









































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Administrative Support Related Goals Report











| Edit | Administrative Unit | Desired Outcome | Assessment Method | Actual Assessment Results | Analysis | Use of Results/Improvement |
|------|-----------------------|---|--|---------------------------|----------|----------------------------|
| | Accounting Office | Update/revise Business Procedures Manual | 1)Completion of Business Procedures Manual | | | |
| | Accounting Office | Update/revise the Disaster Recovery/Business Continuity Plan | 1)Completed Disaster Recovery/Business Continuity Plan | | | |
| | Accounting Office | A minimum 85% faculty/staff satisfaction of accounting office services. | 1)Employee Survey | | | |
| | Facilities Management | Develop Grounds Maintenance Schedule to coordinate transfer of an outside grounds contract to one in-house. | Grounds Maintenance Schedule | | | |
| | Facilities Management | Coordinate paving project: resurfacing of 2 drives for the College. | Completion of paving project | | | |
| | Facilities Management | Develop safety/inspection schedule for all facilities | Safety Inspection Schedule | | | |
| | Facilities Management | Coordinate maintenance schedule of vehicle fleet | Vehicle Service/Maintenance/Mileage Logs | | | |
| | Facilities Management | Minimum of 85% satisfaction of facilities/grounds | Faculty/Staff Perception of Services Student Perception of Services | | | |
| | Facilities Management | Develop energy usage/efficiency comparison report | Energy Efficiency Comparison Report | | | |
| | Facilities Management | Develop facilities maintenance schedule for all buildings/sites | Facilities Maintenance Schedule Maintenance Requests Faculty and Staff Perception Survey Student Perception Survey | | | |
| | Financial Aid | Provide new and/or maintain industry standard equipment, software systems, and information resources to meet the needs of Student Services personnel. | 1. Budget Request in SPIRIT | | | |
| | Financial Aid | 80% student satisfaction of financial aid assistance. | Student Perception of Services Survey Results New Student Survey Results Graduate Survey Results Leaver Survey Results | | | |
| | Financial | 2% increase in | KMS enrollment | | | |

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|  | Aid | enrollment for the Swainsboro Campus over the previous fiscal year. | reports Admissions Matrix | | | |
|  | Financial Aid | Update/revise the policies and procedures of the Financial Aid Office. | Southeastern Technical College Financial Aid Policies and Procedures Manual. | | | |
|  | Financial Aid | Earn a minimum of 50 hours of staff development training to improve customer service, efficiency, and management of the student services division. | Staff Development Plan/Activity Staff Development Plan/Activity Reports | | | |
|  | Financial Aid | Increase the number of students who independently and successfully use electronic means to apply for, verify, and maintain their eligibility for financial aid. | The number of Free Applications for Federal Student Aid completed by students. The number of Georgia Student Financial Aid Application System (GSFAPPS) applications. Student Perception of Services Survey. | | | |
|  | Financial Aid | Coordinate Swainsboro Campus Student Affairs office supply needs lists/requisitions. | Annual Student Affairs Budget Request | | | |
|  | Human Resources and Auxiliary Services | Revise the New Employee Orientation Packet to incorporate all STC campuses and to be more beneficial to new employees. | Obtain a higher satisfaction rating on the FY2010 New Employee Surveys than on FY09 New Employee Surveys on all questions pertaining to the New Employee Orientation. Updated New Employee Orientation Manual including information on all STC campuses. | | | |
|  | Human Resources and Auxiliary Services | Reorganize 100% of full-time employee personnel files into two separate files, having one file for confidential information and one file for job information. | Full-Time Employee Personnel File Spreadsheet | | | |
|  | Human Resources and Auxiliary Services | Put textbook information and pricing on the College Bookstore website for student information beginning with Summer Quarter 2009. | College bookstore webpage showing each FY2010 quarter's textbook information, including titles, ISBN numbers, and prices. | | | |
|  | Human Resources and Auxiliary Services | Establish a College-owned Bookstore on the Swainsboro Campus. | Nebraska Bookstore Software sales reports Student Perception of Services Survey Faculty and Staff Perception of Services Survey | | | |
|  | Information Systems | Renew maintenance contracts | Review Perception Surveys regarding availability of services | | | |
|  | Information Systems | Keep up to date software license and renewals | License will be current on annual software subscriptions | | | |
|  | Information Systems | Obtain the minimum number of staff development hour. | Staff Development Plan | | | |

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|  | Information Systems | Upgrade Network Infrastructure | Analyze before and after network utilization of network segment with upgraded infrastructure | | | |
|  | Information Systems | Server backups and disaster recovery Make sure all backup procedures meet TCSG guidelines | TCSG Server backup guidelines | | | |
|  | Information Systems | Replace Obsolete Computing Equipment | Evaluate computer performance before and after upgrades | | | |
|  | Marketing and Public Relations | Use social networking tools to communicate with students and the communities served by Southeastern Tech. | Twitter log. Facebook log. Website. | | | |
|  | Marketing and Public Relations | Market the merging of the institutions. | Press releases. Web page dedicated to the merger. Ads tailored to the merger. Radio spots. Television spots. Television appearances. Community presentations. | | | |
|  | Marketing and Public Relations | Create an interactive auditorium web page. | Webpage | | | |
|  | Marketing and Public Relations | Use electronic media as a way to promote Southeastern Tech. | Number of e-brochures downloaded. | | | |
|  | Office of Administrative Services | Achieve a 95% satisfaction rating from students, customers, faculty, and staff regarding customer service received by the Business Office | Faculty/Staff Perception of Services Survey Student Perception of Services Survey | | | |
|  | Office of Administrative Services | Increase available year-end funds for purchases of IT and Instructional Equipment by 20% | Budget analysis at June 30, 2010 | | | |
|  | Office of Administrative Services | Receive an Unqualified Opinion on the College's Audit Report | Audit report | | | |
|  | Office of Economic Development | Obtain professional development to meet staff development requirements and enhance Economic Development services | Staff Development Plan and Activity Reports | | | |
|  | Office of Economic Development | 5% increase in utilization of economic development services. | Utilization reports submitted to the President monthly TCSG System Scorecard for Economic Development Meet prestablished goals for FY2010 | | | |
|  | Office of Economic Development | 5% increase in the number of continuing education course offerings over previous fiscal year. | Economic Development Enrollment and Revenue Reports Continuing Education Course Evaluations | | | |
|  | Office of Economic Development | 7% increase in number of conferencing and catering services to the community. | Economic Development Enrollment and Revenue Reports Economic Development Center | | | |

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| | | | Survey Enrollment and Revenues meet pre-established goals for FY 2010 | | | |
|  | Office of Economic Development | 2% increase in number of customized training services over previous fiscal year. | 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 2010 | | | |
|  | Office of Institutional Advancement | Raise \$60,000 through the Greater Swainsboro Technical College Foundation to provide scholarships, financial support and other needs for Students, Faculty and College Employees. | End of year Financial Report. | | | |
|  | Office of Institutional Effectiveness | Implement the Institutional Effectiveness plan (includes strategic and on-going planning - SPIRIT) | SPIRIT Reports | | | |
|  | Office of Institutional Effectiveness | Continue to maintain and enhance the SPIRIT and IES systems to support greater efficiency throughout the college and provide accurate, timely decision-making for management. | Creation of enhancements, new reports, and college-wide acceptance and routine usage of the SPIRIT and IES systems. | | | |
|  | Office of Institutional Effectiveness | To incorporate FLEX into planning and evaluation processes | FLEX installed SPIRIT Survey Dashboard interface development | | | |
|  | Office of Institutional Effectiveness | Conduct successful substantive change visit. | Accreditation reports. | | | |
|  | Office of Institutional Effectiveness | Encourage staff/faculty to use the IE/IR informational resources and data to advance the College's mission and goals. | Assist all functional units with the identification of measures to accomplish operational objectives and learning outcomes. | | | |
|  | Office of Institutional Effectiveness | Continue to maintain and enhance the SPIRIT and IES systems to support greater efficiency throughout the college and provide accurate, timely decision-making for management. | Creation of enhancements, new reports, and college-wide acceptance and routine usage of the SPIRIT and IES systems. | | | |
|  | Office of Institutional Effectiveness | Consolidation of all existing reports and information services into the new IES system and SPIRIT. | Attainment and maintenance of COC accreditation. | | | |
|  | Office of Institutional Effectiveness | To enhance the budgeting process in the SPIRIT annual planning system. | Enhancement of processes and satisfaction of users. | | | |
|  | Office of Institutional Effectiveness | To enhance management reports. | Creation of reports and satisfaction of management. Faculty and Staff Perception of Services reports. | | | |
|  | Office of Institutional | Coordinate development of a Compliance | Compliance Certification Database | | | |

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| | Effectiveness | Certification database of Core Requirements, Comprehensive Standards, and Federal Requirements statements. | | | | |
|  | Office of Institutional Effectiveness | Coordinate development of new College Intranet | Secure Intranet site | | | |
|  | Office of Institutional Effectiveness | Obtain minimum staff development hours in activities involving accreditation, planning, institutional effectiveness related issues. | Annual Staff Development Plan and Activity Reports | | | |
|  | Office of Institutional Effectiveness | Coordinate survey development/research data for good decision making and analysis of workforce needs. | Development of program surveys | | | |
|  | Office of Institutional Effectiveness | Ensure all policies and procedures are reviewed/revised on an annual basis. | Complete a checklist for the review all of the policies and procedures written by the Technical College System of Georgia (TCSG) and the College for accuracy and consistency. | | | |
|  | President | Expand the Southeastern Early College and Career Academy so that high school level courses will be offered at the SECCA in January 2010 | SECCA Executive Board plan to support and operate the SECCA Signed MOU Hiring of a Director/CEO High school level courses scheduled and students enrolled in January 2010 | | | |
|  | President | Develop architectural plans for the construction of an Automotive Technology/Career Academy Building that meets instructional needs. | Facility needs for an Automotive Technology program are determined Facility needs for the Career Academy are determined Architectural plans are completed and approved by the Executive Board of the Career Academy | | | |
|  | President | Successfully conclude the Major Gifts Campaign (MCG). | Campaign goal is reached. | | | |
|  | President | Southeastern Technical College and Swainsboro Technical College will merge effectively July 1, 2009. | COC approval of the merger USDOE approval of the merger Faculty/Staff Perception of Services Survey | | | |
|  | President | Obtain documentation showing a strong need and sufficient financial commitment from the community for Southeastern Technical College to establish a two-year RN program. | State Board approval for Southeastern Technical College to offer a two-year RN program Resources to sustain the offering of a program are obtained. | | | |
|  | President | Expand the Southeastern Early College and Career Academy with | Interest expressed by the following school boards to become members of | | | |

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| | | additional high schools in the service delivery area becoming part of the SECCA charter | the SECCA: Candler, Emanuel, Jenkins, Johnson, and Tattnall counties. | | | |
|  | Provost | Minor renovation and repair (MR&R) budget Capital Outlay budget Utility consumption year-to-year comparison Space use | Actual expenditures on MR&R, Capital Outlay, and utilities Actual percentage of space use | | | |
|  | Provost | Special Projects as assigned by President | Project results such as increase in students, resources, publicity, etc | | | |
|  | Provost | Engage service area community leaders and employers to help insure their workforce education concerns are addressed at the leadership level | Community needs assessment results Employer Survey results Official correspondence from community leaders | | | |
|  | Provost | Minimize safety and security incidents on campus | Incident reports Police reports Injury reports Meeting minutes | | | |
|  | Provost | Integrate all information and data management systems for all locations | Operational(amount of downtime and computer maintenance request backlog) Banner, People-soft, GALIS, and KMS systems Upgrades (\$ and #) of computer hardware and software | | | |
|  | Provost | Increase number of students served by Adult Education | GALIS data system reports | | | |
|  | Registrar | Students attending the Registrar's BannerWeb session will be able to print their transcript or course schedule. | CSS 1000 BannerWeb Roster/Checklist | | | |
|  | Registrar | 100% of full-time faculty and staff will be trained on the Family Educational Rights and Privacy Act of 1974 (FERPA) regarding the confidentiality of student records. | Online FERPA Training Log | | | |
|  | Registrar | Develop a new handbook for all new faculty and part-time faculty to assist in understanding the processes needed to keep accurate student records | Completed Handbook | | | |
|  | Registrar | 1% increase in student satisfaction of registration and graduation services | 1) Student Perception Survey 2) New Student Survey 3) Graduation Survey | | | |