however an email offering additional support services was sent to each student. The tracking mechanism was not put into place during this fiscal year as there was some discrepancy in the data reports.	Obtain a clear Data Report in the upcoming year and create a tracking mechanism to track the retention of this cohort each Semester.
	Office of Student Affairs	Students who are members of student organizations will engage in meaningful service to their community.	Student Activity Community Service Report	This measure was not met. Our intent was for all organizations to work on one large project this year; however we could not	Earlier coordination for the large community project during this upcoming year.

				coordinate the project; therefore some organizations only had one community service project.	
	Office of Student Affairs	Goal--Provide efficient and effective website that assists Student Affairs and College professionals in providing direct services to students, faculty, staff, and external constituents. Desired Outcome--a new website with up-to-date and accurate information and contains the information required by the Higher Education Opportunity Act and the federal Gainful Employment Regulations.	Prior to new website going "live" Student Affairs staff members, selected faculty, and student leaders will review "mock" website thoroughly for its usefulness. . At least 80% of people viewing the website will answer favorably on a short satisfaction/usefulness survey.	Due to budget cutbacks and college limitations resulting from budget restraints, the Student Affairs Division was not able to implement this online orientation during this past fiscal year.	This item has been funded for FY 13 and the College is now in the process of updating the College website.
	Registrar	Faculty will utilize Degree Works for advising students.	Training will be held for all faculty on the use of Degree Works. A survey will be sent to all faculty concerning the use of Degree Works.	The Registrar's Office held 11 training sessions on Degree Works throughout the fiscal year. Academic Affairs as well as Student Affairs attended training. A survey emailed to faculty indicated that 20 instructors are currently using the system. Twenty-six more indicated that they plan to use the system in the upcoming year.	As a result of the survey, the registrar's office will offer additional training in the upcoming year. We will continue to update programs and correct errors in the system.
	Registrar	85% of individuals using the Registrar's Office or individuals utilizing Registrar Office services will rate their satisfaction as good or better as recorded on all satisfaction surveys.	1) Student Perception Survey - minimum 85% satisfaction of Registrar Services. 2) New Student Survey - minimum 85% satisfaction of Registrar services	Students taking the Student Perception Survey rated the Registrar's Office with a 98.51% satisfaction rating for the registration process according to question #28 in the survey. Students rated their satisfaction with student records at 99.10% according to question #32 in teh survey.	Students are satisfied with our current processes and recordkeeping. The office will continue to meet the needs of the student and strive to improve services in order to meet all student's needs.
	Registrar	Students attending the Registrar's information session of the COL 1000 class will be able to pull unofficial transcripts, print class schedules and register for classes.	COL 100 Roster/Checklist	Registrar's Office taught one session of each COLL 1000 class from summer quarter 2011 through summer semester 2012. Students in all classes were given a handout explaining how to use Banner Web. For summer 2011, there	Students are able to pull their own unofficial transcripts and class schedules. They are also able to register and change classes on the web. This has helped cut down on the number of students and phone calls to the registrar's office concerning Banner Web processes.

				were 5 classes taught; for fall 2011, there were 11 classes taught; for spring 2012, there were 9 classes taught; and for summer 2012, there were 7 classes taught. Students in all classes were able to pull an unofficial transcript and a class schedule.	
	Registrar	All faculty and staff will demonstrate a basic understanding of the Federal Education Rights and Privacy Act.	FERPA information will be forwarded to all faculty and staff on a monthly basis for 6 months and then a quiz will be given.	Emails were sent to all employees at various times. These emails contained 6 scenerios with an answer to each one. At the Staff Development day in April, handouts were given to each employee and a short quiz was required.	Most employees successfully answered all questions in the quiz. The Registrar's Office will continue to train all employees on this important regulation each year.