## College Goals Report

<table>
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<tr>
<th>Edit Goal</th>
<th>Strategic Goal</th>
<th>Strategic Objective</th>
<th>Current FY College Goal</th>
<th>Desired Results</th>
<th>Assessment Method</th>
<th>Actual Assessment Results</th>
<th>Analysis</th>
<th>Use of Results/Improvement</th>
</tr>
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<tbody>
<tr>
<td>4.1: Maintain or increase enrollment.</td>
<td>1.1: Educational Programs - Provide educational programs and services for professional skills enhancement.</td>
<td></td>
<td>% Enrollment Increase</td>
<td>1% Increase in enrollment and FTE enrollment over FY 2007</td>
<td>KMS Enrolment Report DC 126</td>
<td></td>
<td></td>
<td>Instructors were encouraged to advise students to take more than just one class at a time and stick with it to obtain their desired award.</td>
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<tr>
<td>4.2: Maintain retention rates at the highest possible level.</td>
<td>1.2: Educational Programs - Provide educational programs and services for professional skills enhancement.</td>
<td></td>
<td>% Retention Rate</td>
<td>65%</td>
<td>KMS Retention Report LB 177</td>
<td>54.2% YTD June 27,2008</td>
<td>FY 2005 63.7% FY 2006 64.7% FY 2007 53.6% Drastic decline in retention rate</td>
<td>Attention by course reports are being disseminated quarterly in an effort to pinpoint the causes.</td>
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<tr>
<td>4.3: Maintain graduation rates at the highest possible level.</td>
<td>1.3: Educational Programs - Provide educational programs and services for professional skills enhancement.</td>
<td></td>
<td>% Graduation Rate</td>
<td>50%</td>
<td>KMS Graduation Rate Reports: LB 177 DC108</td>
<td>49.3% YTD June 27,2008 1.4% increase over previous fiscal year</td>
<td>FY 2005 53.7% FY 2006 48.4% FY 2007 49.6% One graduate stated that it is real easy to get in, but hard to get out. Increased emphasis on ensuring and verifying competent graduates may cause a temporary decrease in the graduation rate, but comments from graduates regarding how proud they are to have passed all graduation requirements and feel more confident of their skills for success on the job.</td>
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**Analysis**

- Although the benchmark was exceeded YTD July 2008, the final graduate placement rate will not be available until Fall.

- The College will continue to work with Advisory Committees and Business & Industry representatives to place graduates.

**Use of Results/Improvement**

- Instructors were encouraged to advise students to take more than just one class at a time and stick with it to obtain their desired award.

**Results/Improvement**

- Instructional enhancement.
- Students are obtaining more credits and achieving their credentials in a more timely manner.
<table>
<thead>
<tr>
<th>Educational Programs</th>
<th>Program Description</th>
<th>Measures</th>
<th>Services</th>
<th>Impact</th>
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</thead>
<tbody>
<tr>
<td><strong>Enhancement</strong></td>
<td>Provide educational programs and services for professional skills enhancement.</td>
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<tr>
<td><strong>1.7:</strong> Collaborate with local high schools to attract students immediately after completion of high school and identify schools that contribute to graduation and employment for traditional and nontraditional students.</td>
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<tr>
<td><strong>1.8:</strong> Provide career counseling; information literacy; personal assistance; referral, academic, and financial advising; disability services and placement assistance that contribute to graduation and employment for traditional and nontraditional students.</td>
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<tr>
<td><strong>1.9:</strong> Provide academic support services and resources.</td>
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<tr>
<td><strong>1.10:</strong> Develop needed programs in the strategic and supporting industry clusters or initiatives.</td>
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<tr>
<td><strong>1.11:</strong> Research and develop needed programs in the strategic and supporting industry clusters or initiatives.</td>
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</table>
## 2. Workforce Development
Contribute to workforce Development through quality training programs and services for business and industry.

### 2.1: Actively survey local business and industry to determine their employee education needs. Create a close linkage between employer needs and program offerings in order to respond rapidly to their requests and enable employees to maintain competitive skills.

- Employer links to program linkage
- Implement new program as a results of assessments / feedback
- Needs Assessment/Advisory Committee Recommendations

### 2.2: Offer high-quality customized training for local business and industry including Quick Start program services.

- Increase Customized Training Programs
- Increase number of customized training programs offered over previous fiscal year
- Customized Training Reports
- Quick Start Reports
- Contract Training: 5 Businesses/Industries conducted contract training with a total of 94 people trained
- QuickStart: 4 Businesses/Industries conducted QuickStart Training

### 2.3: Promote work ethics and good work habits in our students.

- 80% satisfaction of Work Ethics & Skills Training
- Minimum of 80% employer satisfaction of work ethics and skills training
- Employer Survey Reports
- 100% satisfaction YTD July 2008
- Benchmark was exceeded.

### 2.4: Provide opportunities for the development of leadership skills that directly benefit area employers.

- Student Leadership Maintain club/organizations to develop leadership skills
- Student Leadership Council Minutes
- The Student Leadership Council maintained the website on the STC intranet, documented the meetings and minutes.
- SSKUSA activities provided enhanced skills training competitions that lead to future benefits for area employers.
- The Wildlife Club involves Fish & Game and Forestry students in leadership skills for their future employment.
- Benchmark was met. Leadership skills were promoted at STC.

### 2.5: Expand and develop internship opportunities with local businesses that give students the opportunity to "make the connection" between learning and employment.

- Internships
- Increase number of internship sites over previous FY
- Listing of Internship Sites
- 100% increase in the number of internship sites over the previous fiscal year - FY 2007 - 17 sites; FY 2008 - 34 sites. The benchmark was exceeded.
- Benchmark was exceeded. In looking at the internship applications there was a substantial increase in the number of internships for Medical Assisting (20 in FY 08 and 11 in FY 09) and Phlebotomy (9 in FY 08 and 0 in FY07).
- Part of the increase in internship sites is the result of efforts by the instructors to place the students in a setting close to home to reduce travel cost. The increased

The College will continue to respond to advisory recommendations.

The faculty reviewed the survey results and contacted employees for further feedback if appropriate. The College implemented an assessment requirement for graduation. The assessment verifies that a student’s skills are acceptable for entry into the workplace.

The acting VPED will continue to promote the programs that offer the type training needed in the service delivery area.

The College will continue to respond to advisory recommendations. The acting VPED attended business and community functions to promote customized and Quick Start training. The new VPED will continue to respond to advisory recommendations.

The College sent 11 finalists to the national SkillsUSA competitions. This organization is recognized for skills and leadership.

The President met with the Student Leadership Council. The Wildlife Club activities promoted not only the programs, but an appreciation for community service involvement. The College sent 11 finalists to the national SkillsUSA competitions. This organization is recognized for skills and leadership.

Instructors better accommodated students by working diligently to ensure they had appropriate quality learning and job opportunities closer to their homes.
<table>
<thead>
<tr>
<th>4.2: Institutional Effectiveness: Promote institutional effectiveness through a process of planning, evaluation, and improvement.</th>
<th>Self-evaluation</th>
<th>Improvements / decisions resulting from assessment results</th>
<th>Educational Program Plans in SPIRIT (shows actual results &amp; use of results for each)</th>
<th>The FY 2008 Academic Affairs Plan in SPIRIT</th>
<th>A new SPIRIT report format was developed for the new SPIRIT reports in FY 2009. Fresh and more exciting advertisements will promote the new image of technical education in Georgia.</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1: Receive and maintain COE, DOE, and program-specific accreditations to ensure a quality educational experience for our students.</td>
<td>Accreditation</td>
<td>Progress toward COE accreditation while maintaining COE and program specific accreditations</td>
<td>Accreditation Reports</td>
<td>Candidacy Team Visit - September 2007 Candidacy granted December 2007 Accrediting Team scheduled for September 2008 COE Annual Report submitted/approved</td>
<td>The journey toward regional accreditation and gaining the proof of quality and excellence in programs and services at Swainsboro Technical College is progressing according to the timeline. Team input has been a vital link in this process. An appreciation for the SPIRIT system has been a wonderful byproduct of the annual planning processes.</td>
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<td>3.4: Market Swainsboro Technical College as a unit of the Georgia Department of Technical and Adult Education.</td>
<td>Market STC</td>
<td>Increase awareness that STC is a unit of the Georgia Department of Technical and Adult Education</td>
<td>Publications</td>
<td>The tag line was added to the website and publications.</td>
<td>Although the benchmark was met, TAE will become TCSG effective July 1, 2008. The tag line will then read a Unit of the Technical College System of Georgia.</td>
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<td>3.3: Participate in local education and civic organizations to increase awareness of technical and adult education and to enlist the support of employers and educators in sending this message.</td>
<td>Promoting technical education through community involvement</td>
<td>100% participation of the President's direct reports in local education and civic organizations</td>
<td>Community Involvement Report</td>
<td>Benchmark met 100% of the President's direct involvement/service projects, not only administrators, but faculty and staff served as role models encouraging and training students in the importance of giving back to the community.</td>
<td>Community service was increased and a stronger sense of teamwork grew from the Relay for Life, SkillsUSA, and various other community projects of faculty/staff participation. A new Director of Institutional Advancement, Public Relations, and Marketing was hired to focus on promoting Swainsboro Technical College and technical education.</td>
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<td>3.2: Emphasize technical and adult education to give our citizens the opportunity for retraining or personal growth.</td>
<td>Promote technical education</td>
<td>Increase awareness of technical education through advertising</td>
<td>Advertising Budget Human Interest/Success Stories</td>
<td>Benchmark was exceeded Advertising efforts have kept advancing during the fiscal year. The Public Relations link on the STC website verifies news articles, special events, as well as a view from the sky.</td>
<td>Articles such as The Last Piece of the Puzzle illustrate how the college affects personal growth opportunities. As stated by an instructor, She is a perfect example of seeing it all come together. She now has the self-esteem and self-confidence to succeed. STC affects student learning both in and outside the classroom - directly and indirectly.</td>
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<td>3.1: Provide continuing educational opportunities to allow students to increase job skills.</td>
<td>Increase Continuing Education Offerings</td>
<td>Increase number of continuing education offerings over previous FY</td>
<td>Continuing Education Listing</td>
<td>The number of continuing education offerings increased dramatically due to the implementation of the Ed2Go online learning opportunities.</td>
<td>The VP of Instruction, COE and TCSG and staff options to continue, some options to further influence things and processes.</td>
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<td>3. Provide outreach programs which include training, development, and literacy skills.</td>
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| 4: Institutional Effectiveness | Promote institutional effectiveness through a process of planning, evaluation, and improvement. | 4.3: Implement technology to extend and enhance our ability to serve students, provide programs and services, and analyze feedback about our performance. | 80% satisfaction with technology / equipment | 80% satisfaction with technology / equipment | Student Perception Survey Reports | The Student Perception of Services Survey Report has indicated that 82.27% of the students are satisfied with the integration of technology and use of equipment provided for instruction at Swainsboro Technical College. Our goal for this year was 80%, in this area and was exceeded. | Benchmark was surpassed | From computer-based programs for remediation to sophisticated software for its technical programs, Swainsboro Technical College will continue to utilize technology to enhance student learning. The College maintains a campus-wide local access network (LAN) that facilitates access to the Internet. The campus network enhances the use of computers and other equipment for teaching, learning, and sharing information whether the user is on-campus or off-campus. Students use these resources daily allowing them to interact within the digital environment. In the Student Services area, BANNER Xxtender, a document processing database driven add-on for our current student transaction processing system has been successfully implemented this year. The office of Financial Aid (the first office to implement Xxtender) has scanned and indexed 10,229 documents into the system as of July 1, 2008. Many of these documents contained multiple pages and every student who was enrolled for Spring Term had their paperwork indexed and ALL paperwork for every student who applied for Financial Aid for the new aid year was scanned and indexed into Xxtender. This means that all verification and application processing and review of student's Financial Aid applications for the new year has been handled completely electronically in Application Xxtender. Bandwidth to the college has
4: Institutional Effectiveness: Promote institutional effectiveness through a process of planning, evaluation, and improvement.

4.4: Expand and improve facilities and programs targeted to meet the emerging needs of business and industry.

Program facilities

Renovate/update Buildings 1, 2, and 3 to provide needed improvements. New Allied Health and Library Services Building submitted on Capital Outlay. The Allied Health Dept gained a fully functional, health lab that meets the Georgia Medical Care Foundation guidelines in every service area county. STC became a regional test site for the National Nurses Aide Assessment Program (NNAAP) - contract with Pearson Vue, Inc.

Although the needed building was not approved in capital outlay, the College improved the appearance of the campus and enhanced the learning environment.

A new Director of Facilities was hired to ensure that the facilities are maintained and improvements are implemented. The Director will be responsible for the MR&R and Capital Outlay reports.

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4.5: Provide up-to-date equipment and resources necessary for today’s workforce.

Up-to-date Equipment

Minimum 80% satisfaction with equipment in classrooms and labs

Perception Survey Reports

Advisory Committee Reports

94% Faculty/Staff satisfaction

Student Perception of Services Reports also indicated that 94.47% of students felt that Swainsboro Technical College provides up-to-date equipment and resources necessary to train today’s workforce.

Benchmark was surpassed. The College provided up-to-date equipment and resources necessary for today’s workforce. The Budget Request system needs the ability to track when a piece of equipment is received and not have to delete it from the budget. This improvement will enable the Budget Committee to view the history for each program and unit.

The College utilized the PAS Equipment Budget Request in SPIRIT to ensure up-to-date equipment is utilized. The SPIRIT Budget Request System will be enhanced to provide an improved record of recommended equipment and purchased equipment with an archive to show the history.

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4.6: Support faculty and staff through ongoing professional and personal development and learning opportunities.

Well-trained faculty and staff

100% of the Faculty & Staff will meet the minimum staff development hour requirement to enhance current job skills

Staff Development Reports

Annual Plans

100% of the faculty & staff met minimum staff development hour requirements

Benchmark was met

The faculty and staff were encouraged to select training opportunities that they could use to impact student learning. It was stressed that we all affect student learning and were challenged to ask ourselves what is it we do that can help improve student learning.

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4.7: Improve communication among faculty and staff.

80% Communications

80% agreement that communication is adequate among faculty and staff

Perception Survey Results

71.43% satisfaction

During the time of the survey, communication efforts were lagging. Every effort needs to be made to ensure that everyone receives the appropriate information in a timely manner. Faculty and staff input is important.

In an effort to improve communication and cooperation, a Faculty Council was developed.

The Faculty Council met with Student Affairs. Teams have cross-functional memberships. Orientation and Calendar Committees met to improve communications.

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4.8: Provide the highest quality programs and services for our clientele (i.e. students, faculty and staff, business and industry, and our local community).

High Quality programs and services

80% agreement that evaluation results in improvements

Perception Survey Results

96.11% agreement

The SPIRIT system is functioning properly.

Faculty & staff are seeing the results of the evaluations, etc. leading to

Reformations were made to the SPIRIT system. New reports in table formats have enabled users to easily track their goals progress.
4: Institutional Effectiveness - Promote institutional effectiveness through a process of planning, evaluation, and improvement.

4.9: Explore alternative funding sources and grant development to supplement system base and performance funding.

Alternative Funding Observe a minimum of 2 grants

List of Grants Funding Sources

Stay-In-School (Student Affairs) 64,000.00
CCR&R (Child Care Resource & Referral) 7/07 - 6/30/08 457,514.08
CCR&R (Child Care Resource & Referral) 7/08 - 6/30/08 105,517.04
Bright from the Start (Child Development) 1,500.00
Washington Electric Foundation Grant (Adult Education) 5,662.00
Department of Labor Contract - Jenkins County (Adult Education) 5,500.00
AT&T Grant was submitted, but not awarded.

Wal-Mart technology grant was submitted, but no decision has been determined as of June 2008.

Benchmark was exceeded, but more time is needed to explore alternative funding sources and submit grants

Grant funding was used to supplement system base and performance funding. More research time and personnel will be utilized in the next fiscal year.

4: Institutional Effectiveness - Promote institutional effectiveness through a process of planning, evaluation, and improvement.

4.10: Ensure the review and compliance of policies and procedures.

Policy Compliance: Policies reviewed annually

President’s Review Calendar and President’s Council Minutes

All policies are reviewed as indicated on the President’s Review Calendar.

Administrators reviewing the policies have gained a better understanding of the policies and the revisions.

The President’s Review calendar was converted to a web page. Automatic email reminders were dynamically/automatically sent out as reminders of assigned items to be reviewed. This process kept the ball rolling and made reviewing much easier.

4: Institutional Effectiveness - Promote institutional effectiveness through a process of planning, evaluation, and improvement.

4.11: Provide cost-effective programs and facility maintenance.

Efficiency Meet Performance Accountability System (PAS) benchmarks

PAS Audit Report

Submitted PAS Annual Submission Hosted PAR Team - March 2008 - 1 recommendation addressed, 3 recommendations FY 2007 Audit Report - No findings

STC was evaluated according to state system criteria. The College is in compliance. The only recommendation was to use a specific form. The form used by the College had been approved for use, but the new form was preferred. The VPE and DIR analyzed the form and concluded that in order to complete the form, verification data was needed. A verification system is needed.

The VPE and DIR developed a system to verify the information to complete the suggested form. As a result, a database was developed to track all budgets in the IE office.