

Florence-Darlington Technical College



**2012-13 Institutional Effectiveness
Summary Report**

August 2013

2012-2013 INSTITUTIONAL EFFECTIVENESS

SUMMARY REPORT

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2012-2013 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 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. Academic Affairs
 - a. Evening College
 - b. Online College and Information Technology
 - c. Health and Sciences
 - d. Technical and General Education
2. Business Affairs
3. Continuing Education/Southeast Institute of Manufacturing and Technology
4. Institutional Advancement
5. Internal Affairs
6. Public Relations and Marketing
7. Student Services

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.

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
- 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

2012-13 IE College Summary by Division

DIVISION	# of 2012-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Continued 13-14
AA - Evening College	15	10 (67%)	5 (33%)	15 (100%)	0
AA - Health & Sciences	54	39 (72%)	15 (28%)	33 (61%)	21 (39%)
AA – IT & Online College	17	12 (71%)	5 (29%)	15 (88%)	2 (12%)
AA - Tech & General Ed & VP AA	54	45 (83%)	9 (17%)	49 (91%)	5 (9%)
Business Affairs	14	8 (57%)	6 (43%)	9 (64%)	5 (36%)
Continuing Ed/SiMT	19	12 (63%)	7 (37%)	17 (89%)	2 (11%)
Institutional Advancement	4	3 (75%)	1 (25%)	0	4 (100%)
Internal Relations	4	1 (25%)	3 (75%)	2 (50%)	2 (50%)
President’s Office	4	4 (100%)	0	4 (100%)	0
Public Relations/Marketing	9	8 (89%)	1 (11%)	5 (56%)	4 (44%)
Student Services	24	17 (71%)	7 (29%)	14 (58%)	10 (42%)
Totals	218	159 (73%)	59 (27%)	163 (75%)	55 (25%)

The chart above reveals that a total of 218 IE objectives were established for the 2012-13 planning year, 64% of which were distributed among the Academic Affairs (AA) departmental divisions. Student Services departments focused on 11% of the IE objectives and the remaining 25% were distributed among the other five College Divisions and President’s Office. A total of 73% of these IE objectives were achieved. Seventy-five percent of the objectives were closed at the end of the reporting period. The remaining 25% were continued to the next planning year.

2012-13 IE Summary by College Goal

COLLEGE GOAL	Number of Divisions	# 2012-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Continued 13-14
Customer Service	6	75	55 (73%)	20 (27%)	53 (71%)	22 (29%)
Learning Environment	4	113	87 (77%)	26 (23%)	88 (78%)	25 (22%)
Product Development	1	5	5 (100%)	0	3 (60%)	2 (40%)
Financial Environment	4	16	7 (44%)	9 (56%)	12 (75%)	4 (25%)
Institutional Advancement	3	9	8 (89%)	1 (11%)	5 (56%)	4 (44%)
Totals						
		218	162 (74%)	56 (26%)	161 (74%)	57 (26%)

Each IE objective supports one of the five major College goals as indicated in the above chart. A total of 113 objectives (52%) support the Learning Environment goal. These objectives were set by the Academic Affairs, Public Relations/Marketing, Student Services, and Continuing Education/SiMT Divisions. The Customer Service goal includes 75 (34%) of the objectives, set by Academic Affairs, Business Office, Continuing Education/SiMT, Internal Affairs, Public Relations/Marketing, and Student Services. These two college goals account for approximately 86% of the IE objectives. The remaining 30 (14%) objectives are divided among the remaining three College goals.

Academic Affairs – Evening College & Off Site Campuses 2012-13 IE Summary

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Administration	3	3	0	3	0
Hartsville Site	3	2	1	3	0
Lake City Site	3	1	2	3	0
Mullins Site	3	1	2	3	0
Scheduling	3	3	0	3	0
Totals					
	15	10	5	15	0

ACHIEVEMENTS:

- The Hartsville Site implemented an advising plan for all students taking developmental courses.
- The Lake City Site made on-site tutoring available to students.

- The Mullins Site retained 100% of its dual enrolled students from fall 2012 to spring 2013.
- Fall 2012 Evening College headcount enrollment increased 11% compared to fall 2011.
- The Scheduling department processed room requests from internal and external agencies within 3 working days.

**Academic Affairs – Health & Sciences
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
AVP	3	1	2	1	2
Criminal Justice	3	3	0	3	0
Dental Assisting	3	3	0	3	0
Dental Hygiene	3	3	0	3	0
Early Childhood	3	1	2*	1	2
Human Services	3	3	0	3	0
Library	3	2	1	2	1
Medical Assisting	3	2	1	0	3
Medical Coding	3	2	1	2	1
Medical Lab Tech	3	2	1	0	3
Natural & Physical Sciences (Assoc. in Science)	3	2	1	2	1
Nursing & Practical Nursing	6	4	2	2	4
Paralegal	3	3	0	3	0
Phlebotomy	3	2	1	1	2
Radiologic Tech	3	2	1	2	1
Respiratory Care	3	2	1	3	0
Surgical Tech	3	2	1	2	1
Totals	54	39	15	33	21

*Due to employee turnover

ACHIEVEMENTS:

- The Health & Sciences division achieved SUMMA customer satisfaction ratings which exceeded national averages for the 2012-2013 academic year.
- Associate in Science students correctly determined the identity of an unknown substance in a laboratory investigation.
- Criminal Justice students demonstrated crime scene investigative skills as required by the criminal justice system.
- Dental Hygiene students were able to apply and demonstrate Clinical Dental Hygiene skills as demonstrated through Care Case presentations of patients seen in clinic.
- Human Services students demonstrated a working knowledge of ethical standards established by NOHS accreditation board.

- The Library collaborated with department heads in the Human Services and Paralegal programs to ensure that library resources meet accreditation standards.
- Medical Assisting students performed proficient blood pressure techniques, achieving accurate blood pressure readings.
- Medical Lab Tech students demonstrated competency in clinical laboratory mathematics that affect laboratory procedures.
- All Nursing and Practical Nursing students successfully completed the drug dosage calculation component of the course of their first-year courses.
- Paralegal students demonstrated investigative and research skills as required by industry.
- Phlebotomy students performed a venipuncture with a proper technique using the vacutainer method.
- Radiologic Tech students were able to apply the principles of radiation protection required by the state and federal agencies.
- Respiratory Care students exhibited the psychomotor skills required to perform the role of a respiratory therapist.
- Surgical Technology students demonstrated mastery in the area of Pre-Operative preparation.

**Academic Affairs – IT and Online College
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
AVP-Audio Visual Team	3	3	0	3	0
AVP-Datatel Team	3	3	0	3	0
AVP-LAN Team	3	3	0	3	0
AVP-WAN Team	3	3	0	3	0
AVP-Web Services Team	3	1	2	1	2
OL College	2	2	0	2	0
Totals	17	12	5	15	2

ACHIEVEMENTS:

- The AV Team developed a plan to upgrade all multi-media classrooms that are five years old.
- The Datatel Team implemented a web time entry system for Work Study and contract employees.
- The LAN team migrated FDTC's data to the Cloud, reducing server farm equipment, which will result in considerable savings.
- The WAN group implemented Layer 3 network closet routing in accordance with Cisco Best Practices guidelines.
- The Web Services Team developed an online Virtual Tour Application.

- The Online College developed, disseminated, and implemented a training plan to teach faculty the new features available in Desire2Learn version 9.4

**Academic Affairs – Vice President and
Technical & General Education
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Vice President	2	2	0	2	0
AVP	3	0	3	0	3
Accounting	3	3	0	3	0
Administrative Office Technology	3	3	0	3	0
ATE	3	3	0	3	0
Automotive Tech	3	3	0	3	0
Caterpillar Academy	3	2	1	3	0
Computer Tech	3	2	1	3	0
Cosmetology	3	3	0	3	0
Engineering Technologies	5	5	0	5	0
English & Humanities	3	2	1	2	1
HVAC	3	3	0	3	0
International Prog	2	1	1	2	0
Machine Tool Tech	3	2	1	3	0
Marketing	3	3	0	3	0
Management	3	3	0	3	0
Math (Associate in Arts)	3	2	1	2	1
Welding	3	3	0	3	0
Totals	54	45	9	49	5

ACHIEVEMENTS:

- The Vice President completed program reviews of 20% of FDTC's academic programs.
- Accounting students demonstrated the ability to complete production budgets for manufacturing companies.
- Administrative Office Technology students successfully transcribed at a rate of 15 wpm with a minimum of 98% accuracy.
- Associate in Arts students were able to construct and deliver a persuasive speech.
- ATE provided professional development events to FDTC faculty.
- Automotive Technology students demonstrated proper safety protocols while working in the auto shop.
- Caterpillar students correctly used a machine electrical schematic to locate failed components.

- Computer Technology students were able to configure and maintain clients utilizing virtualization technologies
- Cosmetology students were able to articulate and demonstrate proper EPA disposal practices for used salon chemicals.
- Developmental English students increased their grammar proficiency by an average of 17 points (pre- to post-test).
- Engineering students were able to complete a property plot plan and a grading plan to industry standards.
- HVAC students were able to determine the sequence of operation and troubleshoot common Integrated Furnace Control solid state boards for new generation gas furnaces.
- The International Business program expanded the scope of the Danish exchange students' projects to include social responsibility and awareness.
- Machine Tool students were able to make parts using EDM technology to blue print specifications.
- Management and Marketing students demonstrated the ability to make ethical decisions and assess social responsibility.
- Welding students successfully read welding blueprints and fabricated a simple structure based on the blueprints.

**Business Affairs
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Vice President	1	1	0	1	0
Auxiliary Services	2	0	2	0	2
Financial Services	2	2	0	2	0
Grounds	1	1	0	1	0
HVAC	2	2	0	2	0
Maintenance & Safety	1	0	1	0	1
Physical Plant	2	1	1	2	0
Property/Inventory	1	1	0	1	0
Purchasing	2	0	2	0	2
Totals	14	8	6	9	5

ACHIEVEMENTS:

- The Business Affairs division created a dining room and secured a vendor to provide food services on-site to the Health Sciences Campus.
- Financial Services is now able to send receipts for payment via student email accounts.
- The HVAC department implemented an HVAC preventive maintenance schedule for the SIMT Incubator facility.
- The Physical Plant increased security by increasing lighting behind the 5000 Building.

- The Property/Inventory department implemented a notification system, alerting them when an approved car request was cancelled by the requestor.

**Continuing Education and
Southeast Institute of Manufacturing & Technology
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Vice President	3	0	3	3	0
Accounting	2	2	0	2	0
Manufacturing Technologies	4	3	1	4	0
Program Mgt & Admin Svcs	3	1	2	2	1
3D/Virtual Reality	4	3	1	3	1
Robotics	3	3	0	3	0
Total	19	12	7	17	2

ACHIEVEMENTS:

- The Continuing Education Registration staff received a 4.84 (on a 5-point scale) for customer satisfaction.
- The 3D/Virtual Reality Center scheduled and executed an ongoing series of Road Show events.
- The Program Management & Administrative Services department established the Sleep Technician program.
- The Manufacturing Technologies department more than doubled the Additive Manufacturing customer base.

**Institutional Advancement
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Vice President	4	3	1	0	4

ACHIEVEMENTS:

- Raised in excess of \$600,000 for scholarships and unrestricted funds.

**Internal Relations
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Director	1	0	1	0	1
Human Resources	3	1	2	2	1
Total	4	1	3	2	2

ACHIEVEMENTS:

- Automated the job application review process to allow interview committee members to evaluate applications electronically.

**President's Office
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Institutional Grants	2	2	0	2	0
Institutional Research	2	2	0	2	0
Total	4	4	0	4	0

ACHIEVEMENTS:

- The Institutional Grants department received funding on several proposals that support retention and recruitment.
- The Institutional Research department continues to expand and refine internal retention tracking reports.

**Public Relations & Marketing
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Director	3	2	1	2	1
Information	3	3	0	0	3
Print Shop	3	3	0	3	0
Total	9	8	1	5	4

ACHIEVEMENTS:

- The Director developed a marketing campaign that communicated positive student success stories and was designed to increase student enrollment in the Evening College.
- The Information Office wrote and released several student success stories.

**Student Services
2012-13 IE Summary**

DEPARTMENT	# of 12-13 Objectives	Objectives Achieved	Objectives Not Achieved	Objectives Closed	Objectives Cont'd 13-14
Vice President	2	2	0	2	0
Assessment Cntr	2	0	2	0	2
Financial Aid	3	1	2	0	3
Recruitment & Admissions	3	2	1	2	1
Registrar Services	3	3	0	3	0
Student Services	2	1	1	1	1
Student Support & Grant Programs	3	2	1	2	1
Student Life/Perkins	3	3	0	1	2
Upward Bound	3	3	0	3	0
Totals	24	17	7	14	10

ACHIEVEMENTS:

- The Vice President is working to increase the percentage of students using their college issued email address.
- The Financial Aid Office established exit counseling for graduating students, those who withdraw, and those who drop to less than half-time enrollment.
- The Recruitment and Admissions department created a manual detailing each employee's job duties and responsibilities.
- Registrar Services developed an online graduation application process.

- The Student Life department set up tutorial services, via Skype, for students to from off-campus locations.
- Student Support & Grants retained 78% of PAC students.
- One hundred percent of Upward Bound high school seniors were accepted and enrolled into post-secondary institutions immediately after high school graduation.

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