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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	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; Lunch and Learn Surveys	100% of students identified needs and expectations of employers in the local community.	The Career Services Department will continue to offer these services to the students of STC, because it allows students to know important items employers focus on regarding current and future employees in their company.
	Career Services	50 students will receive job market info provided by the Career Services Office through the Online Student Career Center.	Google Analytics; Student Career Center Survey	The STC Online Career Center received over 7,000 hits regarding job market information.	The Career Services Department focused its efforts on posting current job market information to the Online Student Career Center for students to view. Google Analytics recorded over 7,000 hits verifying that the online center is the method of choice. This method will be maintained and enhanced.
	Career Services	90% 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	95% of Work Study participants were able to identify work ethics traits and their importance in todays work place. They were also able to identify examples of where they performed those exact traits in the Work Study Program during the semester.	The Career Services Department provided work ethics workshops to stress the importance of proper work ethics to Work Study students in todays work environments. Since 95% were successful, this workshop will be scheduled ongoing.
	Career Services	86% of graduates will obtain employment in their field of study or related field	Technical College System of Georgia Knowledge Management System (KMS) data	Results show that 82% of students obtained a job in their field of study. By using KMS, internal department and e-recruiting system reports, the Career	Promoted the e-Recruiting. Assisted students with uploading resumes and accessing new jobs. The Career Services Department will advertise more of the Online Career Center to attract students to the job market opportunities in the area. The Department will also schedule company visits to increase program awareness to local employers.

			Services Department fell just under its 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.	
	Distance Education	Ensure the learning outcomes of online courses are the same as the traditional offerings of the course.	Instructor Self-Review--Online Course Form, Question #2, Receive an Excellent or Satisfactory rating	For FY13, 32/32 instructors ensured that the learning outcomes of their online courses were the same as the traditional offerings of the course.	
	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.	For FY13, 16/17 faculty members were satisfied with the staff available to support electronically offered programs. (94.12%)	
	Distance Education	Online faculty will be satisfied with the training available to increase their knowledge and skills for improving online classes.	Annual Survey of Online Faculty--90% satisfaction rate	For FY13, 14/17 faculty members agreed with the training available to for distance education (82.35%).	For FY14, the distance learning department has decided to offer at least two training classes on each campus for Fall and Spring and at least one training class on each campus for Summer. Instructors are encouraged to utilize http://www.gvtc.org/gvtctraining/GuidesTutorials.aspx for training, tutorials and guides on utilizing ANGEL and distance education androgogy. We have also scheduled Annelisa Berger, GVTC's Lead Trainer, to come in the Spring to provide a Basic ANGEL training and then subsequently schedule an advanced training module.
	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 showed that 99.46 percent of students were aware that special assistance was available for students who had a documented disability.	The high percentage of students who were aware of services for students with a documented disability indicated that the methods we used are working.
	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 showed that 95.33 percent of the faculty were aware that there are special support services for students with a documented disability.	The survey showed that we responses were overwhelmingly positive in regards to the activities that were conducted this past year. As such, future planning will center around current structure and look for better ways to inform faculty of these services.
	Enrollment Services	80% of individuals using the	Student Perception of Services Survey	Answers on the Student Perception	The Admissions Office met or exceeded the expectations of the students in all categories. However, there is still

		Admissions Office or individuals utilizing Admissions Office services will rate their satisfaction as good or better as recorded on all satisfaction surveys.		of Services Survey indicate that the Admissions Office staff met the needs of incoming students. Question 16, 17, 23, 24, 25, 26, and 27 all relate to Admissions and the services offered therein. Each question had responses that were greater than 93% agreement. These questions polled students about services they received from when they first walked in the doors of the college and up until the placement test process when students were accepted.	room for improvement. Future strategies will center around how to better serve students using some of these same principles. One improvement that will be made next year is the implementation of a completely online New Student Orientation. This will allow students the flexibility to complete the orientation at their convenience and will also show that they have learned the items covered in Online Orientation by requiring an 80% or better on the final assessment.
	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.	No articulation exams were given, as the state is in the process of compiling statewide articulation exams and local articulation agreements not being implemented.	Awaiting completion of statewide articulation so that it can be implemented in the high schools.
	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 indicated a 96.77 percent rating that students were aware that opportunities were available to them to participate in student organizations.	The survey showed that we had good results with the activities that we conducted this past year. Therefore, we will continue with the same strategies that we are currently using to plan for the future.
	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 the students who answered the question, By participating in New Student Orientation today, I would rate the information I have learned and its ability to help me during my enrollment as.. 64 rated the service as excellent and 27 rated the service as good.	Of the students who answered the question, By participating in New Student Orientation today, I would rate the information I have learned and its ability to help me during my enrollment as.. 64 rated the service as excellent and 27 rated the service as good. While these results are good, the Admissions office feels that we can drastically improve the delivery of the New Student Orientation to allow for better retaining of the material by the students. Currently, we have no feature in place that ensures all Beginning/New students attend New Student Orientation. With the launch on the completely online new student orientation, each student will be required to complete the orientation with an 80% or better to be able to register for classes. We feel that this feature will make it easier for students to complete the orientation and retain the knowledge they learned while going

					through it.
	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.	For the year 94.25% of students gave a favorable rating of the Financial Aid Staff. The 94.02% was well over the benchmark but was a slight decrease from the previous year. This could be attributable to the change to the IRS Data retrieval tool which has caused some frustration for students.	The results were shared with the staff in Financial Aid and discussed. Training was conducted among financial aid staff on the 2013-2014 regulations and application changes to better acquaint financial staff with how best to serve students.
	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 95.14% positive rating on Financial Aid Information and Services. The 95.14% positive rating was over the benchmark and was an increase from the previous year.	During the year direct links were added to the MySTC portal to give students easier access to their Financial Aid Information. For FY 14, Financial Aid will undertake a project to improve the instruction text displayed in BANNER for Financial Aid requirements and awards.
	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 RORWTXT and ROREMAL.	For the year 95.14% of students gave a favorable rating of the Financial Aid Staff. The Student Perception of Services Survey's showed a 94..02% positive rating on Financial Aid Information and Services. Both ratings were above the established benchmarks. The ratings for the Financial Aid staff decreased by less than 3/4 of a percent which is statistically insignificant difference form the previous year.	Increased emphasis will be given to the topic during the COLL 1000 course. New BANNER custom messages will be implemented and the instruction text will be improved and increased to better inform students. Staff will received continued training on new rules and regulations to better serve students.
	Library Services	Add 900 new items to collection.	Count of Items Added to Database by Location and Holdings Code	Added 710 new items to the collection, but improved circulation over FY12 by 18%.	Special attention to circulation when purchasing new items.
	Library Services	Hire and orient new Assistant Librarian for night shift in Vidalia.	Successful completion of recruitment.	Hired professional, part-time Librarian in August, 2012	Providing professional library assistance to faculty and students in the evenings in Vidalia.
	Library	Revise website	Google Analytics.	5,890 pageviews	Establish baseline data to compare to next year's site

Services	according to College new web design.		between January, 2013 (when new website went into operation), and June 30, 2013.	usage.
Library Services	Purchase and activate Films on Demand for College use.	Usage results, faculty/student feedback.	FY13 total = 1,080 sessions, 14,832 searches	Continue subscription, remind faculty of various uses
Library Services	Manage interlibrary loan system in an accurate and prompt manner.	Positive ratio of lending to borrowing	122 Lending, 21 Borrowing	Update OCLC ILL software in compliance with OCLC WorldShare Interlibrary Loan.
Office of Academic Affairs	Offer the Associate Degree of Nursing	Approval of Reports 1, 2, and 3 by the Georgia Board of Nursing	A program director, Martha Anders, was hired in January after the Georgia Board of Nursing (GBON) approved her credentials. Additionally, the first faculty member was hired in February. These two faculty, along with an additional part time faculty member developed the first report for the GBON. Report 1 was accepted by the GBON at their July 2013 meeting.	After Report 1 was approved, the GBON gave inital approval for the program to accept the first class of nursing students to begin Fall 2015. Reports 2 and 3 are being developed with plans to submit to the GBON in November 2013. SACS has also been contacted to determine if a substantive change visit will be necessary before the program can start.
Office of Academic Affairs	Swainsboro campus classrooms and labs will be updated to state of the art facilities	Construction of new classroom building which will house most programs	Architectural plans have been developed and the plans were changed to include a Physical Therapy Assistant program. The ground breaking for the building is set for November and building completion is estimated to be Spring 2015 with classes to be offered by Summer 2015. Additionally, funding was secured for the renovation of Building 2 that will start once the new building is completed.	The completion of these two building projects is expected to boost enrollment. New equipment and labs will help to ensure that the students have access to the newest equipment and technology available.
Office of Academic Affairs	Redesign all learning support courses to increase student knowledge and decrease amount of time spent in remedial courses	students will successfully complete curriculum modules and complete learning support course	It was decided that Reading would begin Spring semester 2013, English in the Summer 2013 semester, and Math in the Fall of	83% of the students who enrolled in Reading Learning Support successfully completed the course and moved forward to their general education and program classes. This is the highest completion rate for an STC learning support class. The previous year the completion rate was 56%. The with drawal rate dropped to 17% from a previous high of 29%. STC will add English and Math respectively to the next two semester schedules. The

				2013. 46 students enrolled in Reading Spring semester. Of those, 38 completed with a grade of A, B, or C. Eight students withdrew.	new Reading Learning Support curriculum will continue to be taught in all future semesters.
	Office of Academic Affairs	All faculty will develop accurate syllabi and lesson plans.	Submission of Syllabi and Lesson Plan Approval Form	Each full time faculty member was assigned to review at least 2 syllabi and lesson plans from other instructors. The faculty worked with the other faculty who had developed the syllabi to ensure the syllabi and lesson plans were factually correct and included all necessary sections.	This review was more difficult than anticipated, especially for faculty who were reviewing syllabi/lesson plans from other curriculum areas. It was determined that the next review would more evenly pair up the faculty with curriculum they were more familiar with. However, despite some learning curves, most faculty said they learned a lot about other programs and even incorporated some of the things other faculty are doing into their own syllabi and lesson plans.
	Office of Academic Affairs	Receive reaccreditation for the Pharmacy Tech program	Successful site team visit by the American Society of Health-System Pharmacists (ASHP)	The APAT worked closely with the Pharmacy Director on the self study and program accreditation documents. The College hosted the visiting site accreditation team in October 2012. The report was overall very good but the program did receive a couple recommendations. Once the recommendations were addressed, the American Society of Health System Pharmacists (ASHP)approved reaccreditation of the program at their March 2013 meeting. The program is approved for three more years.	One of the recommendations that the accrediting team made was to reduce the number of students accepted into the program at one time. Currently, we accept 24 pharmacy technology students but we will be reducing that number to 18 students in the next cohort. It is believed that this reduction will increase the amount of time a faculty member can spend with a student and thus increase the student's knowledge base as well as increase student retention as the same time.
	Office of Academic Affairs	Note: Goals are included in the VPAA Plans			
	Office of Student Affairs	Students who are members of student organizations will engage in meaningful service to their community.	Student Activity Community Service Report		
	Office of	Goal--Help	Students will correctly	During the course	The College decided to discontinue participation in the

	Student Affairs	students develop a comprehensive financial aid plan which suports their timely progress toward graduation. Desired Outcome-- Students who are placed on financial aid probation (due to unsatisfactory academic performance and/or low course completion rates) will demonstrate basic understanding of the Satisfactory Academic Progress (SAP) policy and the requirements that must be met to retain their financial aid eligibility.	answer at least 80% of questions correctly on a SAP quiz directly following the completion of a SAP tutorial.	of Academic Year 2013, we reviewed data concerning students who were taking out loans and not returning and not paying back loans. As a result of studying this data, it was decided to discontinue participation in the loan program.	Title IV loan program.
	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.	During the course of Academic Year 2013, we reviewed data concerning students who were taking out loans and not returning and not paying back loans. As a result of studying this data, it was decided to discontinue participation in the loan program.	The College decided to discontinue participation in the Title IV loan program.
	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 constitutients. 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	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.	The review team selected to review the website made some suggestions for the change and design of the new website, increasing the functionality of the new website.	A new website was launched in Academic Year 2013. As a result of studying other colleges and feedback from users, the website won the first place website award among community colleges in 11 states at the NCMRP Regional Marketing Conference.

		Gainful Employment Regulations.		
	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 unanticipated budget cutbacks, we were not able to start the New Student Orientation program in Academic Year 2013.	A review of the data from other colleges indicated greater success rates with an online orientation program.
	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		
	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		
	Quality Enhancement Plan (QEP)	Improve student learning for Health Science students in understanding the application of mathematical concepts.	ALMA 1000 Pre-Post Tests Assessment of allied health program students before implementationof ALMA 1000,and faculty development compared to assessment of allied health program students after implementation of the strategies		
	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	Student Perception Survey rated the Registrar's Office with a 93.01% satisfaction rating for the registration process according to question #28 in the survey. They also rated the office with a 96.74% satisfaction rating for the student records area. Students taking the New Student Survey rated the Registrar's Office with an overall	Students are satisfied with our correct processes and recordkeeping. The Registrar's Office will strive to improve our services in order to meet the student's needs.

				95.6% satisfaction rating when asked about the registration process.	
	Registrar	Students attending the Registrar's information session of the COLL 1000 class will be able to pull unofficial transcripts, print class schedules and register for classes.	COLL 100 Roster/Checklist	The registrar's office taught one session of each COLL 1000 class fall semester 2012, spring semester 2013 and summer semester 2013. All students in the class were given a handout explaining how to use Banner Web. There were 7 classes taught fall semester, 7 classes taught spring semester and 5 classes taught summer semester. Students in all of these classes were able to pull an unofficial transcript and a class schedule.	Students are able to register for classes and change their schedules as needed. They can pull their own unofficial transcripts and class schedules. This has reduced the number of students contacting the registrar's office for assistance with these processes.
	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 2013.	100% of the full-time faculty and staff and 100% of the part-time faculty completed the FERPA training and quiz through the online instruction. The results were immediately emailed to the registrar's office. The FERPA reference form is available to all employees through the Southeastern Tech's Intranet.	All employees and all part-time faculty completed the quiz which gives all a better understanding of the FERPA law. The registrar's office will continue to train all employees on this important issue each year.
	Registrar	Students attending a session on calculating GPAs will have a better understanding of the process and how grades affect their academic standing.	Surveys given to students at end of training session.	Registrar's office conducted a Lunch-N-Learn session on both campuses. The Vidalia campus Lunch-N-Learn was held on November 27, 2012 with 70 students in attendance. The Swainsboro campus Lunch-N-Learn was held on November 28, 2012 with 28 students in attendance.	Students were given a survey to complete at the end of the training session. The survey asked about the topic, the speaker's knowledge of the topic, visuals/handouts, and knowledge obtained from the session. 94% of the student rated the topic as excellent or good, 98% rated the speaker's knowledge as excellent or good, 81% rated the visuals and handouts as excellent or good, and 92.7% rated the knowledge obtained as excellent or good.
	Registrar	All faculty and staff will demonstrate a	Online FERPA Training will be given to all faculty and staff as well		

		basic understanding of the Federal Education Rights and Privacy Act.	as all new employees. FERPA factsheet is available to all employees and email quizzes will be sent out during the year.		