Administrative Goals Report

Edit	Administrative Unit	Desired Outcome	Assessment Method	Actual Assessment Results / Analysis	Evidence of Seeking Improvement
	Accounting Office	Hire & extensively train a full-time bookstore coordinator on the Swainsboro campus in order to provide convenience and excellent customer service to the students on that campus.	Sales should increase since the store will have extended hours compared to a part time position. Additionally, the store will offer food & drinks to better accommodate the students that can't leave campus during lunch hours.	::::::::	Employees and students are satisfied that the bookstore has extended hours, knowledgeable staff regarding textbooks and inventory, and extended hours (through lunch) to offer the convenience of food and drinks.
	Accounting Office	To train all full time faculty on the new state-mandated travel system, Concur.	Mostly all employees who travel are familiar with Concur and the new State of Georgia travel system and regulations.	::::::::	Employees are using the system with minimal assistance. Problematic expense reports are sent back to employees for correction.
	Facilities Management	Maintenance Requests will be responded to within 24 hours during the normal work week.	Maintenance Request Tracking System	:::::::::Faculty and Staff survey's are completed on a bi-annual basis. No survey was completed in FY17.	STC Facilities Staff will continue to strive for a minimum satisfaction rating of 90% for FY18.
	Facilities Management	STC Grounds will reflect a well maintained college appearance.	Executive council input; Faculty Perception of Services Survey; Student Perception Survey	:::::::::97% of students were satisfied with the maintenance of the STC grounds in FY17. This is consistent with FY16 results. Faculty and Staff Survey's are done on a bi-annual basis.	Grounds were maintained in the midst of extreme budget cuts. STC facilities staff will continue to strive to maintain the 97% approval rating.
	Facilities Management	Facilities will undergo needed major repair and renovations.	MR&R Project Tracking Spreadsheet; Executive Council Input	Project #TCSG 295, Building 2 renovation was completed in FY17; using MR&R Bond funds through TCSG. Fence was installed at Childcare Center; New entrance doors and alarm system add to building 2; ::replaced flooring in LPN lab:::::::All STC MR&R projects for FY17 were completed.	Projects completed totaled $82,921 and included the following: Maintaining HVAC systems on Swainsboro and Vidalia Campuses, replacing entrance doors making them HC accessible in Building 2 and Gillis Building; installing new fence at Childcare Center; Installing alarm system in Building 2; addressing drainage issues between buildings 3&4
	Human Resources and Auxiliary Services	All employees will complete TCSG required Haven (preventing harassment and sexual violence) training by August 1, 2016.	TCSG generated reports, showing all full and part-time employees and their training completion statuses and dates	:::::::::Of the 253 total employees, as of 8/2/16, 130 (51%) had completed the entire training, 28 had completed part 1 but not part 2, and 95 (38%) had not begun the training.	98% of the employees who had not started the training are part-time employees, who may not have a work email address, or who may not currently be teaching/working. Going forward, I will be more diligent about adding email addresses when entering new

	Department	Objective	Method	Results	Improvements
					employees in the Teamworks payroll system so that all employees will receive important work announcements and reminders. In addition, I will make efforts to encourage/remind employees who have not begun or completed their Haven training to do so.
	Human Resources and Auxiliary Services	Eligible part-time employees will be offered health insurance, as a result of the Affordable Care Act.	ACA Reports prepared each semester, which are compiled by using information contained in each semester's adjunct agreements and data maintained by the Deans; HR050 reports in Teamworks, which provide hours worked by hourly paid employees; monthly pay request spreadsheets submitted by the Economic Development division for their adjunct instructors.	::::::::For the measurement period running from October 16, 2015 through October 15, 2016, there were three part-time employees, who were eligible for health insurance through STC. They were provided with a Notification of Eligibility for Healthcare Coverage that they had to sign and return, as well as information on the available health insurance options. Out of the three employees, two declined insurance, and one enrolled.	The ideal situation would be to have no part-time employees be eligible for health insurance through the College. However, lack of qualified part-time instructors sometimes makes it necessary to have adjunct instructors teach additional classes, putting them above the 29 hour/week threshold. These instructors will be monitored through the year and will be offered health insurance in any measurement period in which they are eligible.
	Information Systems	Obtain the minimum number of staff development hour.	Staff Development Plan	::Attended quarterly SECAdmin training sessions. Was able to increase knowledge of new systems implemented by TCSG :::::::	Incorporated techniques implemented by TCSG in their systems to keep up with the new technologies.
	Information Systems	Server backups and disaster recovery Make sure all backup procedures meet TCSG guidelines	TCSG Server backup guidelines	Tapes and Ghost Backup update were purchased. With new tapes we have less errors while backing up data. The Ghost software ensures reliable backups. ::Tapes and Ghost Backup update were purchased. With new tapes we have less errors while backing up data. The Ghost software ensures reliable backups. :::::::	Will buy more tapes and we are looking to move to Veeam Solution as we are now Virtual
	Information Systems	Replace Obsolete Computing Equipment	Evaluate computer performance before and after upgrades	Was not able to purchase all desired equipment but was able to get some. Equipment purchased was in great need. We were able to load newer applications on these machines to meet the new needs of our students. ::Was not able to purchase all desired equipment but was able to get some. Equipment purchased was in great need. We were able to load newer applications on these machines to meet the new needs of our students. :::::::	Look for various and alternative ways to purchase recommended equipment for the campus so we can stay up-to-date with technology and training
	Information Systems	Upgrade Network Infrastructure	Analyze before and after network utilization of network segment with upgraded infrastructure	Unable to get all the networking equipment desired but we did get some new networking equipment ::Unable to get all the networking equipment desired but we did get some new networking equipment ::::::Please see Improvements section	Need to find funding to continue network infrastructure upgrades Installed Cisco VMware virtual center Successfully moved into Building 2 Increased wireless coverage in Swainsboro Increased Internet bandwidth Installed local Windows update servers in Vidalia, Swainsboro, and EDC to save bandwidth usage Converted about 25 physical servers to virtual servers Installed new Application Services server to replace Citrix Installed new Firewall and VPN concentrator Moved to O365 for both Faculty/Staff and Students Swainsboro Campus

	Unit	Objective	Assessment	Results	Use of Results
					(basically a one man team) Pulled over 4,000 feet of speaker cable for surround systems and over 6,000 feet of speaker cable for PSA systems in Building 2 during renovation thats almost two miles of cable Moved data center from Building 5 to Building 2 Moved 24 employees to new offices/classrooms Installed 25 new PCs/printers and 25 SmartBoard systems for Adult Ed Installed 250+ PCs Installed 12 surround systems and 60 speakers
	Information Systems	Keep up to date software license and renewals	License will be current on annual software subscriptions	Renewed software licenses needed for the IT department. The updated software ensures we have compatible software for the newer operating systems. ::Renewed software licenses needed for the IT department. The updated software ensures we have compatible software for the newer operating systems. ::::::	As technology changes we will need to keep these licenses up to date to ensure we always have the newest version available
	Information Systems	Renew maintenance contracts	Review Perception Surveys regarding availability of services	Purchased all maintenance contracts excluding HP care packs::Purchased all maintenance contracts excluding HP care packs::::::	Need to continue to purchase these maintenance contracts to ensure minimal down time for major equipment breakage.
	Marketing and Public Relations	The stakeholders, students, and community will become more aware of College activities through Public Relations Services.	Facebook Insights, Facebook Ad Campaigns, Facebook likes.	::::::::667 new facebook page followers/likes. Total followers to date is 6,120. On June 5, 2017, one of the facebook ads reached over 8,000 people. 50 people have visited STC website from facebook. Facebook Demographic Data 76% of fans are women. 23% are men. 1% are ages 13-17 17% are ages 18-24 24% are ages 25-34 17% are ages 35-44 10% are ages 45-54 5% are ages 55-64 3% are ages 65+ Facebook Campaign Nov. 2015 - April 2016 Page Likes Increased by 219% Total Reach 171,809 Clicks 17,810 Facebook Campaign June 2017-Dec. 2017, ongoing.	The Marketing Director uses facebook as a marketing tool to reach prospects and current students and the community.
	Marketing and Public Relations	Promote awareness of Continuing Education and Customized Training opportunities available at Southeastern Technical College.	Continuing Education Survey Customized Training Survey	::::::::19,567 citizens were served through the economic development programs, 2681 individuals utilized the catering and conferencing center, 13,450 local employees received customized training, and 11,821 medical professionals and individuals received safety, emergency and medical training through the Community Training Center. 3,876 views of the EDC Connections brochures on issuu.com.	The Director of Marketing managed the updates of the continuing education and economic development section of the College website and the continuing education course schedule and brochure.
	Office of Administrative Services	Increase rainy day (reserve) fund by 10% from FY16 to FY17	The amount in the reserve fund as of FY17 per the college's financial statements as of 6/30/17	::::::::The amount in the rainy day fund at 6/30/16 was 1,362,914 and at 6/30/17 was 1,614,627. An 18.4% increase	Examine ways to operate more efficiently. Look at ways to save the college and/or students money, such as e-books or open resources.
	Office of Administrative Services	Increase number of students assisted by the Foundation guarantee. Propose that the Foundation raise the liability limit to $5,000 and decrease that amount as final amounts are billed at the end of each semester.	Number of students purges and amount of revenue saved as a result of the guarantee	::::::::From Summer/Fall 2016 to Summer/Fall 2017, the amount of revenue saved increased from 73,585 to 87,126 or 19%	Use these results to potentially raise the liability limit to an amount that would save students owing $300 or less
	Office of Administrative Services	Increase rainy day (reserve) fund by 10%	The amount in the rainy day fund at year-end close and as presented on the financial statements as of 6/30/2017		
	Office of Institutional Advancement	Increase money raised through the STC Foundation	Increased cash donations.		
	Office of Institutional Effectiveness	Continuing education offerings for the Swainsboro area/northern counties will	Continuing Education Course offerings listing	67% increase over previous FY in Forklift training classes on STC Swainsboro Campus Received approval for application to offer Continuing Logger Education Classes (12 hours) for Georgia Master Timber Harvester (GA-MTH) Program, Center for Forest Business, The University of Georgia 29% increase over previous FY in CPR/First Aid training classes on STC Swainsboro Campus ::NA::NA::NA::Continuing Logger Education courses and schedule were evaluated to see what could be done better to improve enrollment.	Promoted and marketed continuing education programs

		increase a minimum of 10% over the previous year.	Profit resulting from Continuing education offerings for Swainsboro area/northern counties.		especially concentrating on Swainsboro area. Scheduled FY 2018 CLE courses later in the year. We discovered loggers wait until the last minute for their training. We also condensed some classes. Instead of six 2-hour classes, we plan to offer two 2 hour classes and 2 4-hour classes. We will track the enrollment to see if the response is better in FY 2018.
	Office of Institutional Effectiveness	Utilization of Swainsboro Conference and meeting facilities will increase 10% over previous year.	Conference/meeting room utilization tracking report. Profit resulting from Swainsboro conference/meeting room facilities usage.	300% increase over previous FY in facilities utilization on STC Swainsboro Campus " Interfor held first job fair on STC Swainsboro Campus in FY 2017 (Planned again for FY 2018)::NA::NA::NA::Need to do more to inform the community about utilizing our facilities.	Utilized more STC Swainsboro Campus "awareness" tours, presentations at civic clubs, etc. to inform the community about our facilities.

Hosted Interfor job fair to promote facilities.

Hosted area Law Enforcement training session to promote facility awareness.

Fully implemented eBooked Reservation system for facilities utilization/ reservations |
| | Office of Institutional Effectiveness | More efficient IES system | Updates | See analysis and improvements::See analysis and improvements::See analysis and improvements::See analysis and improvements::Institutional Effectiveness System was migrated to a virtual server

IES planning system was updated to include Campus, Off-Campus sites, and online delivery

Refined QEP Data Collection System/Report

Refined Program Level Capstone Exam System/Report | Institutional Effectiveness System was migrated to a virtual server

IES planning system was updated to include Campus, Off-Campus sites, and online delivery

Refined QEP Data Collection System/Report

Refined Program Level Capstone Exam System/Report |
| | Office of Institutional Effectiveness | STC service delivery area credit program training needs will be identified. | Program Needs Assessments via EMSI & DOL reports as well B&I Visits/focus groups & Calls | Program Needs Assessments conducted for Industrial Electrical/Maintenance and PN to ASN bridge.::Program needs assessments conducted for medical TCCs - Nurse Aide, Med office, Phlebotomy, and Radiology tech.::::::Conducted needs assessments as needed and provided information to Academic Affairs for data-based decision making. | Needs assessments results in Initiated Industrial Electrical TCC program development and PN to RN bridge. Also resulted in medical TCCs. |
| | Office of Institutional Effectiveness | Revise or develop needed procedures to ensure equity for all students - more student focused practices | List of identified gaps | | Learning support classes have undergone a redesign. During Fall Semester, math faculty entered into discussions about LS math and what could be done to improve exit rates for the class. Unanimously, faculty felt that the students who scored lower on the Accuplacer exam and who had possibly never been exposed to algebra needed more traditional |

Southeastern Technical College - SDA Demographics 2015 Census

County	% White	% Black	% Hispanic	% Other or Two+ Races	Median Household Income	% Poverty	Median Age	% Female	% Male	Population	Population per Square Mile	Land Area in Square Miles
Candler	62.7%	24.5%	11.1%		$30,518	29.0%	37.9	50.7%	49.3%	10,886	45.3	243.04
Emanuel	60.2%	33.4%	4.4%		$33,142	30.8%	36.7	51.0%	49.0%	22,708	33.2	680.60
Jenkins	57.9%	34.3%	5.8%		$28,910	29.8%	39.2	46.8%	53.2%	8,957	24.0	347.28
Johnson	62.2%	34.3%		1.9%	$36,466	22.3%	40.5	43.5%	56.5%	9,656	32.9	303.01
Montgomery	66.5%	26.3%	5.8%		$34,653	24.7%	38.1	48.2%	51.8%	8,951	38.1	239.52
Tattnall	58.9%	28.9%	10.4%		$35,346	29.3%	36.1	42.1%	57.9%	25,229	53.2	479.40
Toombs	61.5%	25.4%	11.3%		$31,291	25.9%	35.8	52.7%	47.3%	27,241	74.8	364.01
Treutlen	66.4%	31.5%		1.2%	$40,143	22.1%	40.1	49.5%	50.5%	6,785	34.5	199.44
Totals/Averages	62.0%	29.8%	8.1%	1.6%	$33,809	26.7%	38.1	48.1%	51.9%	120,413	42.0	2,856.30
STC Students	65.1%	27.2%	6.3%	1.4%				71.1%	28.9%			
STC Faculty/Staff - Full-Time	85.0%	13.0%	0.7%	0.7%				72.0%	28.0%			
STC Faculty/Staff - Part-Time	76.0%	24.0%						69.0%	31.0%			
All STC Faculty/Staff	80.5%	18.5%						70.5%	29.5%			

NOTE: Prison Population included in Census

Data Sources:
US Census Bureau QuickFacts 2015
AY 2016 College Snapshot
AY 2016 HR Data

STC student population was found to be diverse and equitable in all areas compared to the counties served except gender. STC student population is mainly female probably due to the large number of medical programs. In addition to the demographic profile, the CCG Metrics Report for 2017 - report year 2016 still shows larger percentage of Blacks place into Learning Support and either drop out of learning support or are unsuccessful completing learning support classes. Of those that enter credit programs, more are successful in certificate programs than in diploma or degrees. Report shows larger percentage of Blacks needs LS English Only while a larger percentage of Whites need LS Math Only.

	Unit	Objective	Measure	Results	Use of Results
	instruction. The faculty felt that these students would benefit by taking the MATH 0098 Elementary Algebra course in a traditional format. This procedure was put in place during Spring 2017 and will continue. There is currently not enough data to show a trend about how effective this class may be. English faculty will schedule co-req classes so that students have the same Instructor for both the Learning Support class and the General Education Core class. By teaching both classes, the Instructor will be aware of the concepts with which the students are having the most difficulty and can individualize the instruction for that student to work mainly on that area which should help the student master the material more quickly. Since the LS students will have the same Instructor and will be studying the same material, the Instructor will be better able to plan activities to help the students master the concept.				
Office of Institutional Effectiveness	The number of customized/contract trainings in the Swainsboro area/northern counties will increase 10% over the previous year.	Customized/Contract training tracking report Profit resulting from the Customized/Contract training for Swainsboro area.	Conducted Employee Clinical Skills Assessment for East Georgia Healthcare Provided customized computer training for Emanuel County supervisors and office employees Provided ongoing supervisor/leadership training for Nordson Corp. ::NA::NA::NA::	Visits to Swainsboro area business/industry are scheduled for Fall 2017. These visits help us learn about training needs we can develop and provide.
President	Increase community support of the STC Foundation	Annual Campaign results	Conducted a mini-RIDE in Swainsboro - Raising Interest and Donations for Education One day blitz visiting business/industry for support of technical education - scholarships::Conducted the RIDE in Vidalia - Raising Interest and Donations for Education One day blitz visiting business/industry for support of technical education - scholarships::NA::NA::FY 2017 Total Funds Raised by STC Foundation - $417,154.05	FY 2017 Total Funds Raised by STC Foundation - $417,154.05
President	Identify achievement gaps across racial, ethnic, and income groups	Complete College Georgia & America Reports/Analysis	NA - see Overall Analysis::NA - see Overall Analysis::NA - see Overall Analysis::NA - see Overall Analysis::The CCG Metrics Report for 2017 - report year 2016 still shows larger percentage of Blacks place into Learning Support and either drop out of learning support or are unsuccessful completing learning support classes. Of those that enter credit programs, more are successful in certificate programs than in diploma or degrees. Report shows larger percentage of Blacks needs LS English Only while a larger percentage of Whites need LS Math Only.	Learning support classes have undergone a redesign. During Fall Semester, math faculty entered into discussions about LS math and what could be done to improve exit rates for the class. Unanimously, faculty felt that the students who scored lower on the Accuplacer exam and who had possibly never been exposed to algebra needed more traditional instruction. The faculty felt that these students would benefit by taking the MATH 0098

					Elementary Algebra course in a traditional format. This procedure was put in place during Spring 2017 and will continue. There is currently not enough data to show a trend about how effective this class may be. English faculty will schedule co-req classes so that students have the same Instructor for both the Learning Support class and the General Education Core class. By teaching both classes, the Instructor will be aware of the concepts with which the students are having the most difficulty and can individualize the instruction for that student to work mainly on that area which should help the student master the material more quickly. Since the LS students will have the same Instructor and will be studying the same material, the Instructor will be better able to plan activities to help the students master the concept.
President	Create educational pathways that better serve our students and contribute to a more educated and prosperous Georgia	Established pathways with business and industry, secondary schools, and BOR colleges	Developed the Practical Nursing to Associate of Science in Nursing Bridge Program in Swainsboro to provide another pathway to better serve students. orked civic clubs, meetings, community events, tours, job fairs, etc.in Candler, Emanuel, Jenkins, and Johnson counties to promote dual enrollment to high school students and to educate parents about the opportunity this pathway would serve students and contribute to a more educated and prosperous Georgia. Collaborated with East Georgia State College to house EGSC Director of Nursing on STC Swainsboro campus and provide better pathway for area students.::Worked civic clubs, meetings, community events, tours, job fairs, etc. in Toombs, Tattnall and Montgomery counties to promote dual enrollment to high school students and to educate parents about the opportunity this pathway would serve students and contribute to a more educated and prosperous Georgia.::NA::Move on When Ready (MOWR)program was re-branded as Dual Enrollment again. Worked civic clubs, meetings, community events, tours, job fairs, etc. to promote dual enrollment to high school students and to educate parents about the opportunity this pathway would serve students and contribute to a more educated and prosperous Georgia.::The College met with TCSG's Apprenticeship Director and with the local DOL representative. STC submitted the necessary paperwork to become an apprenticeship sponsor.	The College met with TCSG's Apprenticeship Director and with the local DOL representative. STC submitted the necessary paperwork to become an apprenticeship sponsor. Move on When Ready (MOWR)program was re-branded as Dual Enrollment again. Worked civic clubs, meetings, community events, tours, job fairs, etc. to promote dual enrollment to high school students and to educate parents about the opportunity this pathway would serve students and contribute to a more educated and prosperous Georgia. Collaborated with East Georgia State College to house EGSC Director of Nursing on STC Swainsboro campus and provide better pathway for area students.
Safety and Security	Well-maintained, clean, and safe vehicle fleet	Vehicle maintenance logs Verbal Feedback from users Satisfaction Surveys Vehicle replacement	Added one new Fusion lease vehicle Feedback was very positive in having more reliable vehicles. ::Added two Focus lease vehicles to replace worn out. Feedback was very positive in having more reliable vehicles Added Explorer lease vehicle as replacement ::NA::NA::Added four (4) new lease vehicles to the STC Fleet Drivers are responsible for interior upkeep. Fleet is detailed twice per year. Vehicles are serviced based on use - every 4,000 miles.	Added four (4) new lease vehicles to the STC Fleet: three lease cars and one maintenance truck to the fleet Drivers are

					responsible for interior upkeep. Fleet was detailed twice per year. Vehicles were serviced based on use - every 4,000 miles.
	Safety and Security	Ensure a safe, secure environment for faculty/staff/students/visitors	Reduced number of criminal incidents	Fall semester - Spring semester - Summer semester - ::Fall semester - Spring semester - Summer semester - One full-time security officer retired. The position was filled - Mike Lewis. Two part-time security officers are STC graduates.::NA::NA::Overall, the number of criminal incidents was done. However, the number of domestic incidents was up. Approximately 3 domestic incidents per semester occurred which involved protective orders, the use of the refuge (domestic abuse shelter), and domestic related incidents on campus. Two part-time security officers are STC graduates.	Overall, the number of criminal incidents decreased, but the number of domestic incidents increased drastically over the past two years. Refilled the full-time security officer position after Mr. Eddie retired. Hired another STC graduate for part-time security. More security department training is planned for FY 2018 Awarded $5,000 Mill Creek Foundation Grant for Security Cart Provided safety/security training for all employees