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# Community and Public Service Goals Report

Edit	Community and Public Service Unit	Desired Outcome	Assessment Method	Actual Assessment Results / Analysis	Evidence of Seeking Improvement
	Office of Adult Education	All program locations will be well lighted, emergencies procedures displayed and emergencies drill conducted twice a year.	1. Documentation of emergencies drills conducted twice a year. 2. Program Administration will check for emergencies displayed.	All class locations are in well lit areas. 2. Instructors have emergency plans posted and drills are conducted. .....	Results provide a safe learning environment for all students.
	Office of Adult Education	Increase the number of Community Collaborative Agreements by 10% in 2016.	The number of Community Collaborative agreements signed in 2016.	The number of Community Collaborative Agreements was increased by 10%. 2. Marketing through radio, newspaper and providing brochures at strategic locations frequented by potential students. 3. Recruiting booths were set-up at all community activities throughout the year. .....	1. We will continue our recruitment efforts, enrollment was down approximately 200 from 2017.
	Office of Adult Education	All classrooms will be equipped with Smart Boards and internet access to new and innovative instructional strategies for all levels of adult education students.	1. Purchase Smart Boards 2. Projectors mounted in all classrooms tied to internet.	Smart Boards were not purchased in 2018 due to budget constraints. .....	Plans are to purchase 2 Smart Boards with FY 2019 funding.
	Office of Adult Education	1. 60% of the students enrolled will complete at least one level of academic gain.	GALIS KMS	50.6% of the adult education students made multiple skill gain. ....	In an effort to improve our percentage of students making multiple skill gain: 1. 70% of all instructors will participate in CCR Standards workshops. 2. 5% of all instructor's students will make multiple skill gain each month.
	Office of Adult Education	1. 75% of all students with a goal to pass the GED will meet that goal. 2. 50% of all students with an employment or retain employment goal will meet that goal.	1. GALI. 2. 2016 State Report Card.	1. 77% of students passed their GED. 2. 92% of students either gained employment or retained employment. .....	1. Continue to contextualize our curriculum. 2. Increase the number of GED scholarships through community collaboration. 3. Continue to train instructors on implementing the College and Career Readiness Standards.
	Office of Adult Education	1. Maintain a 65% retention rate. 2. 60% of all students will meet their educational or employment goals. 3. 100% of the programs will have access to the latest software and hardware needed to train students in the educational and workforce skills they need to be successful.	1. GALIS 2. NRS 3. KMS	1. Our retention rate was 63%. 3. 100% of the programs access to all software, new computers have been installed to replace 3-5 year old equipment. .....	1. To increase the retention rate additional part-time instructors have been hired to provide additional classes times, morning, afternoon, evening.
	Office of Economic Development	Meet staff development requirements for the year	Staff Development Plan and Activity Reports for each full-time employee	:: Attended all required staff development meetings. Total of 60 staff development hours were completed during the year. Goal was achieved: ....	Developed staff development plan for next year.
	Office of Economic Development	1% increase in the number of participants in continuing education course offerings	Economic Development Enrollment and Revenue Reports Continuing Education Course Evaluations	3503 individuals participated in continuing education courses. This number represents an increase from last year. Goal met. :: 3503 individuals participated in continuing education courses. This number represents an increase from last year. Goal met. ....	Additional marketing and new courses for next year are the main strategies to increase participation in continuing education programs.
	Office of Economic Development	1% increase in utilization of economic development services	Utilization reports submitted to the President monthly TCSG System Scorecard for	A total of 18,667 individuals were served during FY2018. Results for FY2018 reflect a decrease	Reductions in resources will require we develop effective and efficient methods to reach

			Economic Development Meet preestablished goals for FY2017	from the previous year. Goal was not achieved.:A total of 18,667 individuals were served during FY2018. Results for FY2018 reflect a decrease from the previous year. Goal was not achieved.:::	our target population. Also, we plan to consider new promotions for our services.
	Office of Economic Development	1% increase in the numbers served with conferencing and catering services	Economic Development Enrollment and Revenue Reports Economic Development Center Survey Enrollment and Revenues meet pre-established goals for FY 2017	2421 individuals served through conference and catering services during the year. Results for FY2018 reflect a decrease from the previous year. Goal was not met.:2421 individuals served through conference and catering services during the year. Results for FY2018 reflect a decrease from the previous year. Goal was not met.:::	Many businesses have reduced number of conferences and meetings. Division will continue to promote STC's capability to host meetings and conferences specifically to businesses, industries, and agencies.
	Office of Economic Development	1% increase in the number served through customized / contract classes	Review Economic Development Division enrollment and revenue reports submitted monthly to the President Review course evaluations as courses are completed Meet established goals for FY 2017	Customized training and services were provided for a total 12,746 individuals during the year. Goal was not achieved.:Customized training and services were provided for a total 12,746 individuals during the year. Goal was not achieved.:::	Division plans to market customized training services to business and industry in various ways. We will also closely monitor need to modify or add new services.