

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
<p>1. Expand and maintain collaborative arrangements with area secondary schools to give high school students the opportunity to receive college credits.</p> <p>In fulfillment of Strategic Directions (3) (4) (5) (6) (7)</p>	<p>Provide comprehensive outreach and dual enrollment programs and services</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<p>1.1 Used established procedures to facilitate courses at outreach locations and for dual enrollment</p> <p>1.2 Evaluated programs and services offered at outreach locations</p> <p>1.3 Participated in statewide initiatives for dual enrollment ensuring adherence to established policies and procedures</p> <p>1.4 Provided orientation and assessment sessions for faculty teaching dual enrollment courses</p> <p>1.5 Assessed course offering patterns and articulation processes to improve service to secondary students at offsite and satellite locations.</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Continue to identify areas for improvement of programs and services at outreach locations 2. Review results of assessment of participation data to make decisions regarding course offerings at existing locations and new Lee County site 3. Implement appropriate and applicable recommendations from faculty input at assessment sessions on dual enrollment
<p>2. Provide expanded distributed learning course offerings and alternative scheduling opportunities to improve service area access to postsecondary education.</p> <p>In fulfillment of Strategic Directions (3) (4)</p>	<p>Provide a comprehensive distance education program</p> <p>Explore a variety of delivery modes in order to increase the access of ETC courses to environmental professionals</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>II. STUDENT OUTCOMES</p> <p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<p>2.1 Continued to assess the number of distance courses and expanded course offerings where appropriate</p> <p>2.2 Evaluated accessibility, effectiveness and quality of distance education courses by analyzing the results of Programs and Services Survey, which indicated 76% of the students were satisfied or very satisfied with WebCT accessibility and reliability</p> <p>2.3 Provided greater variety and section offerings in distance education course offerings by providing a total of 111 course sections via distance serving a total of 1,626 students</p> <p>2.4 Ensured proper course placement for students enrolled in distance education courses by providing information to academic advisors</p> <p>2.5 Maintained focus group of faculty and staff to guide distance education Activities</p> <p>2.6 Provided support and training to faculty and students in use of distance education technology</p> <p>2.7 Marketed availability of distance education courses in schedule of course offerings</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>2.8 Offered three non-credit ETC courses by distance learning mode 2.9 Managed terms of the DHEC contract 2.10 Provided regional training on developing on-line training</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Implement recommendations for improving accessibility, effectiveness, and quality of distance education courses through departmental assessment of student evaluations of distance courses 2. Increase number of course offerings in the distance education format where feasible and maintain quality distance education courses 3. Communicate with academic advisors and students regarding placement in distance education courses and incorporate into all training for advisors 4. Develop activities that enhance distance education course offerings 5. Offer professional development for faculty and students on the use of distance education technology and integrate in the College's PDP calendar of activities 6. Publish and promote availability of distance education courses through Public Relations department
<p>3. Execute the budgetary processes necessary to maximize efficiency in achieving the College's Strategic Directions.</p> <p>In fulfillment of Strategic Directions (2) (5) (7)</p>	<p>Manage budgetary resources effectively</p> <p>Continue process for the effective review and revision of College policies and procedures related to Business Affairs</p> <p>Monitor and manage college budget and other resources in response to reduced funding without negatively impacting college programs</p>	<p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<p>3.1 Reviewed adjunct faculty pay rate and determined competitive appropriateness for 2004-05 3.2 Received Perkins funding of \$297,000 and TRIO funding of \$225,000 3.3 Allocated \$309,000 for academic programs from College and Perkins funds 3.4 Allocated additional instructional technology resources through Instructional Computing Team for installation of 14 smart classrooms and lab refresh program 3.5 Acquired additional Health Sciences physical resources and worked with the City of Sumter to explore the possibilities of expanding facilities in downtown Sumter area 3.6 Acquired equipment for HVAC program valued at approximately \$5,000 through donations from business and industry 3.7 Completed the review, update, and approval of the College's Personnel Directives 3.8 Completed revision of the College Environmental Health and Safety Manual and the College Procurement Manual placed them in online format</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>Provide support to the College in the areas of accounting, procurement, personnel, physical plant, auxiliary services, security, inventory, information systems, etc.</p>		<p>3.9 Various forms were revised as necessary for Banner finance implementation</p> <p>3.10 Developed and published Information Security Plan for the College in accordance with the College's Information Security Program</p> <p>3.11 Reviewed procedures as a result of registration critiques in the fall and spring semesters</p> <p>3.12 Prepared for Banner training and consulting visits via Banner Project Team participation in the Business Process Analysis (BPA)</p> <p>3.13 Successfully tested and transmitted direct deposit information via E-Commerce, which allows payroll to submit information in a more timely and more efficient manner</p> <p>3.14 Changed the Acceptable Use and Confidentiality Statement acknowledgements to an annual online review and acknowledgement through WebCT instead of a one-time signature acknowledgment at the time of hire</p> <p>3.15 Allocated \$25,000 towards the purchase of a virtual private network (VPN) for secured off-campus connections to College resources as a result of a recommendation from the Information Security team</p> <p>3.16 Revised registration procedures based on the results of registration critiques</p> <p>3.17 Adjusted and publicized print shop submission procedures to ensure that All print jobs were ready in time for classes</p> <p>3.18 Added a second "quick copy" time in the afternoon at the request of the AMT, and then discontinued after a pilot period revealed little need for it</p> <p>3.19 Developed a customized process from the BPA training</p> <p>3.20 Analyzed and documented critical, new selected business processes via the BPA model for use by the trainers, consultants, and CCTC Banner teams as Banner decisions for implementation are needed</p> <p>3.21 Managed the College budget with no state increase from FY 04 to FY 05 (other than for the state pay plan) and prevented cuts in instructional programs through effective management of new funds from enrollment growth</p> <p>3.22 Initiated the CCTC payment plan for students and discontinued the FACTS (third party) payment plan, resulting in \$17,275 additional revenue.</p> <p>3.23 The bookstore implemented the online versions of their point-of-sale software, which will save the College approximately \$4,500 annually</p> <p>3.24 Achieved outstanding audit results from the annual inventory audit and</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>the external audit—both with no findings or recommendations</p> <p>3.25 Received the Certificate of Achievement for Excellence in Financial Reporting for the College's Comprehensive Annual Financial Report (CAFR)</p> <p>3.26 Used S.C. Dept. of Corrections for secured records destruction, saving the College approximately \$600 in destruction costs</p> <p>3.27 Using the Interagency Mail Service at 3 campuses saved the College \$4,187 compared to USPS cost</p> <p>3.28 Upgraded the high speed copier in the print shop and expanded print shop services to include an electronic/networked submission process; upgraded all building copiers to digital</p> <p>3.29 Developed and submitted a RUS Grant Application, REACH</p> <p>3.30 Expanded print shop services, nearly eliminating t need for the "quick copy" program and improved turn-around time on printing requests.</p> <p>3.31 Made changes to the current year's RUS Grant application based on feedback/results of previous year application that was not funded</p> <p>3.32 Expanded supplies and the software selections offered for sale in Bookstore</p> <p>3.33 Increased the used book inventory, which increased benefits to students and Bookstore profits</p> <p>3.34 Created student ID cards with barcodes that can be used as library cards</p> <p>3.35 Coordinated sale of 96 off-lease computers to College employees</p> <p>3.36 Installed 135 computers in instructional computing labs and 35 computers in offices as part of the College's replacement cycle</p> <p>3.37 Determined that present procedure of identifying new hires and employee changes is not sufficient or timely enough to provide them the information resources needed to perform their jobs</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Maintain Perkins plan for expenditures and establish TRIO program 2. Submit annual requests for capital improvements 3. Submit requests for instructional computing needs to Instructional Computing Team to support goals of the QEP 4. Participate in presentations to local health care providers 5. Request equipment donations from business and industry 6. Continue to review College Directives annually and revise as necessary 7. Develop an online training program for the Information Security Program as part

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>of the College's Professional Development Program</p> <ol style="list-style-type: none"> 8. Revise and update the College website by contracting with a firm for completion FY 06 9. Utilize new selected business processes for the trainers, consultants, and CCTC Banner teams as Banner decisions are needed for continuing implementation 10. Implement the GMOnline system, which will allow for future growth the Bookstore and save support fees 11. Begin notifying and charging students collection fees when past due accounts must be turned over a collection agency or GEAR program 12. Improve procedures related to providing employee technology needs and security settings
<p>4. Provide technical/ industrial programs and services designed specifically for area business and industry to meet the demands of the current divergent and volatile economy.</p> <p>In fulfillment of Strategic Directions (4) (6) (7)</p>	<p>Maintain current academic programs and develop evolving curricula</p> <p>Offer existing contracted training programs to meet known needs of business, industries, or other organizations in the four county service area</p> <p>Develop and offer new contracted programs</p> <p>Continue to market computer related programs</p> <p>Support the need for environmental training</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>II. STUDENT OUTCOMES</p> <p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<ol style="list-style-type: none"> 4.1 Conducted annual academic program review process to evaluate program content in the General Education Certificate, General Technology Associate Degree, Engineering Graphics Technology Diploma, Natural Resources Management Associate Degree, and Industrial Maintenance Certificate 4.2 Analyzed results from the Programs and Services Survey, which indicated 92.8% of the students were satisfied or very satisfied with the course content of the major courses in their curricula; from the Alumni Survey, which indicated 95.8% were satisfied or very satisfied with their major program of study and 88.9% were satisfied or very satisfied with the instruction in their major 4.3 Conducted survey regarding technology needs as part of developing the College's QEP 4.4 Conducted annual advisory committee meetings 4.5 Reviewed and maintained postsecondary technical course transfer information 4.6 Promoted secondary articulation agreements to secondary students, counselors, and teachers 4.7 Maintained records of articulated courses from secondary institutions 4.8 Adopted two new certificate programs; realigned the NRM and EVT associate degrees; and implemented course changes in programs presented to the AMT 4.9 Implemented the Diploma in Medical Assisting for Fall 2004 4.10 Developed new credit programs identified through advisory committees, needs analysis, industry trends, and approved by the AMT which included the College Studies Certificate and the Electro-Mechanical Workforce II Certificate

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>by offering a comprehensive schedule of occupation upgrade courses and customized contract training</p>		<p>4.11 Administered Employer Survey of recent graduates for continuous improvement of academic programs; results indicated that 95% of the employers were satisfied or very satisfied with the graduates they employed</p> <p>4.12 Reviewed DVS course competencies and implemented recommendations of statewide committee for DVS course</p> <p>4.13 Collaborated with Tuomey Hospital and the City of Sumter to explore opportunities to increase instructional personnel, course offerings in health sciences, and expanded health care instructional facilities</p> <p>4.14 Evaluated placement scores for English, math, and reading for new SAT and made recommendations as appropriate</p> <p>4.15 Added the technology readiness placement requirement</p> <p>4.16 Identified and provided appropriate and timely training opportunities in HVACR and Automotive</p> <p>4.17 Completed three multi company non-credit contract programs</p> <p>4.18 Offered 25 non-credit courses/programs to individual client organizations</p> <p>4.19 Performed 20 needs assessments in industry</p> <p>4.20 Developed 35 non-credit contracts for new/existing clients to include leadership type of training</p> <p>4.21 Expanded EZA programs by 10%</p> <p>4.22 Developed 12 new contracted programs in leadership, supervision, and communications</p> <p>4.23 Created and offered over 400 non-credit open enrollment programs and seminars to meet the needs of business and industry</p> <p>4.24 Offered over 20 non-credit Microsoft training programs in the four-county area</p> <p>4.25 Offered 55 environmental training courses through open enrollment and 15 through contractual arrangements</p> <p>Future Improvements:</p> <p>1. Prepare report of academic program review and submit to Academic Management Team with recommendations for program changes and improvements; Engineering Graphics Diploma program more aligned with certificate and associate degree; and content changes in NRM Associate degree to include GPS technology as well as alignment of NRM and EVT</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>program curricula</p> <ol style="list-style-type: none"> 2. Improve programs by using results from technology survey administered at advisory committee meetings 3. Improve transfer opportunities for students in AA and AS programs 4. Use results of the review of the technical program transfer agreements to maintain currency of the agreements where applicable 5. Continue systematic communication with secondary students, counselors, and teachers regarding secondary articulation agreements 6. Compile report of articulated courses from secondary institutions and monitor participation 7. Present curriculum recommendations to the Academic Management Team 8. Monitor curriculum implementation of the Medical Assisting Diploma program and make changes where appropriate 9. Make recommendations to the Academic Management Team for new programs 10. Improve transfer opportunities for students in AA and AS programs 11. Incorporate recommendations for developmental course competencies 12. Meet with area health care providers and seek opportunities to collaborate where appropriate 13. Make recommendations for placement scores in English, math, reading, and technology readiness to the Academic Management Team 14. Implement credit and continuing education collaborative programs and initiatives 15. Develop and offer new non-credit contract programs
<p>5. Implement applicable portions of the College Facilities Master Plan and appropriate deferred maintenance actions as funding becomes available.</p> <p>In fulfillment of Strategic</p>	<p>Provide and maintain College facilities (buildings and grounds) that are safe, attractive, and efficiently operated</p>	<p>VI. ADMINISTRATION/ RESOURCES</p>	<ol style="list-style-type: none"> 5.1 Conducted various renovations and refurbishment projects to improve the appearance or functionality of the campus, including: <ul style="list-style-type: none"> • Painted various areas in buildings 100, 400, 500, 600 & 900 • Replaced carpet in various areas of buildings 100, 200, 400 & 900 • Replaced roof on NRM classroom building • Installed greenhouse at F.E. Dubose • Various small projects 5.2 There have been no large projects or new construction due to funding and space limitations on main campus 5.3 Attained energy consumption per square foot of 49.40 kBtu versus an average

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
<p>Directions (2) (7)</p>			<p>75.19 for all SC Colleges (without housing)—5th lowest out of 20 colleges</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Review progress on capital projects for the fiscal year to ensure they remain on schedule 2. Explore expansion at off-campus locations, including the “federal building” and the old Western Auto building in downtown Sumter, and a small site in Bishopville, all to be funded by other government entities 3. Continue utilization of the energy management system to schedule HVAC for College facilities and to ensure that students, faculty, and staff are comfortable
<p>6. Provide appropriate data collection and analysis to support the planning process, curriculum development, external accountability, and institutional improvements.</p> <p>In fulfillment of Strategic Directions (5) (7)</p>	<p>Facilitate effective planning, evaluation, and use of results for quality programs and services for continuous improvement.</p> <p>Monitor success factors and performance on effectiveness indicators</p> <p>Substantiate and document comprehensive institutional improvement, accountability, and the effectiveness of the College in achieving its mission</p> <p>Maintain regional and program accreditation</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>II. STUDENT OUTCOMES</p> <p>III. SUPPORT SERVICES</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<p>6.1 Developed 2005-06 unit and divisional plans of action based on planning forums and input of faculty and staff members</p> <p>6.2 Integrated 2005-06 unit objectives into divisional plans of action and included divisional objectives into the College annual plan of action to accomplish the College mission.</p> <p>6.3 Reviewed and analyzed results of College surveys to improve programs and services. The results included those from the Employer Survey; Program and Services Survey; Alumni Survey; Advisory Committee Survey; Advisor Survey; Alumni Survey, which indicated that 94.4% of alumni responding were satisfied or very satisfied with their overall academic experience; and Student Evaluation of Instruction Survey, which indicated a College mean of 3.51 on a 4.0 scale for instruction for Fall 2004 semester</p> <p>6.4 Assessed progress of plans of action objectives and compiled annual reports of accomplishments and summaries of the use of results in effectiveness reports</p> <p>6.5 Used results of EPMS and FPMS evaluations to document 2004-05 performance and develop 2005-06 planning stages for all permanent staff and faculty members</p> <p>6.6 Revised employer survey to assess general education competencies</p> <p>6.7 Continued to monitor all program and institutional accreditation requirements and standards for compliance</p> <p>6.8 Monitored program evaluation data for program vitality</p> <p>6.9 Identified techniques for improving status of academic programs on probation/suspension</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>Maintain effective organizational structure</p> <p>Develop the Central Carolina Technical College Prospectus for Off-Campus Locations for submission to the CoC</p> <p>Develop and implement plan for the On-Site Reaffirmation Committee Visit by the Commission on Colleges</p> <p>Provide structure and direction for College annual planning and evaluation actions</p> <p>Substantiate and document comprehensive institutional data</p> <p>Assess needs and satisfaction levels of students, alumni, and other constituents</p> <p>Provide internal and external monitoring of</p>		<p>6.10 Collected data for required reports to NLNAC, AAMA, ARC-ST, LLR Board of Nursing, TAC of ABET, ABA, ACBSP, and NAWTA</p> <p>6.11 Began review of compliance methods for TAC 2000 of ABET program standards</p> <p>6.12 Prepared data for NLNAC accreditation reaffirmation visit held in February 2005 for Associate Degree Nursing program and Practical Nursing Diploma programs</p> <p>6.13 Earned an institutional rating of "Exceeds" from the SC Commission on Higher Education</p> <p>6.13 Implemented processes to improve graduation rate based on the evaluation of research data</p> <p>6.14 Hired faculty and staff to reflect a diverse ethnicity</p> <p>6.15 Communicated the organizational structure and roles of employees to faculty and staff</p> <p>6.16 Reviewed all faculty and staff position descriptions to ensure relevancy and made changes when organizational changes were implemented in Academic and Student Affairs</p> <p>6.17 Reviewed academic and student affairs policies for efficiency and consistency with focus on attendance policies, drop/add procedures, standards of academic progress, and roster verification</p> <p>6.18 Developed and monitored Substantive Change Prospectus Timeline</p> <p>6.19 Completed Follow-up activities as directed by the CoC staff member</p> <p>6.20 Completed and submitted CCTC Prospectus for Off-Campus Locations to the Commission on Colleges.</p> <p>6.21 Completed and submitted the CCTC Follow-up Response to the CoC Executive Director</p> <p>6.22 Received approval for the Central Carolina Technical College Substantive Change for Off-Campus Locations by the Commission on Colleges of the Southern Association of Colleges and Schools</p> <p>6.23 Developed College timeline of activities for the On-Site Reaffirmation Committee Visit</p> <p>6.24 Coordinated appropriate logistical preparations for the On-Site Visit with the CoC staff and Committee Chair</p> <p>6.25 Followed planning an evaluation processes to execute systematic review of</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>College compliance with the new CoC principles of accreditation system</p>		<p>College programs and services</p> <p>6.26 Completed the 2005-06 annual planning process, which resulted in the development of the 2005-06 College Annual Plan of Action</p> <p>6.27 Completed the 2003-04 College Annual Effectiveness Report</p> <p>6.28 Completed the 2004-05 Major Division and Unit Effectiveness Reports</p> <p>6.29 Revised the formats of the College, Division, and Unit Annual Effectiveness Reports to clarify the Use of Results for Improvements section, based on PIE Internal Survey Results and Results of External Peer Evaluation of the PIE Office</p> <p>6.30 Substantiated and documented qualifications and academic preparation of full-time and part-time faculty members</p> <p>6.31 Provided accurate institutional research data to College constituents and publics</p> <p>6.32 Completed and published comprehensive external institutional effectiveness and accountability reports</p> <p>6.33 Prepared and disseminated internal and external surveys of College programs and services</p> <p>6.34 Prepared and disseminated data and findings resulting from the internal and external surveys of College programs and services</p> <p>6.35 Used the results of internal and external assessment findings to improve the services of the Office of Planning and Institutional Effectiveness to make the improvements as follows: (1) created and published a revised electronic <i>College Fact book</i>, (2) created and published a new electronic <i>College Quick Facts</i> publication, (3) revised the format of the Annual Planning and Evaluation Timeline for the purpose of improving clarity for the user and to reflect the calendar year as opposed to a fiscal or academic year</p> <p>6.36 Disseminated appropriate reports related to the quality of programs and services, satisfaction and retention of students, post-education satisfaction and success, and resource management were developed and disseminated</p> <p>6.37 Reviewed procedures and processes which resulted in revisions in College policy Directives 7.19 - Reporting to External Agencies and 7.16 – Reference to Institutional Accreditation Status, to ensure usefulness and consistency with commonly accepted practice</p> <p>Future Improvements:</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<ol style="list-style-type: none"> 1. Continue to use results of EPMS and FPMS instruments to develop 2005-06 planning stages for staff and faculty members 2. Use program evaluation data to monitor vitality of academic programs by enrollment, placement, and number of graduates criteria and implement changes where programs are on suspension and probation to correct areas of deficiency 3. Identify compliance methods for TAC 2000 of ABET program standards and include in the Civil Engineering Technology Annual Plan of Action for 2005-06 4. Use results from the NLNAC accreditation findings to improve ADN and PN programs and submit response to report 5. Continue to fill vacant faculty and staff positions with qualified and diverse persons when available 6. Provide accessibility of organizational charts to faculty and staff 7. Conduct review of position descriptions for faculty and staff at least every two years 8. Execute final preparations for a successful On-Site Reaffirmation of Accreditation Committee Visit 9. Prepare and submit the College Response to the 2005 SACS On-Site Reaffirmation Committee Report to the June 2006 Standards and Reports Committee of the Commission on Colleges in an accurate and timely manner in compliance with SACS requirements 10. Complete and publish the 2004-05 College Annual Effectiveness Report 11. Complete and publish the 2006-07 College Annual Plan of Acton
<p>7. Provide student support services, learning resources, and electronic connectivity to ensure a more learner-centered environment.</p> <p>In fulfillment of Strategic Directions (3) (5) (6)</p>	<p>Increase awareness and use of learning resources</p> <p>Provide consistent, accurate, and professional career assessment and program advisement for students</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>II. STUDENT OUTCOMES</p> <p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p>	<ol style="list-style-type: none"> 7.1 Identified mission, scope, and function of the library, media, and learning resources function areas 7.2 Raised awareness of faculty, students, and staff regarding accessibility to online resources and provided library instruction to students 7.3 Determined resources needed to support the curriculum 7.4 Maintained current library resources at the Main Campus, and provided access at the Kershaw site, Shaw Center, and DuBose site through connectivity and collaborative agreements 7.5 Utilized Library Focus Group to support activities to increase library usage and identify resources needed for curriculum support 7.6 Implemented College Studies Certificate as a result of advisement feedback

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>Provide comprehensive and efficient student services through a planned and integrated process</p>	<p>VI. ADMINISTRATION/ RESOURCES</p>	<p>7.7 Provided advisement training for faculty and admissions counselors 7.8 Evaluated faculty advisement performance using the FPMS process 7.9 Used results from the Programs and Services Survey that indicated 90.2% of students were satisfied or very satisfied with the availability of their academic advisor 7.10 Integrated online registration processes with sound academic advising 7.11 Evaluated process for tracking high school transcript receipts 7.12</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Continue realignment of learning resources organizational structure to better improve service to students at Main Campus and outreach sites 2. Support curriculum using Library Focus Group recommendations to improve and expand resources 3. Maintain current library resources at Main Campus and provide access at outreach sites 4. Create a college-wide team to address advisement issues and 5. Use results of Advisor Survey to continuously improve advisement 6. Implement online registration for academic programs in anticipation of implementation of Banner
<p>8. Plan and implement comprehensive recruiting and public relations strategies that clearly communicate the College's mission, programs, and services.</p> <p>In fulfillment of Strategic Directions (1) (3) (7)</p>	<p>Increase annual student enrollment by 3-5% for the next three years</p> <p>Develop a comprehensive marketing program for the College</p>	<p>I. EDUCATIONAL PROGRAMS III. SUPPORT SERVICES IV. COLLABORATION V. ACCESSIBILITY VI. ADMINISTRATION/ RESOURCES</p>	<p>8.1 Refined the College's Recruitment Team mission, scope, and purpose to increase annual student enrollment by 3-5% for the next three years 8.2 Achieved a Fall 2004 enrollment of 3,260 students compared to Fall 2003 enrollment of 3,176 which represented a 2.6% increase 8.3 Initiated identification of focused recruitment activities for specialized markets 8.4. Developed special marketing strategies for selected academic programs with low enrollment 8.5 Conducted presentations at area high schools and career centers through collaborative relationships among departments across the college to help improve recruitment 8.6 Implemented the use of the Kuder Career Assessment tool to market the College 8.7 Refined mission, scope, and purpose of College' marketing unit to develop a comprehensive annual marketing plan of action</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>8.8 Integrated focused marketing and recruitment activities for promoting the programs and services of the College</p> <p>8.9 Marketed the scope, size, accessibility, and mission of the College in a collegiate image</p> <p>8.10 Partially identified marketing techniques for dual enrolled students</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Implement the initiatives of the Recruitment Team to increase student enrollment by 3-5% for the next three years and assess the effectiveness of the recruitment initiatives with specific goals 2. Develop specific focused recruitment activities and review accomplishments of goals of the Recruitment Team 3. Identify recruitment activities to accomplish individual program enrollment goals 4. Increase enrollment over the next three years in Industrial and Engineering Technology 5. Schedule opportunities for recruitment activities at area high schools and career centers 6. Utilize College and secondary personnel on the Kuder Career Assessment tool 7. Develop comprehensive marketing objectives and activities 8. Devise an integrated approach to marketing and recruitment activities 9. Prepare specific marketing materials that will market the scope, size, accessibility and mission of the College in a collegiate image 10. Market the College to the dual enrolled
<p>9. Provide increased technology-based solutions that enhance efficiency and customer service and expand accessibility to College programs and services.</p> <p>In fulfillment of Strategic Directions (5) (7)</p>	<p>Improve retention and graduation rates</p> <p>Coordinate and provide professional development and technology training opportunities for College personnel and students</p> <p>Provide consistent and</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>III. SUPPORT SERVICES</p> <p>V. ACCESSIBILITY</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<p>9.1 Refined Retention Committee mission, scope, and purpose to improve the College's retention rate</p> <p>9.2 Increased the graduation rate from 7.5% in 2003-04 to 10.5% in 2004-05 and meeting the benchmark of increasing the College's graduation rate by two percent annually; success rate decreased from 39.3% in 2004 to 36.1% in 2005</p> <p>9.3 Evaluated the role of student activities related to the College's retention through the Program and Services survey (DID NOT COMPLETE)</p> <p>9.4 Maintained a systematic program completion application process</p> <p>9.5 Maintained process for the acquisition of job placement information from students</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>reliable access to high quality and innovative technology solutions and academic/administrative systems that are responsive to the operation and management needs of the College and delivered in a timely and effective manner</p> <p>Focus on enhancing skills of the workforce in the four counties</p> <p>Improve and enhance the life of citizens of the service area by offering a variety of personal interest courses</p>		<p>9.5 Ensured compliance with DVS 30-hour policy</p> <p>9.6 Maintained the STAIRS program for DVS students and evaluated Effectiveness</p> <p>9.7 Maintained annual review and revision of College publications with significant changes to the course schedule</p> <p>9.8 Implemented Career Focus magazine</p> <p>9.9 Published View Book and implemented new approach to billboards, television, and radio advertising/marketing; results of the Programs and Services Survey indicated 90% of the students were satisfied or very satisfied with College publications</p> <p>9.10 Provided improved identification of outreach course offerings in semester course schedule, in SIS, and on the Web</p> <p>9.11 Maintained handbook for faculty who are teaching at secondary locations and included specific information unique to each secondary school or location</p> <p>9.12 Promoted use of web resources such as Web for Faculty, Web for Students, Campus Pipeline, etc.</p> <p>9.13 Ensured accuracy of information on College web site by conducting a review of content managed by the College's webmaster</p> <p>9.14 Provided monthly electronic newsletter</p> <p>9.15 Offered a program of professional development throughout the year to faculty and staff, New Employee Orientation, Personnel Policies and Procedures Update, Faculty Update, Adjunct Faculty Orientation, New Student Orientation, Safety & College Emergency Response Training (via Web), Banner General and Finance training</p> <p>9.16 Provided funds for employees to attend external professional development programs, including faculty tuition reimbursement</p> <p>9.17 Expanded the functionality of the institution's Help Desk to include training for faculty, students, and staff in special orientation programs</p> <p>9.18 Coordinated 27 joint and individual consulting and training visits for SunGard/SCT Banner system education and training hosted by the College for finance, human resources, financial aid, and student modules out of 80 session scheduled for the year</p> <p>9.19 Provided training to the College for using the new networked high speed copier in the Print Shop</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>9.20 Submitted the administrative technology plan , which was approved by the State Budget and Control Board with the exception of the payment gateway, pending review of a state provided system</p> <p>9.21 Participated in the SCT Consortium and shared technical and functional training for Banner with Horry-Georgetown, Piedmont, and Tri-County technical Colleges</p> <p>9.22 Reviewed results of the Programs and Services Survey, which indicated student satisfaction with College resources_ and revealed improvements in Campus Pipeline due to training and support efforts by the Help Desk and the instructional technologist</p> <p>9.23 Established the Banner Project Team to oversee implementation of Banner Finance, Human Resources, Financial Aid and Student modules</p> <p>9.24 Researched new hardware configurations extensively, selected and installed with Banner and Oracle, and a thorough evaluation of reporting tool software was conducted</p> <p>9.25 Purchased Evisions for forms, secured documents, and reporting (Argos)</p> <p>9.26 Received Banner training for College technical and functional staff</p> <p>9.27 Implemented the Banner Finance module July 1, 2005, as planned.</p> <p>9.28 Purchased Luminis portal solution for a unified digital campus that integrates Banner, email, WebCT, and other applications for the College community</p> <p>9.29 Maintained the AVVID architecture for converged voice, video and data communications and initiated expansion into the downtown (CE) campus</p> <p>9.30 Refreshed all computer labs with the latest releases of software for instruction in addition to adding new titles</p> <p>9.31 Participated in workshops concerning ADA compliance requirements to be implemented by July 1, 2006</p> <p>9.32 Analyzed and used the overall very positive feedback from students with respect to usage and satisfaction with College resources</p> <p>9.33 Added a full time position to the Information Systems unit to support college-wide reporting needs</p> <p>9.34 Entered into contract with a third party to develop FOCUS programs for the existing Plus system as a result of Banner commitments by the IS staff</p> <p>9.35 Developed a higher-skilled applicant pool by using a variety of methodologies in which 100 persons were tested in WorkKeys, and Nocti</p> <p>9.36 Developed expert OJT for two companies</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>9.37 Profiled 20 jobs using Workkeys</p> <p>9.38 Continued to aid WIA students on campus</p> <p>9.39 Developed and offered three Industrial Job Readiness Programs resulting in serving 50 students</p> <p>9.40 Contracted with JER and offered 50 on-line courses</p> <p>9.41 Offered courses on three occasions utilizing regional facilities for offerings</p> <p>9.42 Identified at three grant opportunities and procured funding to support special projects</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Implement strategies of the Retention Committee to improve College retention rate 2. Implement retention strategies to improve College's graduation and success rates by two percent annually for the next three years 3. Identify factors that directly contribute to the decrease in success rate 4. Conduct an assessment of student activities to determine impact on College's retention through the Student Forum 5. Ensure an effective process for gathering job placement data 6. Review data profiling students with 30-hour DVS limitations and implement the enrollment restrictions 7. Provide STAIRS program content for students enrolled in COL 103 8. Conduct review of College publications and submit changes for editing and distribution 9. Hold at least two faculty and staff meetings annually 10. Revise course offerings schedule format in all mediums 11. Schedule training activities for faculty, staff, and students to encourage use of web resource and support QEP goals 12. Continue the Professional Development program in FY 06 13. Offer several training courses through online format, as a result of the positive feedback from previous online PDP courses 14. Upgrade Help Desk Supervisor position to a full time position 15. Coordinate the information resources for all new employee and employee functional changes through the Help Desk 16. Participate in Banner and Luminis training and training related to the implementation of the QEP goals

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<ul style="list-style-type: none"> 17. Continue to coordinate training and consulting sessions for Banner and offer to be the training site for all Luminis training for the Banner Consortium 18. Add Banner training to the new employee orientation process 19. Incorporate feedback from results of evaluation of College resources into the professional development training and planning for technology support programs, as well as the QEP goals and activities. 20. Maintain compatibility among the Consortia colleges for subsequent disaster recovery planning 21. Establish an implementation team (Luminis Leadership Team) for Luminis 22. Acquire hardware and training for Luminis 23. Explore telecommunication options to cost effectively connect Lee County to the College network, including wireless point-to-point solutions 24. Collaborate with appropriate personnel to improve the present procedures for submitting software upgrade and installation requests for computer labs procedures, including engaging faculty members in the testing of selections 25. Develop and implement web accessibility for meeting federal requirements by July 1, 2006 26. Create and offer a variety of non-credit activities to meet the needs of the College service area
<p>10. Attract and retain appropriately credentialed, diverse, and talented faculty to support a multi-cultural campus environment.</p> <p>In fulfillment of Strategic Directions (2) (6)</p>	<p>Provide faculty and staff professional development</p> <p>Attract and retain appropriately credentialed faculty and staff to support a multi-cultural campus environment inclusive of diversity reflected in the College's service region</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>III. SUPPORT SERVICES</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<ul style="list-style-type: none"> 10.1 Assessed faculty and staff professional development needs 10.2 Increased the variety of delivery methods and used electronic delivery by providing the online training for selected training 10.3 Offered faculty and staff access to conferences, workshops, and certification training where appropriate within budgetary constraints 10.4 Provided customer service training for faculty and staff in conjunction with Retention Workshop 10.5 Assisted faculty members in maintaining and expanding credentials in teaching discipline 10.6 Provided training on information technology resources for staff, faculty, and students 10.7 Averaged a rating of 3.89 in evaluation of adjunct faculty training each Semester 10.8 Increased EEO goal attainment to 99.7%, ranking 1st among technical colleges and 2nd among all state agencies

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
			<p>10.9 Offered a benefits fair, flu shots, and health screenings to College employees</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Use PDP Request Form to plan programs and allocate resources for faculty and staff activities 2. Identify courses for electronic delivery of professional development activities where appropriate 3. Systematically offer courses in technology, methodology, and general interest programs 4. Determine need for customer service training for faculty and staff 5. Allocate professional development funds for faculty and staff to expand credentials based on needs assessment 6. Schedule PDP information technology training sessions to support the goals of the College QEP 7. Continue focus on recruitment and retention of qualified minorities into various positions at the College, especially professional and faculty positions 8. Continue to offer a benefits fair, flu shots, and health screenings to employees as a service
<p>11. Develop and maintain partnerships with external agencies in order to share resources that accomplish mutual goals.</p> <p>In fulfillment of Strategic Directions (2) (3) (4) (6) (7)</p>	<p>Establish partnerships in the College's service area to accomplish the College's mission</p> <p>Develop an increased working relationship with Shaw, Kershaw, and Lee Counties</p> <p>Develop association with Certifying Associations such as Nursing Home Administrators, Social Workers, Bankers, CPAs, and co-sponsor</p>	<p>II. STUDENT OUTCOMES</p> <p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p> <p>VI. ADMINISTRATION/ RESOURCES</p>	<p>11.1 Maintained the College's dual enrollment program in area secondary schools</p> <p>11.2 Worked collaboratively with other educational and community entities to develop grant proposals</p> <p>11.3 Collaborated with Adult Education in student referral processes and the Skills Institute</p> <p>11.4 Promoted secondary to post secondary course articulation</p> <p>11.5 Maintained agreements with county libraries for sharing of resources</p> <p>11.6 Assessed both Continuing Education and Credit Programming needs for the Shaw AFB</p> <p>11.7 Offered non-credit classes at the Shaw Center and Kershaw County, including Kids summer programs</p> <p>11.8 Offered 12 different types of continuing education enrollment opportunities and contract training courses for the Shaw and Kershaw communities</p> <p>11.9 Provided the non-credit Microsoft Certificate and CISCO training at Shaw AFB and Shaw Center</p> <p>11.10 Promoted and offered CDL programs to Shaw and Kershaw communities</p>

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
	<p>and offer continuing professional education</p> <p>Serve as a state Innovative Technology Training (ITT) Resource Center in the area of environmental training</p> <p>Provide technical assistance and on-site training to small wastewater treatment facilities identified as having compliance problems through the 104g grant program</p>		<p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Identify needs in secondary schools and schedule dual enrollment courses accordingly 2. Participate in activities with educational and community entities on grant proposals 3. Schedule Skills Institute training at the College with Adult Education 4. Schedule meetings with area high school counselors and administrators to promote secondary articulation 5. Maintain agreements with county libraries for sharing of resources 6. Increase new and enhance current working relationships with Shaw AFB, Kershaw, and Lee areas 7. Created/offered and cosponsored over 38 continuing professional education courses and training for healthcare, legal, financial, and social entities 8. Provided resource and services to environmental professionals and other technical colleges across the state 10. Maintained environmental library and laboratory 11. Served seven new facilities and created two new collaborations 12. Maintained relations with environmental associations/entities 13. Completed 104g grant documentation process and participated in 104G 14. Expanded scope of OSHA related course, hazcom etc. as a result of evaluation feedback
<p>12. Fulfill all requirements for the SACS reaffirmation of accreditation Compliance Certification and develop the institutional Quality Enhancement Plan.</p>	<p>Provide information and services in support of Compliance Certification and Quality Enhancement Plan (QEP)</p> <p>Finalize the Central Carolina Technical College Compliance Certification Report for the Off-Site Review</p>	<p>I. EDUCATIONAL PROGRAMS</p> <p>II. STUDENT OUTCOMES</p> <p>III. SUPPORT SERVICES</p> <p>IV. COLLABORATION</p> <p>V. ACCESSIBILITY</p>	<ol style="list-style-type: none"> 12.1 Maintained SACS accreditation standards 12.2 Created a SACS website with access to over 800 documents 12.3 Used results of the CoC Off-Site Review Committee's report to resolve problematic issues and to clarify evidence of the College's compliance with Core Requirements, Standards, and Federal Mandates 12.4 Developed and submitted the College's Compliance Certification Report 12.5 Developed and submitted the College's Focused Report to CoC 12.6 Produced the College's Quality Enhancement Plan 12.7 Conducted College meetings with CoC Staff member, ELT, and Compliance Team Chair, and SACS Liaison. 12.8 Provided Off-Site Review Committee members with pertinent information as

2005 COLLEGE ANNUAL EFFECTIVENESS REPORT

Use of Results_College Plan of Action_0405

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
In fulfillment of Strategic Directions (6) (7)	Committee of the Commission on Colleges (CoC) of the Southern Association of Colleges and Schools (SACS)	VI. ADMINISTRATION/ RESOURCES	<p>requested.</p> <p>12.9 Acquired and installed a server to support video streaming plans in technology-based courses as defined in the QEP</p> <p>Future Improvements:</p> <ol style="list-style-type: none"> 1. Use recommendations of the Compliance and Quality Enhancement Plan audit by the Offsite and Onsite Teams for improvement of College 2. Create the design for the College's Next Generation Classroom and Computer Lab configuration based on the survey responses and forums for enhancing the student-centered learning environment through greater levels of student engagement in learning. 3. Provide demonstrations to faculty of new technologies for improving teaching and learning 4. Install Luminis hardware and software and develop software for the unified digital campus and the creation of learning communities 5. Continue activities of the QEP Leadership/Oversight team 6. Complete and submit all reports necessary for institutional reaffirmation of accreditation to the Commission on Colleges in an accurate and timely manner and maintain effective communication with CoC staff.