





























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SPIRIT_2010_SE






Unit Outcome Report












Edit	Unit	Unit 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			
	Business Technologies & Human Services	Note: Goals are included in the VPAA Plan				
	Enrollment Services	2% increase in the number of dual enrollment programs in the high schools in the service delivery area over the previous year.	Dual Enrollment Rosters			
	Enrollment Services	Coordinate an appreciation breakfast for high school counselors, graduation coaches, and instructors to help promote dual enrollment.	Appreciation Breakfast for service counties" high school counselors.			
	Enrollment Services	2% increase in enrollment over the previous fiscal year.	KMS Enrollment Report			
	Enrollment Services	2% increase in dual enrollment over the previous fiscal year.	Dual Enrollment Rosters			
	Environmental Technology	Note: Goals are included in the VPAA Plan				
	Facilities Management	Coordinate paving project: resurfacing of 2 drives for the College.	Completion of paving project			
	Facilities Management	Develop energy usage/efficiency comparison report	Energy Efficiency Comparison Report			
	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 Grounds Maintenance	Grounds Maintenance			



		Schedule to coordinate transfer of an outside grounds contract to one in-house.	Schedule			
	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	80% student satisfaction of financial aid assistance.	Student Perception of Services Survey Results New Student Survey Results Graduate Survey Results Leaver Survey Results			
	Financial Aid	Update/revise the policies and procedures of the Financial Aid Office.	Southeastern Technical College Financial Aid Policies and Procedures Manual.			
	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	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			
	Financial Aid	2% increase in enrollment for the Swainsboro Campus over the previous fiscal year.	KMS enrollment reports Admissions Matrix			
	General Education & Learning Support: English	Note: Goals are included in the VPAA Plan				
	Health Sciences & Industrial Technology	Note: Goals are included in the VPAA Plan				
	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	Establish a College-	Nebraska Bookstore			

	Resources and Auxiliary Services	owned Bookstore on the Swainsboro Campus.	Software sales reports Student Perception of Services Survey Faculty and Staff Perception of Services Survey			
	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	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.			
	Information Systems	Upgrade Network Infrastructure	Analyze before and after network utilization of network segment with upgraded infrastructure			
	Information Systems	Obtain the minimum number of staff development hour.	Staff Development Plan			
	Information Systems	Keep up to date software license and renewals	License will be current on annual software subscriptions			
	Information Systems	Replace Obsolete Computing Equipment	Evaluate computer performance before and after upgrades			
	Information Systems	Renew maintenance contracts	Review Perception Surveys regarding availability of services			
	Information Systems	Server backups and disaster recovery Make sure all backup procedures meet TCSG guidelines	TCSG Server backup guidelines			
	Library Services	1.Add 1,000 new items to the Library during FY10>	1.Count of Items Added to Database by Location and Holdings code 2.Activity of Items Added and Deleted by Holds code for Location FY10			
	Library Services	1.Revise and update webpage to reflect merged libraries	1.Electronic feedback from webpage			
	Library Services	Purchase and install new chairs and panels for computer workstations in Library.	Student satisfaction survey/The tables and seating arrangements in the library are in good condition and adequate for student needs.			
	Library Services	Full-time staff complete 40 hours of staff development	Staff Development Activity Reports			
	Library Services	Join South Georgia Associated Libraries.	Membership in South Georgia Associated Libraries			
	Marketing and Public Relations	Use electronic media as a way to promote Southeastern Tech.	Number of e-brochures downloaded.			










	Marketing and Public Relations	Create an interactive auditorium web page.	Webpage			
	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.			
	Office of Academic Affairs	Increase faculty input into college governance and academic processes	Faculty Council minutes			
	Office of Academic Affairs	The Dental Hygiene Program will receive full accreditation from the Commission on Dental Accreditation at their July 2010 meeting.	Accreditation report from the Commission on Dental Accreditation			
	Office of Academic Affairs	General education instructors will provide weekly tutoring sessions for students to help them succeed in both their general education and program classes	Student success lab log book			
	Office of Academic Affairs	Provide quarterly training for online students to help them succeed in their online classes	Training Session Survey			
	Office of Academic Affairs	The Glennville campus will be granted Full Approval for the Practical Nursing Program by the Georgia Board of Examiners of Licensed Practical Nurses (GBELPN).	GBELPN Board report. NCLEX pass rate.			
	Office of Academic Affairs	The Paramedic Technology program will have a successful accreditation site visit	Accreditation report by the Commission on Accreditation of Allied Health Education Programs (CAAHEP)			
	Office of Academic Affairs	Students will demonstrate attainment of the general education competencies	General Education Competency Writing Exam (degree students) Compass E-Write (diploma students) Work Keys Applied Math Exam Work Keys Reading for Information Exam Work Keys Locating Information SCT 100 Comprehensive Final Exam			
	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	Achieve a 95%	Faculty/Staff			

	of Administrative Services	satisfaction rating from students, customers, faculty, and staff regarding customer service received by the Business Office	Perception of Services Survey Student Perception of Services Survey			
	Office of Adult Education	Increase the number of Adult Education class sites by 1% over the previous fiscal year.	GALIS Report.			
	Office of Adult Education	Maintain a 60% retention rate in Adult Education	1.GALIS Report 2.KMS Report			
	Office of Adult Education	1. 8% increase in Adult Education enrollment over previous fiscal year.	1.GALIS Report 2.KMS Report			
	Office of Adult Education	100% of the full time Adult Education instructional staff will complete a minimum of 20 hours of professional development to enhance instruction.	1. Annual instructor staff development plans. 2. Annual instructor evaluations.			
	Office of Adult Education	Maintain a 70% GED graduation rate	1.GALIS Report 2.KMS Report			
	Office of Adult Education	42% of the students enrolled in the adult education program will advance a minimum of one grade level.	1. GALIS Report. 2. KMS 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	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 Economic Development	7% increase in number of conferencing and catering services to the community.	Economic Development Enrollment and Revenue Reports Economic Development Center Survey Enrollment and Revenues meet pre-established goals for FY 2010			
	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	5% increase in utilization of economic development services.	Utilization reports submitted to the President monthly TCSG System Scorecard for Economic Development Meet preestablished goals for FY2010			
	Office of Institutional Advancement	Raise \$60,000 through the Greater Swainsboro Technical College	End of year Financial Report.			

		Foundation to provide scholarships, financial support and other needs for Students, Faculty and College Employees.				
	Office of Institutional Effectiveness	To incorporate FLEX into planning and evaluation processes	FLEX installed SPIRIT Survey Dashboard interface development			
	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	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	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	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.			
	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 Effectiveness	Coordinate development of a Compliance Certification database of Core Requirements, Comprehensive Standards, and Federal Requirements statements.	Compliance Certification Database			
	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	Conduct successful substantive change visit.	Accreditation reports.			
	Office of Institutional Effectiveness	Implement the Institutional Effectiveness plan (includes strategic and on-going planning - SPIRIT)	SPIRIT Reports			
	Office of Student Affairs	2% increase in retention over the previous fiscal year	KMS Retention Reports			
	Office of Student Affairs	Plan and direct a system of services to students, including job counseling, admission, orientation, testing, financial aid, job placement, transfer of transcripts, special populations assistance, etc.	Student Perception of Services Survey Results New Student Survey Results Graduate Survey Results Leaver Survey Results			
	Office of Student Affairs	Increase usage of STC auditoriums	Annual Rental and Revenue Report of STC Auditoriums			
	Office of Student Affairs	Collaborate with staff and faculty to implement the college's Retention Plan.	KMS Retention Report			
	Office of Student Affairs	Enhance customer service of Student Affairs Division.	Survey results from: Community College Survey of Student Engagement (Annual Survey) New Student Orientation (Quarterly Survey) Student Satisfaction of Services (Annual Survey) Faculty/Staff Satisfaction of Services (Annual Survey)			
	Office of Student Affairs	Obtain professional development hours to support student services and enhance student success.	Staff Development Plan and Activity Forms			
	Office of Student Affairs	Increase STC Auditoriums revenue	Annual Rental and Revenue Report of STC Auditoriums			
	Office of Student Affairs	90% satisfaction rating by auditorium customers	Auditorium surveys of events from users			
	Office of Student Affairs	50 students will receive job market information from Career Services table in the Student Success Center.	Student Success Center Sign-in Sheet Student Success Center Survey			
	Office of Student Affairs	The Career Services Department, along with the local Department of Labor, and Workforce Investment Agency, will host an annual Career Fair.	Career Fair Sign-in Form Annual STC Calendar			
	Office of Student	80% of students referred by the Career Services	Job Referral Report Job Placement Report Experience			

	Affairs	office will be employed in their field of study.	Data Reports			
	Office of Student Affairs	160 students will attend employment related workshops provided by the Career Services Department during FY 2010.	Employment Workshop Attendance Records			
	Office of Student Affairs	Increase usage of STC Auditoriums	Annual Rental and Revenue Report of STC Auditoriums			
	Office of Student Affairs	Increase faculty/staff communication with students.	Community College Survey of Student Engagement (Annual Survey) Student Satisfaction of Services Survey (Annual Survey)			
	Office of Student Affairs	Increase the number of Hispanic students enrolled.	Enrollment report by ethnicity/race			
	Office of Student Affairs	Increase the graduation rate of the College.	Annual Graduation Report			
	Office of Student Affairs	50 students will utilize the Experience software to upload resumes, communicate with local employers and assist them in obtaining employment.	Experience Data Reports Experience Flyers			
	President	Successfully conclude the Major Gifts Campaign (MCG).	Campaign goal is reached.			
	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	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	Expand the Southeastern Early College and Career Academy with additional high schools in the service delivery area becoming part of the SECCA charter	Interest expressed by the following school boards to become members of the SECCA: Candler, Emanuel, Jenkins, Johnson, and Tattnell counties.			
	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	Southeastern	COC approval of the			

		Technical College and Swainsboro Technical College will merge effectively July 1, 2009.	merger USDOE approval of the merger Faculty/Staff Perception of Services Survey			
	Provost	Special Projects as assigned by President	Project results such as increase in students, resources, publicity, etc			
	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	Minimize safety and security incidents on campus	Incident reports Police reports Injury reports Meeting minutes			
	Provost	Increase number of students served by Adult Education	GALIS data system reports			
	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	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			
	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			