

Florence-Darlington Technical College



**2010-11 Institutional Effectiveness
Summary Report**

July 2011

2010-2011 INSTITUTIONAL EFFECTIVENESS

SUMMARY REPORT

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2010-2011 INSTITUTIONAL EFFECTIVENESS SUMMARY REPORT

Introduction

Florence-Darlington Technical College (FDTC) combines strategic, operational, and institutional effectiveness planning into one master planning process that serves as a vehicle for institution-wide involvement and evaluation. The College Mission and five Institutional Goals (Appendix A) drive the Institutional Effectiveness (IE) Planning Cycle activities (Appendix B) throughout the year with a focus on continuous improvement over time.

The College is organized into seven divisional units with an Executive Committee member assigned to each of those units. It is their responsibility to provide leadership to each department within their division to ensure that efforts are maximized to support the mission, vision, and goals of the college. The seven organizational units are:

1. Internal Affairs
2. Public Relations and Marketing
3. Institutional Advancement
4. Continuing Education/Southeast Institute of Manufacturing and Technology
5. Business Affairs
6. Student Services
7. Academic Affairs
 - a. Health and Sciences
 - b. Technical and General Education
 - c. Online College and Information Technology
 - d. Evening College & Off-Campus Sites
 - e. ATE Center of Excellence

Department institutional effectiveness planning objectives are submitted to and approved by the division manager and the President each spring. Department heads establish strategies to accomplish each objective and enter them into the electronic IE template on the College intranet. Objective strategies are monitored on a monthly and quarterly basis throughout the year by department and division managers.

In mid-June of each academic year, all department heads enter the results of the institutional effectiveness objectives that were implemented during the previous twelve months on the intranet template. They also comment on how those results will be used in future planning and indicate if there is a need to continue the objective in the next reporting period. The final reports are sent to the Executive Committee member responsible for that divisional unit, who approves and forwards their Unit Summary to the Office of Research, Planning, and Assessment.

Each Unit Report summary includes a chart incorporating the following information:

- Number of IE Objectives
- Number of IE Objectives Achieved
- Number of IE Objectives Not Achieved
- Number of Objectives that will continue to the next planning year
- Number of Objectives that were closed

- A listing of Achievements

All Division and Department IE reports may be accessed and reviewed by all employees via the College intranet, thus individual department planning reports are not included in this document.

Summary Findings

2010-11 IE COLLEGE SUMMARY BY DIVISION

DIVISION	# of 2010-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Continued 10-11
AA - Evening College	12	7 (58%)	5 (42%)	11 (92%)	1 (8%)
AA - Health & Sciences	64	49 (77%)	15 (23%)	58 (91%)	6 (9%)
AA – IT & Online College	9	6 (67%)	3 (33%)	9 (100%)	0 (0%)
AA - Tech & General Ed & VP AA	46	43 (93%)	3 (7%)	43 (93%)	3 (7%)
Business Affairs	14	10 (71%)	4 (29%)	12 (86%)	2 (14%)
Continuing Ed/SiMT	19	14 (74%)	5 (26%)	16 (84%)	3 (16%)
Institutional Advancement	5	4 (80%)	1 (20%)	5 (100%)	0 (0%)
Internal Relations	4	1 (25%)	3 (75%)	1 (25%)	3 (75%)
President’s Office	6	6 (100%)	0 (0%)	4 (67%)	2 (33%)
Public Relations/Marketing	6	6 (100%)	0 (0%)	6 (100%)	0 (0%)
Student Services	26	19 (73%)	7 (27%)	19 (73%)	7 (27%)
Totals	211	165 (78%)	46 (22%)	184 (87%)	25 (13%)

The chart above reveals that a total of 211 IE objectives were established for the 2010-11 planning year, 62% of which were distributed among the Academic Affairs (AA) departmental divisions. Student Services departments focused on 12% of the IE objectives and the remaining 26% were distributed among the other five College Divisions and President’s Office. A total of 78% of these IE objectives were achieved. Eighty-seven percent of the objectives were closed at the end of the reporting period. The remaining 13% were continued to the next planning year.

2010-11 IE SUMMARY BY COLLEGE GOAL

COLLEGE GOAL	Number of Divisions	# 2010-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Continued 11-12
Customer Service	6	49	35 (71%)	14 (29%)	42 (86%)	7 (14%)
Learning Environment	3	125	100 (80%)	25 (20%)	111 (89%)	14 (11%)
Product Development	2	6	5 (83%)	1 (17%)	5 (83%)	1 (17%)
Financial Environment	4	17	12 (71%)	5 (29%)	14 (82%)	3 (18%)
Institutional Advancement	5	14	13 (93%)	1 (7%)	14 (100%)	0 (0%)
Totals						
		211	165 (78%)	46 (22%)	186 (88%)	25 (12%)

Each IE objective supports one of the five major College goals as indicated in the above chart. A total of 125 objectives (59%) support the Learning Environment goal. These objectives were set by the Academic Affairs, Student Services, and Continuing Education/SiMT Divisions. The Customer Service goal includes 49 (23%) of the objectives, set by six of the seven divisions. These two college goals account for approximately 82% of the IE objectives. The remaining 37 (18%) objectives are divided among the remaining three College goals.

ACADEMIC AFFAIRS – EVENING COLLEGE & OFF SITE CAMPUSES
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Administration	3	2	1	3	0
Hartsville Site	3	2	1	2	1
Lake City Site	3	1	2	3	0
Mullins Site	3	2	1	3	0
Totals	12	7	5	11	1

ACHIEVEMENTS:

- Spring enrollment increased at the Mullins site.
- Fall enrollment increased in the Evening College.
- Fall enrollment increased at the Hartsville site.
- The Lake City site increased its distance learning course offerings.

ACADEMIC AFFAIRS – HEALTH AND SCIENCES
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
AVP	3	0*	3*	3	0
Criminal Justice	2	1	1	2	0
Dental Assisting	8	6	2	8	0
Dental Hygiene	9	7	2	9	0
Early Childhood Development	3	3	0	3	0
Human Services	2	2	0	2	0
Library	2	2	0	1	1
Medical Assisting	2	2	0	2	0
Medical Coding	2	2	0	1	1
Medical Lab Tech	3	2	1	3	0
Natural Sciences (Associate in Science)	3	1	2	2	1
Nursing & Practical Nursing	4	4	0	4	0
Paralegal	2	2	0	2	0
Phlebotomy	2	2	0	2	0
Radiologic Tech	3	3	0	3	0
Respiratory Care	6	4	2	5	1
Surgical Tech	8	6	2	6	2
Totals	64	49	15	58	6

*Due to AVP turnover

ACHIEVEMENTS:

- Medical Assisting and Phlebotomy students demonstrated increased understanding in medical vocabulary and OSHA Universal Precautions.
- Medical Lab Tech graduates' mean score on the American Society of Clinical Pathologists Board of Certification math skills exam increased 229 points.
- 95% of Surgical Technologist graduates passed the National Certified Surgical Technologists exam.
- Half of the Medical Coding graduates successfully completed one or both of the National Coding Certification exams.
- All Radiologic Technology graduates passed the ARRT exam.
- All Respiratory Care graduates passed the CRT exam.
- All Dental Hygiene students passed the exam on comprehensive patient assessment.
- 90% of Dental Assisting graduates passed their Radiation Health and Safety National Board Exam on the first attempt.
- All Paralegal students enrolled in LEG-132 completed the Weslaw Paralegal Training Certificate.
- Surveys indicated that students are over 75% satisfied with the Wellman, Inc. Library.
- Nursing and Practical Nursing students demonstrated increased understanding in drug dosage calculations.
- ECD students received positive assessments from agency supervisors and lab personnel concerning professional presentation.
- All Criminal Justice students enrolled in CRJ-239 successfully completed FEMA's National Incident Management certification exam.

**ACADEMIC AFFAIRS – ONLINE COLLEGE AND IT
2010-11 IE Summary**

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
AVP	2	0*	2*	2	0
DL & Instructional Support	2	2	0	2	0
Information Tech	4	3	1	4	0
OL College	1	1	0	1	0
Totals	9	6	3	9	0

*Due to AVP turnover

ACHIEVEMENTS:

- DL & Instructional Support upgraded the televisions in three distance learning classrooms at the Mullins Campus.
- Information Technology implemented Datatel Web UI and set up TEST accounts for Master Users.

- The Online College developed two new accounting classes online.

ACADEMIC AFFAIRS – VICE PRESIDENT AND
TECHNICAL & GENERAL EDUCATION
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Vice President	2	2	0	2	0
AVP	2	2	0	2	0
Accounting	3	3	0	3	0
Administrative Office Technology	3	3	0	3	0
ATE	4	3	1	3	1
Automotive Tech	2	2	0	2	0
Caterpillar Academy	2	2	0	2	0
Computer Tech	2	2	0	2	0
Cosmetology	2	2	0	2	0
Engineering Technologies	3	3	0	3	0
English & Humanities	4	2	2	3	1
HVAC	2	2	0	2	0
International Prog	3	3	0	3	0
Machine Tool Tech	3	3	0	2	1
Marketing	3	3	0	3	0
Management	3	3	0	3	0
Math (Associate in Arts)	3	3	0	3	0
Totals	46	43	3	43	3

ACHIEVEMENTS:

- The Vice President reviewed all division procedures and developed a plan to formally review academic programs.
- The AVP established key measurable for the Caterpillar program.
- The ATE Center received over \$134,000 in funding.
- Automotive Technology students demonstrated the ability to use Alldata to locate repair procedures, safety campaigns, and technical service bulletins.
- Marketing students successfully produced a marketing campaign.
- Accounting students demonstrated the ability to successfully journalize transactions, journalize adjusting entries and post to the general ledger.
- Administrative Office Technology students successfully typed 50 words per minute (with no more than one error).
- Management students demonstrated the ability to apply leadership skills.

- ITV technology was incorporated in to three International Business courses.
- 100% of Nail Technology graduates passed their State Board Exam.
- Diesel students exceeded Caterpillar’s learning expectations in locating failed components using machine electrical schematics and using software to reflash machine electronic systems.
- Civil Engineering students demonstrated the ability to produce accurate AutoCAD drawings and structural calculations.
- Developmental and prerequisite math students increased their knowledge of course competencies by 5%.
- HVAC graduates demonstrated the ability to determine refrigerant condensing temperatures by using pressure temperature charts.
- Machine Tool graduates demonstrated the ability to set up an engine lathe and cut both tapers and threads to blueprint specifications.

BUSINESS AFFAIRS
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Vice President	1	0	1	0	1
Auxiliary Services	2	1	1	2	0
Financial Services	2	1	1	2	0
Grounds	1	1	0	1	0
HVAC	2	2	0	2	0
Maintenance & Safety	2	2	0	2	0
Physical Plant	1	1	0	0	1
Property/Inventory	1	0	1	1	0
Purchasing	2	2	0	2	0
Totals	14	10	4	12	2

ACHIEVEMENTS:

- Auxiliary Services increased textbook rental by 311% over prior year.
- Financial Services implemented an online Deferred Payment Plan for students.
- The HVAC department upgraded the HVAC automation system to one alarm system that will notify personnel in case of equipment malfunction.
- Maintenance & Safety replaced all exit lights with LED lighting.
- The Purchasing Department instituted a green purchasing campaign.

CONTINUING EDUCATION AND
SOUTHEAST INSTITUTE OF MANUFACTURING AND TECHNOLOGY
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Vice President	2	1	1	1	1
Accounting	1	1	0	1	0
Adv. Welding	2	2	0	2	0
Program Mgt & Admin Svcs	3	3	0	3	0
3D/Virtual Reality	3	3	0	2	1
Manufacturing	4	0	4	4	0
Manufacturing & Technical Training	1	1	0	1	0
Robotics	3	3	0	3	0
Total	19	14	5	17	2

ACHIEVEMENTS:

- The 3D/Virtual Reality Center grew its number of satisfied customers by 20%.
- The Accounting department implemented Colleague's Communication Management module.
- The Advanced Welding Center developed a Welder Performance Test for each of its six curriculum welding classes.
- The Program Management & Administrative Services department exceeded its 2010/2011 revenue goal.
- The Manufacturing & Technical Training department increased room rental revenue by 16% over the prior year.
- The Robotics Manufacturing Certificate program was implemented.

INSTITUTIONAL ADVANCEMENT
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Vice President	5	4	1	5	0

ACHIEVEMENTS:

- Raised \$115,000 in unrestricted funds.
- Held the BB&T Annual Corporate Golf Challenge with 24 participating Teams and raised \$20,000 for the FDTC Educational Foundation.

- Held the second annual FDTC Welding Rodeo, which raised \$10,000 in welding scholarships.

INTERNAL RELATIONS
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Director	1	0	1	0	1
Human Resources	3	1	2	1	2

ACHIEVEMENTS:

- Verified 88% of new employees through E-Verify within the first two days of hire.

PRESIDENT'S OFFICE
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 10-11
President	2	2	0	2	0
Institutional Grants	2	2	0	2	0
Institutional Research	2	2	0	2	0

ACHIEVEMENTS:

- The President led an initiative to develop a master plan for the Manufacturing Incubator and Buildings 100, 600 and 5000.
- The Institutional Grants department received funding on seven federal proposals and four proposals to private foundations.
- The Institutional Research department disseminated eleven college-wide bulletins during the planning year and provided IE support.

PUBLIC RELATIONS AND MARKETING
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 10-11
Director	2	2	0	2	0
Information	2	2	0	2	0
Print Shop	2	2	0	2	0

ACHIEVEMENTS:

- The Information Department increased the number of news releases (in local, state and national media) by 25% over the prior year.
- The Director developed a Crisis Management Plan.
- The Print Shop increased the use of recycled/green products by 10%.

STUDENT SERVICES
2010-11 IE Summary

DEPARTMENT	# of 10-11 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 11-12
Vice President	2	2	0	2	0
Assessment Cntr	3	3	0	2	1
Financial Aid	3	3	0	2	1
Recruitment & Admissions	3	1	2	3	0
Registrar Services	3	3	0	3	0
Student Services	3	3	0	3	0
Student Support Services	2	0	2	0	2
Student Life/Perkins	3	2	1	2	1
Upward Bound	2	1	1	0	2
WIA	2	1	1	2	0
Totals	26	19	7	19	7

ACHIEVEMENTS:

- Six of the division's departments worked together to hold an Open House event in Fall 2010. Participating departments included the Assessment Center, Financial Aid, Recruitment & Admissions, Registrar Services, Student Services, and WIA.
- The Assessment Center increased security measures to deter academic dishonesty.
- The Financial Aid office conducted three additional workshops to raise awareness of financial aid availability.
- Registrar Services increased registrations via Web Advisor by 10% over Spring 2010.

- The Student Life department created 20 podcasts for students.
- The Vice President led an initiative to develop an intervention process to support the retention of students who fall below a cumulative or semester 2.0 grade point average.
- Upward Bound increased the percentage of graduating seniors who take the ACT exam from 80% to 95%.

INSTITUTIONAL MISSION:

Florence-Darlington Technical College will provide comprehensive technical education, workforce development, and educational services to its students, business, industry and other markets. Through instructional programs, business and industry partnerships, and community involvement, the College will play a leading role in economic development efforts and the quality of life of its customers. The educational experience at Florence-Darlington Technical College will enhance the students' marketability in today's global economy.

COLLEGE GOALS:

Customer Service: Florence-Darlington Technical College will provide high quality, efficient, customer-focused, affordable programs and services utilizing state-of-the-art delivery systems that exceed customer expectations.

Learning Environment: Florence-Darlington Technical College will transform the traditional instructional approach into a flexible, customer-oriented learning environment emphasizing a global economy, certifications, work experience, competency-based outcomes, self-paced, individualized instruction, and the infusion of technology in programs of study.

Product Development: Florence-Darlington Technical College will develop high quality, cost effective, innovative, market-driven products and services that provide strategic value to its customers.

Financial Environment: Florence-Darlington Technical College will continually strive to establish a fiscal base that enables the College to achieve its goals.

Institutional Advancement: Florence-Darlington Technical College will build relations *with* and seek support from alumni, corporations, foundations, and friends.

Approved July 19, 2006

FLORENCE-DARLINGTON TECHNICAL COLLEGE

INSTITUTIONAL EFFECTIVENESS PLANNING CYCLE AND TIMELINE

2009 - 2011

PLANNING ACTIVITY	2009	2010	2011
Executive Committee Planning Session to review mission and goals and establish Strategic Initiatives	January 23	January 15	January 14
Executive Committee members meet with Division and Dept. Heads to review and revise Goals and Strategic Initiatives.	February 13	February 12	February 11
College-Wide Planning Day – Division/Dept. Heads report on annual IE Objective accomplishments and meet with staff to establish new objectives tied to College goals and initiatives	March 10	March 5	March (day TBD)
Department Heads submit new annual IE Objectives to Executive Committee members.	March 31	March 31	March 31
Executive Committee members submit Division Goals and Objectives to President for approval.	April 6	April 6	April 5
Area Commission ratifies Mission and Strategic Initiatives	April	April	April
Budget Committee meets and Dept. Heads submit requests for funds to support new annual IE Objectives	May 6	May (day TBD)	May (day TBD)
Annual IE Final Report and new IE Reports submitted to Supervisors and Department of Research and Planning	June 15	June 15	June 15
Annual FPMS and EPMS reports due to HR	June 30	June 30	June 30
College IE Summary Report published, distributed, and posted to the FDTC web site. College Performance Report sent to CHE.	July 30	July 30	July 30
Implement annual IE Objectives and measure progress toward accomplishment	July – June	July – June	July – June