

2007-2008 Institutional Effectiveness (IE) Report

Office of the President

Development Office:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Complete Scotland Project Campaign (\$400,000 plus \$2.1 million in other funds)	Accounting Records	\$400,000 plus \$3.1 million in other funds	Final design and construction process begun with funds available.	Goals 1, 8, & 9	No
Increase community engagement (Speakers' Bureau)	Database of participants , bookings and survey findings	Deferred due to shift to alternate priorities	Prepared to resume or discontinue based on emerging priorities	Goals 2, 4, 7 & 8	Status pending
Donations based on website	1. Reports of website visits 2. Directly attributable gifts	Deferred per President's instruction pending precursor activities	Pending	Goals 1-9	Yes

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
\$195,000 Earmark for CBI	Accounting records	Final paperwork submitted	2nd earmark pending	Goals 1, 8, & 9	Yes
Cole Grant for CBI	Letter Response	Consideration Deferred	Will file additional information	Goals 1, 8, & 9	Yes
Broadway in Richmond Grant	Award letter	\$62,000 award from Cole	Annie scheduled	Goal 7	No
Direct Student Aid Grant	Award letter	\$8,000 in scholarship funds received, \$20,000 in emergency funds received	Scholarships and emergency awards granted	Goal 1	No

Public Information Office:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
95% of respondents will feel RCC has a positive image in the media	Student, faculty/staff, and trustee surveys. Feedback collected from receptionists, people featured in publications, and employees requesting product.	Staff survey: 98% positive Students: 97% positive Trustees: Not completed	Continue to send all ads, releases, & info to rccall since 25 or more employees live outside service area. Others may not subscribe or access local media.	9	Yes
		78% students saw billboard	Keep locations / change design	9	Yes
		<10 people commented on theater ads, but were very positive	Cost triples next year with new owners...not cost effective	9	No
		Tom Wicker called after receiving annual report	Continue to use professional design team who bid jobs using quality vendors	9	Yes
		46% students list College Connection as having impact on their selection of college. All articles run in local newspapers and are posted on the web. Average student response of those who attend church is 40 - 50 people commented. Others report 10 - 25 people commented about seeing the articles.	Write more articles that are shorter in length. Post on web using color photos & spot color	9	Yes

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Marketing Plan	Approved by president	Passed as policy by trustees Assignment completed	Admin use to prioritize use of public relations resources	9	No

Instructional Area

Vice President for Instruction:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue

Knowledge of Curriculum Management in the CIS System ascertained.	Datatel Training Sessions.	New Staff hired and promoted have attended some training sessions.	Cross education, more accurate information.	Goals #1, 5, 9	Yes
The feasibility (student interest, employment opportunities and cost) of implementing new programs will be explored.	2006 Curriculum Plan.	Through the President's listening sessions the college community has identified possible new programs.	Refinement of the needs will be ascertained.	Goals #1, 5, 9	Yes
Two new articulation agreements with four year institutions will be developed and implemented.	Board approves articulation agreements.	Articulation programs with four year institutions have been developed.	Greater opportunities for our students for transfer.	Goals #1, 5, 9	Yes
All curriculum courses will have measurable student learning outcomes.	Measurable student learning outcomes listed on College Website for 75% of the College courses.	All courses offered at the College listed in the catalog have measurable student learning outcomes.	Greater accountability of instructors based on the performance of students at the end of each course	Goals #1, 5, 9	Yes
The number of Distance Learning courses offered by RCC will increase.	A comparison of the number of Distance Learning courses offered in Fall 07 to the number in previous semesters.	Number of Distance Learning courses has increased in the Fall '07.	A clear understanding of what a student should expect to learn in a course. More learning opportunities for students.	Goals #1, 5, 9	Yes
The current curriculum administrative structure will be reviewed and changes made as needed.	Current organizational chart reviewed for changes.	Organizational chart is under review for changes.	More effective communication.	Goals #1, 5, 9	Yes

Dean of Instruction:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
All scheduled 5-Year Program Review documents will be submitted by the Department Chairs on time	Report of 5-Year Program Review documents that have been submitted to the Dean's office	Goal not met. The existing template for the program review proved to be inadequate. The process of revising the template was begun.	The Director of Research & Institutional Effectiveness and the Dean of Instructional Services have talked about the resources that will be necessary to revise the template and to bring the Program Reviews back on schedule.	Goals #2,5	No
A suggested 5-Year schedule of classes will be available for the Richmond	Report of the 5-Year schedules of classes for the Richmond and Scotland Early Colleges	Goal partially met. There was some confusion from the High School side as to which	The Dean of Instructional Services along with the two Early College Liaisons will continue to meet to	Goals #1,5	Yes

and Scotland Early Colleges for Associate in Arts, Associate in Science, Business Administration, and Mechanical Engineering Technology	that have been submitted to the Dean's office	Community College courses could be used for HS credit. The MET and Business department chairs provided a list of courses to be taken in each of the 5 years of the early college.	formalize the 5-Year schedule of classes.		
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Unexpected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The 2008-2010 Catalog was revised to include up-to-date Programs of Study for all curriculum programs	Report of the 2008-2010 Catalog that has been submitted to the Dean's office	Goal met. Extensive revisions to the 2006-2008 Catalog were made to bring the information contained up-to-date with the changes made by the Curriculum Committee the past two years.	Students and Advisors will be able to use the new catalog to plan the courses required to complete the students' educational goals.	Goals #1, 4, 5	No

Arts & Sciences Division/Developmental Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students completing any required developmental course will demonstrate the established competency in each course.	Grade Distribution Report will indicate that the passing rate in developmental courses meet or exceed both the state standard and the system average.	89% of students in Developmental Courses passed their course. This exceeds the state standard of 75% and the system average of 81%.	Developmental dept. pushed for the reinstatement of the 10% minimum required on the college placement test (CPT). Students scoring below the 10% min. will go to literacy instead of developmental starting fall, 2008. The impact of this policy will affect class load as well as the level of students in developmental. A cap of 20 will be placed on classes in order to ensure more individualized attention and continued success.	Goal #5, CSF Measure D	Yes
Students completing developmental courses with a grade of "C" or higher will be proficient in the necessary skills needed to succeed in college level courses.	The Subsequent Course Success Rate report generated by the NCCCS will meet the state standard of success.	The fall 2006-spring 2007 Subsequent Course Success Rate report, generated by the NCCCS, indicates that Developmental Students achieved a success rate of 89% compared to the system average of 88% and the state standard of 80%.	MAT 050 was added and will continue. Presently there are no plans to add a lower level English. These students will be directed to literacy. Two full time instructors have been hired in reading and English to improve consistency in instruction and eliminate the need for adjunct and overloads.	Goal #1, CSF Measure E	Yes
Students in ENG 090 will score 70 or better on Compass on-line test of writing skills.	Pre and post tests will be administered to measure students' progress. 70% of the students should score 70 or better on the post-test. (Only students with a "C"	Using the Compass On-line Diagnostic Test of grammar and punctuation, all English 090 students were given a pre and post test to measure students' success. As the result for fall	Developmental students will continue pre/post testing in ENG 090. In addition, the actual test will accompany the individual student score sheet for each ENG 090 class.	Departmental Goal	No

	average will be eligible to post-test.)	2007, spring 2008, and summer 2008, 177 out of 189 students scored 70 or better on the post test (93.7%).			
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Arts & Sciences Division/English Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
In Eng 080, 090, students will be introduced to the writing process and given opportunities to practice the various steps. They will learn and apply the conventions of standard written English in writing sentences and paragraphs.	Students in ENG 080 will demonstrate proficiency by writing correct sentences and unified, coherent paragraphs. 75% of students will pass ENG 080 with a "C" or better. In ENG 090, students will be able to compose a variety of paragraphs and a unified, coherent essay. 75% of ENG 090 students will pass the Compass exit exam in writing with 70% or better.	Results for fall 07 and spring 08: Outcome was achieved. 46 out of 47 students who completed ENG 080 earned a "C" or better, a 98% passing rate. (ENG 080 was not offered in summer 08). Results for fall 07, spring 08, and summer 08: In ENG 090, 177 out of 189 students passed the Compass exit exam in writing with 70% or better. This is a passing rate of 93.7%.	We will continue to teach the editing skills and paragraph development skills necessary for students to pass the Compass Exit test. One counselor has expressed an interest in developing learning communities that would include students in ENG 080 and ENG 090. Based on information shared in preliminary meetings, English instructors who teach ENG 080 and ENG 090 see the value that such communities could serve in increasing student retention, developing stronger communication skills, and increasing overall academic achievement.	Institutional Goals 5	Yes
In ENG 111 and ENG 112, students will demonstrate proficiency in writing unified, coherent expository prose, having clear thesis statements, adequate introductory and body paragraphs, and effective concluding paragraphs. Students in ENG 112 will incorporate research findings into documented research papers.	Students will submit writing exercises and projects that demonstrate mastery of the writing skills addressed in the courses. 86.2 % of students who earn a "C" or better in ENG 111 and 112 will have acquired the writing skills necessary for success at a four-year institution.	ENG 111 and ENG 112 students enrolled during fall 07, spring 08, and summer 08, met the 86.2% standard. 475 out of 551 students who completed these two courses earned a "C" or better in the course.	English instructors will continue to use rubrics, web tutorials, peer evaluation, and conferences to help students address deficiencies in their writing.	Institutional Goals 1,5	Yes
In ENG 114, students will work individually and collaboratively to produce well-designed business and professional documents and well-	Students will submit writing assignments and make oral presentations that indicate mastery of the skills taught. 86% of students will earn a "C" or better.	88.2% of students in ENG 114 (fall 07 and spring 08) earned a "C" or better in the course. Out of 144 students, 127 passed ENG 114 with a "C" or better. (ENG 114 was not	Because most universities give transfer credit for ENG 112 and because ENG 112 helps our students to develop higher order thinking skills along with argumentative writing strategies, we will no longer	Institutional Goals 1,5	No. ENG 114 is being replaced by ENG 112 in all RCC programs.

organized oral presentations.		offered in summer 08).	be offering ENG 114. ENG 112 will be offered now in all RCC programs of study.		
In literature courses ENG 131, 231, 232, and 241, students will be able to analyze, interpret, and respond to literary works in their historical and cultural contexts.	Students will submit writing assignments and make oral presentations that indicate mastery of the skills taught. 86% of students will earn a "C" or better.	Of the 50 students who completed ENG 131, 231, 232, and 241 during fall 07 and spring 08, 46 earned a "C" or better. This represents a 92% success rate. (None of these literature courses was offered in summer 08).	We will continue to stress the importance of critical thinking skills that literary analysis promotes.	Institutional Goals 1,5	Yes
Students in COM 231 will be able to prepare and deliver well-organized speeches with appropriate audiovisual support and participate in group discussions.	Students will demonstrate proficiency through research, preparation, delivery, and evaluation of informative, persuasive, and special occasion speeches. 86% of students will earn "C" or better in the course.	Results for fall 07, spring 08, and summer 08: 82 out of 91 students who completed the course earned a "C" or better (90%).	The communications instructor will continue to use speech videos supplied by the textbook publisher, giving students opportunities to critique and learn without embarrassment to the speaker.	Institutional Goals 1,5	Yes

Arts & Sciences Division/Science Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students who complete General Biology (BIO 111) will demonstrate an understanding of basic scientific principles	90% of students completing General Biology with a grade of C or better will score 75% or better on a cumulative Biology Concept Inventory	Results not met- 70% of students passing with a C or better scored at least a 75%, with the class average being a 68%.	The results of the Biology Concept Inventory have been analyzed for the topics most commonly missed by students. Instruction will be modified to give students more opportunities to be exposed to those topics as they relate to the material throughout the courses.	Goal #1	yes
Students who complete Introductory Physics courses will demonstrate an understanding of basic scientific principles	Students completing Introductory Physics with a grade of D or better will show a 30% improvement in basic physics knowledge as measured with a Physics Concept Inventory	Outcome met. Students completing Introductory Physics with a grade of D or better showed a 34% improvement in basic physics knowledge as measured with a Physics Concept Inventory.	The results of the Physics Concept Inventory have been analyzed for the topics most commonly missed by students. Instruction will be modified to give students more opportunities to be exposed to those topics as they relate to the material throughout the introductory physics courses.	Goal #1	yes
Students who complete General Microbiology will	90% of students completing General Microbiology with a D	Outcome met- 23 out of 24 students isolated bacterial	Students will be more proficient in lab techniques and practices that will	Goal # 1	yes

demonstrate knowledge of basic laboratory skills and aseptic techniques	or better will isolate bacterial colonies from a mixed culture and maintain a pure culture over a 4 week period.	colonies from a mixed culture and maintained them over 4 weeks.	benefit them in the healthcare environment.		
Students who complete Anatomy and Physiology courses will demonstrate an understanding of anatomical terms/concepts	90 % of students completing Basic Anatomy and Physiology with a C or better will score 75% or higher on an Anatomy and Physiology Concept Inventory	Results met- 100% of students completing Basic Anatomy and Physiology with a C or better scored 75% or higher on the Anatomy and Physiology Concept inventory.	The results of the Anatomy Concept Inventory have been analyzed for the topics most commonly missed by students. Instruction will be modified to give students more opportunities to be exposed to those topics as they relate to the material throughout the courses.	Goal # 1	yes
Students who complete Introductory Biology (BIO 110) will demonstrate preparedness for success in Anatomy and Physiology courses	Students completing BIO 110 with a C or better will score at 50% proficiency or higher on an Anatomy and Physiology Concept Inventory	Results met- students receiving a C or better scored above 50% on the anatomy concept inventory, with an overall class average of 69%.	The results of the Anatomy Concept Inventory have been analyzed for the topics most commonly missed by students and these topics were given additional emphasis.	Goal #1	no

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Science Department will begin offering the first year of Fayetteville Tech's Biotechnology program	RCC board will approve articulation agreement with Fayetteville Tech	Curriculum plan was approved BTC 181 was not offered because FTCC did not place it in their Fall schedule.	RCC has added BTC 181 to its curriculum and will register students on campus.	Goal # 1, Goal # 6	yes
Science Department will expand offerings of courses in anticipation of demand	More sections of Biology courses will be offered, especially BIO 163 and BIO 110.	Results not met- because the full time faculty position was not filled, we did not offer additional course sections.	We will re-list our ad for full time faculty to cover expanding course loads.	Goal #1	yes
Science department will develop new lab activities and improve existing labs	Students will be tested with a lab skills inventory- 90% of students passing Biology classes with a C or better will score 75% or better	Results not available- available May 2008		Goal # 1	yes

Unexpected Program or Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Science Department will	A request to re-list the ad for a	Results not available- pending		Goal #1	yes

begin offering courses at Scotland High School including BIO 165 and BIO 140.	full time faculty position to cover the additional course load has been submitted pending sufficient enrollment of at least 15 students per section	student testing results and board approval of faculty hire.			
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Arts & Sciences Division/Math Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Survey of Mathematics students who complete the course with a grade of "C" or better will be proficient in solving various mathematical problems.	70% of students who complete the course with a grade of "C" or better will pass a common exam with a score of at least "70"	Achieved. 87% (175/201) of the students who completed the course with a "C" or better passed the common exam during the 2006-07 academic year.	We will continue to analyze the questions to determine which areas of instruction need to be strengthened in hope of improving the 87%.	Goal #1	Yes
Calculus I students who complete the course with a grade of "C" or better will be proficient in solving various calculus problems.	70% of students who complete the course with a grade of "C" or better will pass a common exam with a score of at least "70"	Achieved. 13 out of 13 students who completed the course with a grade of "C" passed the final exam with a score of at least "70".	We will look into strengthening the exam, but we will also continue to provide a good foundation in the pre-calculus classes. We feel this one reason the calculus students are doing so well.	Goal #1	Yes

Arts & Sciences Division/College Transfer Department:

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students transferring to higher institutions of learning will be well-prepared to meet the challenges of junior and senior-level coursework.	The percentage of transferring students with a 2.0 GPA or better will be at least 90%	The standard was not met. Only 70% of the transferring students met the 83% state standard.	The VP curriculum has formed a committee chaired by Carl Howald to study the issue.	Goal #1	

Business Division/Accounting Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates will demonstrate the ability to apply a core set of accounting principles and applications	90% of students taking ACC 221 will pass the established competencies.	100% of the students passed the established competencies.	Faculty will continue to evaluate and update the required competencies in response to changing workplace needs.	Goal #1	Yes
Graduates will	Oral and written classroom	Presentations were completed	In an effort to improve their skills,	Goal #1	Yes

demonstrate both oral and written competencies	presentations.	and passed by all students. Several areas of weakness have been identified.	the preceding courses will continue to stress some of the weak points, such as financial analysis. Some of the skills such as grammar will be discussed with the English faculty. We are working on the adoption of the Learning Community Concept which would facilitate addressing many of the points identified.		
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Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates will find employment in the business field within one year of graduation or will continue their education.	Graduate follow-up survey will indicate that 90% of graduates are employed or continuing their education.	100% of the students responding indicated that they have obtained employment, and that they also intend to continue their education in the fall on a part or full time basis..	We will continue to update the curriculum on an as needed basis to insure that students are being given training in areas that enhance employment opportunities. We also plan to contact the responding graduates after 6 months to ask about the applicability of accounting skills learned in their program. This will give us further information for any revisions to be considered for instruction. We also will continue soliciting the input of our advisory committee members about needed skills for employment.	Goal #1, CSF D	Yes
Utilization of distance learning opportunities will continue to be explored	Additional courses will be considered for increased implementation of distance learning into the program. We will continue to train faculty in this teaching area.	Acc 151 - Advanced Accounting Spreadsheets-was offered in the Spring semester in an on-line format. The course was well received by the students. The grades reflected a slight decrease, from an average of 3.25 to 3.0. This may have been due to several factors other than format. The factors may have been program major, quality of the students, and previous coursework.	The faculty will look at the factors involved to see if we can more narrowly determine the cause for the performance decrease. We will also run this course again in an online format in the Spring 2008, and we will look at the results to determine if they are consistent with this year.	Goal # 1	Yes

Business Division/Business Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
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Students will demonstrate the ability to apply principles of a core set of business disciplines in a realistic business simulation to include forming a company (filing all necessary paperwork), planning a marketing campaign, and reporting financial results.	80% of business students taking BUS 239 (capstone course) will pass the business simulation component, creating a business and all related activities through reporting financial results.	Achieved. Seven of seven completers (100%) achieved a C or better.	This course serves as a good capstone for the program as it guides the students through the creation of an actual business and reporting financial results. We will continue to offer this course as a capstone. The results indicate a high level of success. Although the two sections were both very small, this course is the last course most students take, so the students are almost always highly motivated to finish their degrees.	Goal #1	Yes
Students will demonstrate the ability to work collaboratively within a team setting to solve basic organizational problems using effective personal and managerial practices	80% of students in the capstone course (BUS 239) will score a "C" or better on the teamwork component of the course. In addition, 70% of students will be graded with a "C" or better by their peers.	Achieved. Seven of seven completers (100%) achieved a C or better	This course serves as a good capstone for the program as it guides the students through the creation of an actual business and reporting financial results. We will continue to offer this course as a capstone. This particular outcome is being deleted as the first one listed above adequately document's the value of this course.	Goal #1	No

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates will find employment within one year of graduation or will continue their education.	90% of graduates will be employed and/or will be continuing their education after the 6 month follow-up to the Employment Survey.	Achieved. Eight-nine percent of respondents (8 of 9) were employed, with one seeking employment; 100% (9 of 9) were employed and/or continuing their education.	Employment continues to be challenge in our service area. These results are an improvement over the previous year's results. However, unemployment has worsened in recent months and will make the job search more difficult for current students and graduates. Stressing preparation and beginning the job search early remains the key to helping graduates in this environment.	Goal #1	Yes
In accordance with current thinking regarding SACS <i>Principles</i> , the department will begin the process of standardizing syllabi with measurable learning outcomes determined by course.	Undetermined, but most probably the number of syllabi converted.	Achieved. This goal was rolled into the curriculum syllabi standardization project.	Syllabi across the curriculum were standardized with a minimum number of learning outcomes including at least one global outcome.	Goal #1	No.
The department will	Undetermined, but the	Achieved. Department	A proposal will be made for	Goal #1	No

begin planning for the implementation of e-portfolios.	department will begin identifying activities by course where e-portfolio outputs can be determined.	members have begun collecting ideas for course elements that could be included in a portfolio.	adoption of a college-wide e-portfolio system to serve as a receptacle for student produced elements.		
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Unexpected Program or Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The chair of the department attended the annual SACS conference and a presentation on the new standardized critical thinking assessment test, developed through a grant from the National Science Foundation.	NA	The chair will attend a "train the trainer" workshop to learn how the test might be used to assess progress in improving critical thinking skills among students at RCC.	The knowledge gained through this workshop will be used to determine if this test might be of use at RCC and if so, in what manner.	Goal #1	Yes

Business Division/Healthcare Management Department:

Expected Learning or Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students will demonstrate the ability to apply basic business principles in a healthcare environment.	80% of supervisors of students placed in coop work experience sites will indicate satisfaction with the basic business skills of students	100% of supervisors of students placed in coop work experience sites indicated satisfaction with the basic business skills of students	HMT students are able to apply basic business principles in a healthcare environment.	Goal #1	Yes
Student's enrolled in the HMT program will be satisfied with the level of healthcare administration knowledge that they are receiving.	A survey instrument that measures the level of satisfaction that HMT students have with the degree program will be administered during the Spring 2008 semester. At least 80% of the students surveyed will indicate satisfaction with the level of instruction that they are receiving	Eleven students in HMT 110 were surveyed, nine of the eleven indicated satisfaction with the level of instruction (82%). Seven students in HMT 220 were surveyed all seven of the students indicated satisfaction with the level of instruction (100%).	HMT students are basically satisfied with the level of instruction. The lower results in HMT 110 indicate that some students are not clear about exactly what the HMT program involves. As student near graduation they have a better appreciation for the level of instruction.	Goal #1	Yes
Students will demonstrate the ability to develop a HIPPA manual for a small medical practice.	80% of students who pass HMT 110 will score a "C" or better on a HIPPA manual that they will be required to develop.	The HIPPA manual project was not implemented during the Spring 2008 semester	The HIPPA manual project will be implemented during the Spring 2009 semester.	Goal #1	Yes
Graduates will find employment within the healthcare industry within one year of employment or will continue their education.	90% of HMT graduates will be employed and/or will be continuing their education after the 6 month follow-up to the Employment Survey	100% of the May 2007 graduates were employed within the healthcare field within 6 months of graduating.	Graduates of the program are able to find employment within the healthcare industry shortly after graduating.	Goal #1	Yes

Increase the number of graduates of the HMT program.	There will be a 25% increase in the number of graduates of the HMT program in May 2008 compared to May 2007	There were two HMT graduates in May 2007. There were five HMT graduates in May 2007, and increase of 150%.	The number of HMT students able to complete the course of study is increasing.	Goal #1	Yes
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Business Division/Office Systems Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates will demonstrate the ability to key effectively a table, a document containing headers/footers, and data for the use in mail merge resulting in a mailable document.	End of course exam in OST 289 (capstone course); 80% of graduates will score at least 80% or higher on this exam.	Goal of 80% was met. All students completing the capstone course scored an overall 80 or above on the end of course exam in OST 289.	Results indicate students within the program mastered the course competencies. Courses will continue with technological updates and modifications being made as needed.	College Mission Statement; Unit Mission Statement-Supporting Goal #1	Yes
OST 131 students will demonstrate the ability key effectively a memo, block and modified block letter, and type 35 GWAM.	End of course exams in OST 131; 80% of students will score at least 80% or higher on this exam and will score a minimum of 35 GWAM on a timed writing exam.	Goal of 80% was not met. 31 out of 44 students (68.18%) scored an 80 or higher on end of course exam. 34 out of 44 (77.27%) scored 35 GWAM on the timed writing exam.	After reviewing the end of course results, specific areas were identified where more emphasis needs to be placed. Students' weaknesses were concentrated in the area of block and modified block letters; therefore, additional instruction will be placed in that area. To improve students' timed writing scores additional drill time will be given.	Goal #1	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates will find employment in the business field within one year of graduation or will continue their education.	Graduate follow-up survey will indicate that 90% of graduates are employed or continuing their education	50% (2 out of 4) graduates indicated they have found employment within the business field within one year of graduation. We feel our expected outcome was not achieved due to high unemployment in our area.	Continue to monitor the marketability of our graduates within the job sector and make any necessary changes within our curriculum to meet employer's needs and requirements. Will enhance recruiting and advertising for both the college and the OST curriculum.	Goal #1 CSF Measure D	Yes
Increase the distance learning opportunities for the students in the program.	Course offerings during the Fall, Spring, and Summer will be assessed.	We offered 136 (Word Processing) as a hybrid course during spring 2008. The student response to our hybrid courses has been positive.	We will continue to increase distance learning as part of OST courses when feasible. The students like the flexibility of the hybrid portion and the ease of communication with their classmates and instructor within Blackboard.	Goal #1	Yes

Business Division/Computer Information Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Students receiving a degree in CIT will be able to implement, support, and customize software and hardware on local networks.	75% of graduates taking Windows Admin I (NOS 230) will pass a comprehensive exam with a grade of "B" or higher.	NOS 230 Fall 2007 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher.	Will continue these measures to gauge the effectiveness of teaching/learning. (i.e.: should styles, books, etc be changed?)	Goal # 1; CSF Measure D, J, K	yes
2. Students receiving a degree in CIT will demonstrate proficiency in entry-level programming.	75% of graduates taking Visual BASIC programming (CSC 139) and Database Driven Websites (WEB 250) will pass a comprehensive exam with a grade of "B" or higher.	CSC 139 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher. WEB 250 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher.	Will continue these measures to gauge the effectiveness of teaching/learning. (i.e.: should styles, books, etc be changed?)	Goal # 1; CSF Measure D, J, K	yes
3. Students receiving a degree in CIT will demonstrate proficiency in information systems analysis and design.	75% of graduates taking Systems Analysis and Design (CTS 285) will complete a class project or comprehensive exam with a grade of "B" or higher.	CTS 285 Fall 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher.	Will continue these measures to gauge the effectiveness of teaching/learning. (i.e.: should styles, books, etc be changed?)	Goal # 1; CSF Measure D, J, K	yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Graduates of the Computer Information Technology (CIT) program will find employment in the field within one year of graduation.	Graduate follow-up survey will indicate that 75% of graduates are employed or continuing their education.	No CIT graduates provided survey information for this planning period.	We will continue to use graduate surveys for information that may be helpful in our programs, but we will not list this as a program for the next planning year.	Goal #1; CSF Measure D	no
2. Enhance the CIT program and improve scheduling through the addition of faculty meeting SACS criteria.	Progress in degree completion for existing faculty.	All current full-time faculty have master's degrees with 18 graduate hours in a computer-related field of study. In addition, we are currently advertising for a new instructor meeting these requirements.	In regard to full-time instructors, the CIT program is fully compliant with SACS requirements. We will continue to encourage adjunct faculty to pursue appropriate degrees.	Goal #1	yes
3. Enhance the CIT program and improve enrollment and retention by offering online curricula.	Availability of online degrees.	Implemented a new "flexible" format for classes. All courses, except for CTS 120, required for a certificate in CIT have been available online since fall	Students may now pursue a certificate online. Students may still take classes in the traditional format since the flexible format allows this. As courses outside the	Goal #1; CSF Measure C, I, L	yes

		2007. Many courses required for a degree have been available online this planning period.	CIT major are offered online, students may pursue diplomas and degrees online.		
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Business Division/ Networking Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the Networking Technology (NT) program will demonstrate technical proficiency with installation and support of hardware and software, troubleshooting network and computer problems, and administrative responsibilities.	At least 80% of students completing NET 289 Networking Project will pass a comprehensive final exam with a grade of "B" or higher.	NET 289 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher.	Will continue these measures to gauge the effectiveness of teaching/learning. (i.e.: should styles, books, etc be changed?)	Goal # 1; CSF Measure D, J, K	yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Graduates of the NT program will find employment in the field within one year of graduation.	Graduate follow-up survey will indicate that 75% of graduates are employed or continuing their education.	This outcome was met. One NT graduate provided information and indicates he is continuing his education. Further, he is satisfied with the NT program.	We will continue to use graduate surveys for information that may be helpful in our programs, but we will not list this as a program for the next planning year.	Goal #1; CSF Measure D	no
2. Enhance the NT program and improve scheduling through the addition of faculty meeting SACS criteria.	Progress in degree completion for existing faculty.	All current full-time faculty have master's degrees with 18 graduate hours in a computer-related field of study. In addition, we are currently advertising for a new instructor meeting these requirements.	In regard to full-time instructors, the CIT program is fully compliant with SACS requirements. We will continue to encourage adjunct faculty to pursue appropriate degrees.	Goal #1	yes
3. Enhance the NT program and improve enrollment and retention by offering online curricula.	Availability of online degrees.	Implemented a new "flexible" format for classes. Several courses required for a certificate, diploma and degree have been available online this planning period.	Students may now pursue more coursework online. Students may still take classes in the traditional format since the flexible format allows this. As more courses are offered online, students may pursue diplomas and degrees online.	Goal #1; CSF Measure C, I, L	yes

Business Division/ Web Tech Department:

Expected	Source of Outcome	Actual Results	Application of Results	Linkage	Continue
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Learning Outcome	Measurement				
1. Students receiving a degree in Web Technologies (WT) will be able to implement, support, and customize software and hardware on local networks.	75% of graduates taking Implementing Web Servers (WEB 230) will pass a comprehensive exam with a grade of "B" or higher.	WEB 230 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher.	Will continue these measures to gauge the effectiveness of teaching/learning. (i.e.: should styles, books, etc be changed?)	Goal # 1; CSF Measure D, J, K	yes
2. Students receiving a degree in WT will demonstrate proficiency in web-related programming and design.	75% of graduates taking JAVA programming (CSC 151), Database Driven Websites (WEB 250), and Web Design (WEB 210) will pass a comprehensive exam with a grade of "B" or higher.	CSC 151 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher. WEB 250 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher. WEB 210 Spring 2008 - This outcome was met. 100% of students passed a comprehensive final exam with a grade of "B" or higher.	Will continue these measures to gauge the effectiveness of teaching/learning. (i.e.: should styles, books, etc be changed?)	Goal # 1; CSF Measure D, J, K	yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Graduates of the WT program will find employment in the field within one year of graduation.	Graduate follow-up survey will indicate that 75% of graduates are employed or continuing their education.	This outcome was met. One WT graduate provided information and indicates he is continuing his education. Further, he is very satisfied with the WT program.	We will continue to use graduate surveys for information that may be helpful in our programs, but we will not list this as a program for the next planning year.	Goal #1; CSF Measure D	no
2. Enhance the WT program and improve scheduling through the addition of faculty meeting SACS criteria.	Progress in degree completion for existing faculty.	All current full-time faculty have master's degrees with 18 graduate hours in a computer-related field of study. In addition, we are currently advertising for a new instructor meeting these requirements.	In regard to full-time instructors, the WT program is fully compliant with SACS requirements. We will continue to encourage adjunct faculty to pursue appropriate degrees.	Goal #1	yes
3. Enhance the WT program and improve enrollment and retention by offering online curricula.	The addition of online curricula.	Implemented a new "flexible" format for classes. All courses required for a certificate in WT have been available online since fall 2007. All but one course required for a degree has been available online this planning period.	Students may now pursue a certificate online. Students may still take classes in the traditional format since the flexible format allows this. As courses outside the WT major are offered online, students may pursue diplomas and degrees completely online.	Goal #1; CSF Measure C, I, L	yes

Health Division/Certified Nurse Assisting Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The student will become proficient in obtaining adult vital signs.	Each NAS 101 student will demonstrate in NAS 101 laboratory activities: correct blood pressure, temperature, and pulse without a + or - of 2 mm hg for 3 consecutive times. The student will demonstrate on an adult patient in clinical experience a full set of accurate vital signs.	<ul style="list-style-type: none"> Student proficiency obtained in 3 measurable readings in lab as demonstrated by Appendix A checklists. Student proficiency in vital signs obtained 3 times in clinical as demonstrated by Appendix A and clinical tool evaluation. Increased passage of measurable skills on NACES state certification exam 	<ul style="list-style-type: none"> Increase passage rate of state NACES certification exam Use results to enhance future program planning of lab time Use results to market program Increased student confidence in lab and clinical arena 	Goal # 8 CSF Measure C	No (see new goal for 2008-2009)
The student will demonstrate 3 NAS 101 testable skills successfully by 90% rating in a mock testing lab	Mock testing will occur for each student in NAS 101 and a set of testing skills will be demonstrated. Open lab dates can also be used as Mock Testing	<ul style="list-style-type: none"> Student confidence increase shown due to more mock testing in lab with greater than 90% satisfaction as evidenced by student surveys Increased NACES passage rate as evidenced by Promissor 	<ul style="list-style-type: none"> Continue mock testing in lab to improve student confidence of testable skills and to increase passage rates Use results in ongoing program evaluation Increased student confidence level related to state certification exam 	Goal # 4 CSF Measure C	No (see new goal for 2008-2009)
The student will demonstrate basic computer literacy which is needed for state testing in NAS 101 and NAS 102 by posting as directed.	Discussion Board questions will be set up for NAS 101 and 102 to assess computer needs for nursing assistants. Responses will be required at least 3 times in the semester.	<ul style="list-style-type: none"> Increased student entry level to basic computer skills by meeting required posting requirements Computer labs and tutors used more effectively Enhances work force skills 	<ul style="list-style-type: none"> Use results to market program Use results to enhance employability of students Evaluate course to assure proper progression displayed by students 	Goal # 6 CSF Measure K	No
The student will demonstrate 3 NAS 102 skills with 90% proficiency at the completion of NAS 102.	Each NAS 102 student will pull a set of 5 skills randomly and perform within 30 minutes. Proficiency and passage of course contingent on these parameters.	<ul style="list-style-type: none"> Not met: 11 students enrolled in NAS 102 and only 8 completed for spring of 2008 for a 73% retention and passage rate due to proficiency of skills 	<ul style="list-style-type: none"> Increase lab instructor-student ratio from 1-15 to 1-10. Use results to increase retention/passage rate by offering 1:1 lab tutors Use results in ongoing program evaluation 	Goal # 6 CSF Measure K	No (see goal 2008-2009)

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
NA I pass rate on state exam to be 81% or	Pass rate documentation as presented by Promissor.	<ul style="list-style-type: none"> 2007-08 state CNA certification pass rates 	<ul style="list-style-type: none"> Use results to market program 	Goal # 4 CSF	Yes

greater each semester. This is 6% higher than state average.		were 84% for curriculum students(3 students chose not to test) and 86% for Huskins students (one did not test) (State average is 74% as of 6/08).		Measure C	
NAS 101 Huskins will have a completion rate of > 90%.	Opening and ending enrollment data from registrar	<ul style="list-style-type: none"> Fall 2007 and Spring 2008 Huskins reached 90% completion. 	<ul style="list-style-type: none"> Use results to market program Use results in ongoing planning and program evals. 	Goal # 6 CSF Measure K	No
NAS 102 will have a completion rate of > 90%	Opening and ending enrollment provided by registrar	<ul style="list-style-type: none"> Spring 2008 had 11 beginning students and 8 completers with retention rate of 73% 	<ul style="list-style-type: none"> Use results to market program Use results for planning future programs 	Goal # 6 CSF Measure G	No
Nursing Assistant student satisfaction survey will be 2.0 or higher in scale of 1-5	Student survey at completion of NAS 101 and 102 courses	<ul style="list-style-type: none"> Student survey showed >90% satisfaction with program 	<ul style="list-style-type: none"> Use results to market program Use results in ongoing planning and program evaluations Use to improve program retention Elevated student confidence and satisfaction with program 	Goal # 6 CSF Measure G	Yes

Unexpected Program or Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
NAS 101 Huskins has below state pass rates for NA certification exam	Pearsue-Vue test summary reflects pass rate of 72% for fall semester 2007.	<p>Huskins pass rate for fall 2007 was 72% which is below state-wide average of 75%. Adjunct faculty member defaulted on contract mid-semester spring of 2007 thus having a result of students testing in fall 2007 and early 2008 not successful. Faculty member absent due to illness during Fall 2007 and Spring 2008 semester. New adjuncts had to be oriented to program thus the Huskins students having multiple instructors.</p>	<ul style="list-style-type: none"> Add new faculty member full time Orient new faculty member to Huskins and all NA programs Increase state passage rates Increased number of students eligible to apply for admission into ADN programs 	<p>Goal # 1 CSF Measure B</p> <p>Goal # 8 CSF Measure B</p>	Yes

Health Division/Medical Assisting Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students will be able to demonstrate-practical entry level competency skills with 100% accuracy at completion of Med 140. To include ECG's vital-assessments, assisting physicians with exam room procedures	<ul style="list-style-type: none"> • Terminal-Performance Objective Portfolios will display entry level competency check off by instructor • Preceptor/Employer Contracts Evaluations will report 100% satisfaction with student ability • Instructor Evaluations will show 100% realistic capability of student • Course Exit Interviews will demonstrate 100% practical understanding of skill by student 	<ul style="list-style-type: none"> • Student confidence increase shown due to more mock office offerings • More one-on-one time displayed with equipment • Terminal Performance objective portfolios displayed entry level competency • Contracts expressed satisfaction with student capability • Administrative Tests scores show increase in competency by at least 10% 	<ul style="list-style-type: none"> • Use results to market program • Use results to enhance employability of students • Use results to enhance future program planning of lab time • Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC 	Goal #2 Core # D, J, K	Yes
	<ul style="list-style-type: none"> • Terminal Performance Objective Portfolio will display 100% entry level competency check off by instructor • Employer/Preceptor Evaluations will report 80% satisfaction with student ability • course-Retention-will prove-greater understanding-of course content by 10% increase in student progression • Course Exit interviews will show 50% more students show evidence of-greater understanding of coding • Increase-AAMA administrative component test scores by 10% 	<ul style="list-style-type: none"> • Retention in program meets AAMA 70% requirement for 2007 graduation cohort 			
Students will be able to illustrate workable entry level understanding of insurance coding skills in MED 232/HMT 210/MED	<ul style="list-style-type: none"> • Terminal Performance Objective Portfolio will display 100% entry level competency check off by instructor 	<ul style="list-style-type: none"> • AAMA test results will be available in Oct 2009 • Instructors have attended workshops to 	<ul style="list-style-type: none"> • To cultivate and strengthen employment opportunities as result of student capability increase 	Goal # 2, 8 Core- # D, J, K	Yes

112	<ul style="list-style-type: none"> • Employer/Preceptor Evaluations will report 80% satisfaction with student ability • course-Retention-will prove-greater understanding-of course content by 10% increase in student progression • Course Exit interviews will show 50% more students show evidence of-greater understanding of coding • Increase-AAMA administrative component test scores by 10% 	<p>increase instructor capabilities and students displaying greater understanding as result</p> <ul style="list-style-type: none"> • Retention has not declined as of 61% semester date, exhibiting greater student understanding of content • Coding books increased and now allows students to “check out” books and complete assignments with greater ease • AAMA administrative scores increased by at least 10% 	<ul style="list-style-type: none"> • Improved program retention • Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC 		
Students will have increased opportunity for successful completion of MED 121/MED 122 which meets co and prerequisite requirements of proper course sequencing and cross-over-program curriculum requirements	<ul style="list-style-type: none"> • 25% increase in enrollment numbers in alternate sections of course • 25% increase in sequenced course the following semester showing completion of 1st course by greater number students • Increase in student satisfaction displayed on exit interview 	<ul style="list-style-type: none"> • MED 121 H1 offered at 6:00 P.M. slot with 12 enrollees, first time offered. At 61% semester date, 87% retention reported. • MED 121 W1 had retention of 66% at 61% date of semester, compared to 52% during last course statistical analysis during Spring 07. • Student satisfaction shows increased satisfaction with sequencing 	<ul style="list-style-type: none"> • Increase employment opportunities due to stronger entry level skills of students • Increase passage rate of AAMA certification exam • Improved program retention • Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC 	Goal # 6, 7 Core- # I, J, H	Yes
Students will be able to demonstrate understanding of Terminal Performance Objectives in MED 130/131/112/110 to include electronic medical records, patient communication, teamwork, and community services	<ul style="list-style-type: none"> • Terminal Performance Objective Portfolio will display 100% entry level competency check off by instructor • Employer/Preceptor Evaluations will report 80% satisfaction with student ability • Instructor Evaluations will show 100% realistic capability of student 	<ul style="list-style-type: none"> • Students are currently participating in online/blackboard modules of courses that have facilitated teamwork skills obvious in class interactions. • Each course currently has project and/or book club that allows student presentation, allowing student demonstration of improved communications 	<ul style="list-style-type: none"> • Improved program retention • Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC • Amplified student confidence and satisfaction with program shown • Student awareness rose concerning community resources and causes, thereby creating greater 	Goal # 2, 8 Core- # B, D, J, K	

	<ul style="list-style-type: none"> • Course Exit Interviews will demonstrate 100% practical understanding and satisfaction of skill by student 	<ul style="list-style-type: none"> • Students participated in yearly retreat in April, 2008 to continue teamwork exercises. • Students were given more computer time, thereby using lab time to improve upon electronic medical records • Adjunct used for tutoring during student down time to allow for greater communication skills to develop • Community service planned during Relay for Life cancer fund drive with volunteer student participation planned. • TPO's and instructor evaluations show 100% realistic capabilities of student at this date 	<p>capability for patient communication and needs assessment in future.</p>		
<p>Students will be able to exhibit practical clinical competencies of injections, phlebotomy skills, and IV skills at completion of MED 140/150</p>	<ul style="list-style-type: none"> • Terminal Performance Objective Portfolio will display 100% entry level competency check off by instructor • Employer/Preceptor Evaluations will report 90% satisfaction with student ability • Instructor Evaluations will show 100% realistic capability of student • Course Exit Interviews will demonstrate 100% practical understanding and satisfaction of skill by student 	<ul style="list-style-type: none"> • Preceptors communicated 90% satisfaction with student skill levels in phlebotomy and injection administration at completion of MED 150 • Instructor Evaluations and TPO's show 100% realistic capabilities • NA instructor contracted to do cross-instructor over Summer 08 semester to continue IV training • Video library, along with tutoring capabilities with MA "library" in mock office created to use books, supplies, equipment • Course exit interviews done with 100% practical 	<ul style="list-style-type: none"> • Improved program retention • Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC • Amplified student confidence and satisfaction with program shown • Use results to market program • Use results to enhance employability of students • Use results to enhance future program planning of lab time 	<p>Goal # 2, 8 Core- # B, D, J, K</p>	<p>Yes</p>

		<ul style="list-style-type: none"> understanding • Simulators allowed more hands on experience 			
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Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates taking the AAMA certification examination will receive a passing score	The AAMA certification exam results will indicate a 90% passage rate	<ul style="list-style-type: none"> The AAMA passage rates for 2007 graduates of program was 93% successful completion Mock office experiences increased throughout curriculum Software incorporated through use of video library set up in mock office Review for exams incorporated in MED 276 course to better prepare students for exam 	<ul style="list-style-type: none"> Improved program retention Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC Amplified student confidence and satisfaction with program shown Use results to market program Use results to enhance employability of students Use results to enhance future program planning of lab time 	Goal # 2 Core # B	Yes
Graduates will be employed as a medical assistant or in related field; and/or serving in military ;and/or continuing his/her education within one year of graduation	Graduate follow up survey and/or telephone survey will indicate that 90% of graduates are employed as medical assistants; in a related field; continuing their education or serving in the military	<ul style="list-style-type: none"> 100% of graduating class of 2007 who sought employment in field is currently employed or seeking further education in related field. Mock interviews proven to prepare students for real world process therefore they entered work force better prepared Portfolios enhanced and mock interviewers communicated 93% average satisfaction with student preparedness at time of mock interviews 	<ul style="list-style-type: none"> Improved program retention Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC Amplified student confidence and satisfaction with program shown Use results to market program Use results to enhance employability of students Use results to enhance future program planning 	Goal # 6, 8 Core- #D, J	Yes
Students enrolled in the MAT program in Fall semester will have completed the program and/or be enrolled in Spring semester	Opening enrollment report of MED 121 and 122 will provide evidence of a retention rate of at least 75% in campus enrollment and 50% in distance learning	<ul style="list-style-type: none"> MED 121 H1 offered at 6:00 P.M. slot with 12 enrollees, first time offered. At 61% semester date, 87% retention reported. 	<ul style="list-style-type: none"> Use information and results to enhance program retention Evaluate program curriculum to assure proper progression displayed by students 	Goal # 6, 7 Core- # H, I	Yes

	course enrollment	<ul style="list-style-type: none"> • MED 121 W1 had retention of 66% at 61% date of semester, compared to 52% during last course statistical analysis during Spring 07. • Students given more one-on-one time with availability of night-time adjunct • Program information made readily available through updated handbook • Med 260 currently has 20 students who graduated in May 2008, which demonstrates highest in program record graduates at this time in program 	<ul style="list-style-type: none"> • Improve program retention 		
Students will be satisfied with instruction in MAT program	Annual student survey will indicate 90% satisfaction with instruction received	<ul style="list-style-type: none"> • Survey shows at least 90% satisfaction with instruction • Students given more one-on-one time by addition of section division in MED 140 • Confidence level of student increased and displayed through record number of MED 260 enrollments in Spring 08. • Students appear better prepared for workforce, with 4/20 students currently hired for positions prior to graduation at 61% date of semester • Instructors in program have sought CEUs throughout year that has created increased student service and satisfaction. 	<ul style="list-style-type: none"> • Increased program retention • Use results in ongoing program evaluation as required by CAAHEP/AAMA/RCC • Amplified student confidence and satisfaction with program shown 	Goal # 6, 7 Core- # H, I	Yes

Health Division/Associate Degree Nursing Department:

Expected Learning Outcome:	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
85% of graduates will pass NCLEX on the first attempt.	BON NCLEX statistics published 12/31/07.	Outcome not met. As of 12/31/07, 43/51 students had passed NCLEX on the first attempt = 84%. One student left to test. Class of '08, to date, 42/48 have passed for 88% passage rate, 4 failed, 2 left to hear from.	Review of Annual Reports to identify weak areas based on the new NCLEX test plan. Continue remediation requirement, program tutoring, CAI, emphasis on critical thinking. CNA requirement for admission implemented Fall 2007. Incorporate ATI into syllabus requirements. Faculty revising teaching methodology. Utilizing more conceptual based, student-centered learning.	Goal #1, CSF Measure B, ADN Program outcome #1.	Yes
2 nd -yr. students and new graduates will demonstrate satisfactory performance in clinical.	Student clinical evaluations and verbal/written reports from clinical facilities.	Outcome met. 100% of students demonstrated satisfactory clinical performance at the end of semesters 4 and 5. Results from survey of major clinical sites Sept.-Nov. 2007: Comments regarding recent graduates were positive. No specific skills were identified as needing improvement. (Advisory Meeting, Nov. 2007.) Criteria related to knowledge of nursing practice, ability to function in the various roles of the RN, demonstrates critical thinking skills and evidence-based practice in decision making, ability to practice in a variety of healthcare settings within the scope of practice of an RN, commitment to "life-long learning", use of current technology and research, written and oral communication skills, & knowledge of continuous quality improvement. Class of '08, all graduates demonstrated satisfactory performance in clinical.	Director meets at least annually with administrative staff in clinical agencies to discuss any issues related to current students as well as the most recent graduates. Although all facilities stated that graduates were performing at a satisfactory level, they discussed several students who demonstrated problems with critical thinking and required closer supervision and extended orientation periods. Nursing faculty continue to use the Action Plan to document the students unsatisfactory clinical performance, which clearly defines needed improvements. This plan gives the student adequate time to demonstrate improvements. Preceptorship Program is a part of NUR 220. Preceptors assist the faculty in evaluating the students' performance and the overall experience. Evaluations from 2007 preceptorship were all positive.	Goals #1, 4, & 8, CSF Measure H, ADN Program outcomes #1, 4, & 5	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
95% of Graduates will	Graduate follow-up survey.	Outcome met. 95% of new	Department Chair meets at least	Goal #6 & 8,	Yes

<p>be employed or enrolled in BSN program within one year of graduation.</p>		<p>graduates who passed NCLEX were employed in Nursing (Fall 2007 report). As of 12/31/07, 47 additional RN's had been added to the workforce. Class of '08: as of 09/03/08, 42/42 students are employed as RN's.</p>	<p>annually with nurse executives & staff from area healthcare facilities to address any identified performance issues of recent graduates and projected RN needs. Advisory Committee member's input related to graduate employment is gathered annually. Comments received have been positive related to May 2007 graduates.</p>	<p>ADN Program outcomes #1 & 4.</p>	
<p>65% of students enrolled each Fall will be retained or will have graduated. The Nursing Program shall maintain a 3-yr. average retention rate equal to or higher than the state average retention rate for program type.</p>	<p>Student retention rate based on BON formula; statistics are published each Spring by the Center for Nursing r/t individual school's performance and the 3-yr. average retention rate by program type.</p>	<p>Goal met. Richmond Community College's 2005-2007 retention rate based on BON formula = 58.1%. State 3 year average = 57.0% (official data distributed by NCBON Education Consultant Spring '08) Data for '06-07 = 70% retention for that one year. Class of '08: 52% retention ('06-08) (unofficial data) Three year retention rate: 59.2% (unofficial data)</p>	<p>Faculty continues to address retention issues and examine strategies that will positively impact student success. Syllabus requirements have been modified to include remediation requirements and the requirements for senior students to complete NCLEX-style questions for progression. Dedicated lab instructor (coordinator) has been implemented in NUR 110 and NUR 120. CNA requirement implemented Fall 2007. In the Fall of 2007, Nur 110 was taught in two sections rather than one large section. One section remained fairly large (52 Students) and one small with 24 students. At the end of the semester, there was no demonstrated advantages with the smaller section: no significant differences in the % of students passing in the smaller section.(approximately 50% in both sections) We continue to teach 4 sections of Lab.</p>	<p>Goal #8, CSF Measure G, ADN Program outcome #1</p>	<p>Yes</p>
<p>90% of students will report satisfaction with their ADN instruction.</p>	<p>Student evaluations</p>	<p>Goal met. RN Exit survey, (Spring 2007) 93% of students rated overall satisfaction with the ADN instruction as excellent or satisfactory. Grant money has been obtained to provide tutoring. Biology and Nursing faculty identified A&P as a weakness in current students. Biology faculty have offered reviews on systems being covered in NUR class. Lab experiences have been strengthened to support student learning.</p>	<p>Data is reviewed and changes made as appropriate. Faculty is encouraged to participate in continuing education activities to enhance student learning and meet BON standards r/t faculty.</p>	<p>CSF Measure F</p>	<p>Yes</p>

		Spring '08 Exit Survey: 100% of students reported satisfied (43.8%) or very satisfied (56.3%) with overall quality of academic program.			
The Nursing program shall maintain a 3-yr. average at or above 95% of the national pass rate for licensure level pass rate on first writing.	BON statistics, using BON formula	Goal met. Average national pass rate for ADN programs (2005-07) was 86.8%. 95% of this is 82.46%. RCC's 3-yr. average NCLEX pass rate (2005-2007) is 83.3%. 2008 data will not be available until 12/31/08.	Schools with high pass rates and high retention rates are being determined to identify admission and progression criteria that impact student success. Company offering NCLEX review was changed in May 2006 with improvement noted 2006-07 over 2005. ADN Department Chair has completed SHEPS survey sponsored by the NCCCS to determine common success factors.	Goal #1, CSF Measure B, ADN Program outcome #1	Yes

Unexpected Program Or Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students will report satisfaction with their ADN education.	Verbal comments from college President and VP for Instruction. A small percentage of students complained about class size and that there were too many instructors contributing to one test.	Director demonstrated that there were no tests that had questions from 7 different instructors. She also presented a very detailed outline of material covered, by whom, tests dates, and material covered on each tests (material given to each student on the first day of class). A meeting was scheduled with the VP for Instruction and the first-year students. Students spoke positively about the nursing instruction. However, several students voiced concerns related to there being no dedicated computer lab space and the issue of printing. Teaching assignments for Fall 2007 were modified to show 3 primary instructors for NUR 110. However, additional instructors will be used in the classroom under the primary instructor's supervision. Although there were three primary instructors in	Teaching assignments revised. NUR 110 to be offered in two sections in the Fall 2007 with assigned instructor teaching same material in both sections. Students from both sections will meet together on Fridays to take tests. Two sections were offered in the Fall 2007. No significant differences were noted when success of students in the small section was compared to success of students in the larger section.	CSF #F	No, but will continue to monitor within the outcome of student satisfaction.

		NUR 110 class in the Fall 2006, four additional instructors were used to assist with labs and clinicals, as is customary with all nursing programs with large numbers of students. In addition, college administration has requested that NUR 110 class be taught in sections in the Fall 2007. Fall '08, Nur 110 continues to be taught in two sections. No formal complaints have been voiced this year.			
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Health Division/ Practical Nursing Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
85% of graduates will pass the NCLEX-PN on the first attempt.	NCLEX-PN passage rate published 12/31/07 by BON.	Goal met. 100% passage rate for first time testers ('07 graduates) First class of students graduated July 2007. National passage rate 88%, State passage rate 94%. Class 2008, to date, 4 students have taken NCLEX PN and passed. Official data will not be available until 12/31/08.	We will continue to evaluate student performance to determine needed curriculum/teaching changes.	Goal #1, CSF Measure B, PNE program outcome #1	Yes
Students and new graduates will demonstrate satisfactory performance in clinical.	Student clinical evaluations; Verbal and written reports from clinical facilities; Advisory committee comments.	Evaluations from clinical agencies demonstrate satisfaction with students and new hires. Advisory committee comments have all been favorable with no areas identified as needing improvement. Students progressing from NUR 101 to NUR 102, and 102 to 103 all met clinical objectives with a satisfactory rating or higher. All '08 graduates received a satisfactory rating in clinical.	Information is collected during each semester from clinical agencies regarding student and faculty performance. This information is used to address areas needing improvement. Will continue to use Action Plan to address unsatisfactory clinical performance of students.	Goal #1, 4, & 8, CSF Measure H, PNE Program outcome #1, 4, & 5	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates will be employed or enrolled in ADN Program within two years of graduation.	Graduate follow-up survey will indicate 95% graduates employed or continuing education.	Unable to evaluate for two year period. First graduation class was July 2007. Data collection date: Nov.- Dec. 2007. All graduates employed in Nursing	Ensure employability Meet community demands for LPN's	Goal #8, PNE Program outcome #1	Yes

		related jobs = 100%. Data r/t class of '08 is not yet available. (to be collected in Nov.-Dec. 2008)			
Students enrolled each Fall will graduate within 3 semesters. Program will maintain a 3 yr. average retention rate equal to or higher than the state average for program type.	Statistics published by the Center for Nurses and BON. Will compare RCC's annual data to annual state average until 3 yr.'s data is available.	16 of the original 20 students graduated July '07. (80% retention rate). Anticipate official data from Center for Nurses will be published during the early Spring 2008. 19/20 students progressed from NUR 101 to NUR 102= 95% retention. In NUR 102, one student transferred in and 3 students were unsuccessful; 17 students graduated, 16 were original cohort. RCC's overall retention 16/20 = 80%. State 3 yr. average: 62.8% (2005-2007). For class of 2008, 16 of the original 19 students successfully completed the program for a retention rate of 84.2% (unofficial data). Official data to be published by NCBON.	Used to compare our programs to like programs across the state. Data will be used if expansion is requested.	Goal #8, CSF Measure G, PNE Program outcome #1	Yes
Students will report satisfaction with their PNE education.	Student evaluations will reflect 90% satisfaction.	Graduate exit survey done July '07, demonstrated 100% of students rated overall satisfaction with LPN program as Excellent (56 %) and satisfactory (44%). Graduate Exit Survey done July '08 demonstrated 100% of students rated satisfaction with overall quality of academic program (31.3% as Satisfied and 68.8% as very satisfied.)	Comments are evaluated by faculty and Program Director to identify areas for improvement.	CSF Measure F	Yes

Engineering & Industrial Tech Division/Computer Engineering Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduate of the CET program will be able to understand, analyze, and troubleshoot basic AC &	70% of students will score 80% or better in CET basic AC & DC skills test from ETCAL.	Achieved. 85% of students scored 80% or better in basic AC/DC circuits skills test from ETCAL.	<ul style="list-style-type: none"> The instructor will attempt to offer students more experience in implementing, troubleshooting, and 	Goal # 1	Yes

DC circuits.			analyzing practical AC/DC circuits.		
Graduate of the CET program will be able to understand, analyze, and troubleshoot basic semiconductor circuits.	70% of students will score 80% or better in CET basic Semiconductor skills test from ETCAI.	Achieved. 80% of students scored 80% or better in basic semiconductor circuits skills test from ETCAI.	<ul style="list-style-type: none"> Effective Fall of 2008, ELN 131 will be replaced by ELN 137. The instructor will develop both labs and lectures materials for the new class. ELN 137 has one extra credit hour and will offer more topics in semiconductor circuits than ELN 131. 	Goal # 1	Yes
Graduate of the CET program will be able to understand, analyzes, and troubleshoot both combinational and sequential logic circuits.	70% of students will score 80% or better in CET basic Digital Electronic skills test from ETCAI.	Achieved. 83% of students scored 80% or better in basic combinational and sequential logic circuits skills test from ETCAI.	<ul style="list-style-type: none"> The instructor will attempt to offer students more experience in implementing, troubleshooting, and analyzing practical combinational and sequential circuits using CPLD technology. 	Goal # 1	Yes
Graduates of the CET program will be technically proficient in advanced knowledge skills.	70% of students will pass the Electronics Design Projects course. (EGR 285)	Achieved. 100% of the Computer Engineering students who registered in EGR 285 passed the course. (C or better)	<ul style="list-style-type: none"> The CET department will explore the practicability of adding virtual server components to ELN 237 class or allowing the students to setup virtual server in Design project class. The CET department will expand the usage of CPLD in ELN 133 and EGR 285 classes. The CET department will attempt to replace the SIMATIC 505 PLC with the latest Siemens controllers. 	Goal # 1	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the CET program will find employment in the field within one year of graduation or will be opted to continue their education.	Graduate Follow-up survey will indicate 90% of graduates are employed within one year.	No graduates responded to the RCC 2007 Graduate Survey.	<ul style="list-style-type: none"> Instructors will encourage students to complete RCC Graduate Survey. Instructors will encourage the graduating students to begin the job search earlier. 	Goal #1, CSF Measure D	Yes
Students in the CET	85% of CET students	100% of CET students	<ul style="list-style-type: none"> Attend at least one 	Goal #5, CSF	Yes

program will be satisfied with their instruction.	responding to the annual Instructor's Evaluation Survey and/or Student Survey will agree their instructions as "Very Satisfied" and "Satisfied."	responded to the annual Instructor's Evaluation Survey agreed their instructions as "Very Satisfied" and "Satisfied."	<ul style="list-style-type: none"> professional development activity per academic year. Continue to provide students with the state-of-art equipment in the labs. 	Measure I and H	
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Engineering & Industrial Tech Division/ Electronics Engineering Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduate of the EET program will be able to understand, analyze, and troubleshoot basic AC & DC circuits.	70% of students will score 80% or better in EET basic AC & DC skills test from ETCAL.	Achieved. 85% of students scored 80% or better in basic AC/DC circuits skills test from ETCAL.	<ul style="list-style-type: none"> The instructor will attempt to offer students more experience in implementing, troubleshooting, and analyzing practical AC/DC circuits. 	Goal # 1	Yes
Graduate of the EET program will be able to understand, analyze, and troubleshoot basic semiconductor circuits.	70% of students will score 80% or better in EET basic semiconductor skills test from ETCAL.	Achieved. 75% of students scored 80% or better in basic semiconductor circuits skills test from ETCAL.	<ul style="list-style-type: none"> Effective Fall of 2008, ELN 131 will be replaced by ELN 137. The instructor will develop both labs and lectures materials for the new class. ELN 137 has one extra credit hour and will offer more topics in semiconductor circuits than ELN 131. 	Goal # 1	Yes
Graduate of the EET program will be able to understand, analyze, and troubleshoot both combinational and sequential logic circuits.	70% of students will score 80% or better in EET basic Digital Electronic test from ETCAL.	Achieved. 90% of students scored 80% or better in basic combinational and sequential logic circuits skills test from ETCAL.	<ul style="list-style-type: none"> The instructor will attempt to offer students more experience in implementing, troubleshooting, and analyzing practical combinational and sequential circuits using CPLD technology. 	Goal # 1	Yes
Graduates of the EET program will be technically proficient in advanced knowledge skills.	70% of students will pass the Electronics Design Projects course. (EGR 285)	Achieved. 100% of the Electronics Engineering students who registered in EGR 285 passed the course. (C or better)	<ul style="list-style-type: none"> The EET department will explore the practicability of adding virtual server components to ELN 237 class or allowing the students to setup virtual server in Design project class. The EET department will expand the usage of CPLD in ELN 133 and EGR 285 classes. The EET department will 	Goal # 1	Yes

			attempt to replace the SIMATIC 505 PLC with the latest Siemens controllers.		
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Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the EET program will find employment in the field within one year of graduation or will be opted to continue their education.	Graduate Follow-up survey will indicate 90% of graduates are employed within one year.	No graduates responded to the RCC 2007 Graduate Survey.	<ul style="list-style-type: none"> Instructors will encourage students to complete RCC Graduate Survey. Instructors will encourage the graduating students to begin the job search earlier. 	Goal #1, CSF Measure D	Yes
Students in the EET program will be satisfied with their instruction.	85% of EET students responding to the annual Instructor's Evaluation Survey and/or Student Survey will agree their instructions as "Very Satisfied" and "Satisfied."	Achieved. 100% of EET students responded to the annual Instructor's Evaluation Survey agreed their instructions as "Very Satisfied" and "Satisfied."	<ul style="list-style-type: none"> Attend at least one professional development activity per academic year. Continue to provide students with the state-of-art equipment in the labs. 	Goal #5, CSF Measure I and H	Yes

Engineering & Industrial Tech Division/Mechanical Engineering Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Graduates of the MET program will be technically proficient in their field.	75% of MET students will earn an average score of at least 3 points on the Student Outcome Measure (SOM) 5 Point Scale developed by the MET department. SOM is a 5 point scale for identified Seven Assessment Criteria of the Mechanical Design Proficiency Project CAP Course (MEC 271 "Machine Design Project"). This Project Course is offered during the students' last Semester of study. Different students pick different projects. Source: MET Advisory Committee Members volunteer to grade students' technical lab. Reports using the SOM 5 Point Scale. A copy of the 5 point scale and the	Expected Outcome 100% achieved. All the 3 students who took the Mechanical Design Proficiency Project Course were graded by the Advisory Committee Members, as a third independent party passed. On the 5 point scale, the points earned by the students were: 4.0, 3.58, and 4.86 respectively.	<ol style="list-style-type: none"> Gave the students the opportunity to apply the skills they acquired from the curriculum courses to make an engineering concept a physical reality, test it, document the results, make a presentation, and demonstrate it to the Advisory Committee, as a third independent party. The above rendered the results reliable. One of the college goals is achieved, and the image of the MET department looks good for potential employers. 	Goal #1: To offer educational programs and courses at the degree, diploma, and certificate levels which prepare students for current and prospective jobs and/or college transfer programs leading to a baccalaureate degree. Goal # 9: To provide an effective educational	Yes

	Technical Lab. Report format are attached.		4. The students' confidence in themselves was achieved.	environment with safe and appropriate facilities, up-to-date equipment, comprehensive administrative services, and financial stability Performance Measures and Standards (PMS) #2: Passing Rates on capstone Exam.	
2. Students completing the requirements for the CAD certificate will successfully complete the "Hands-on" 3D CAD projects assigned, as a final exam, individually using the updated versions of AutoCAD software on frequent bases to keep the graduates updated with the related updated technology.	75% of CAD students will earn an average score of at least 3 points on the Student Outcome Measure 5 point scale developed by the MET department (Attached).	Expected Outcome 100% achieved. All the 7 students who took the assigned "Hands-on" 3D Final exam CAD projects last Summer passed with more than 3 points earned on the Student Outcome Measure 5 points scale (5 students earned 5 points, and 2 students earned 4 points)	1. Gave the students the opportunity to apply the skills they learned on the updated version of the in-house CAD software to produce 3-D drawings of real world parts. 2. The above applies to the college, the community, and to the related industrial business. 3. This way, students' self confidence is established, and prepared them to be competitive in the related industrial job market.	Goal #1: Please see above. (PMS) #2: Please see above.	Yes
MET & CAD graduates will be nationally certified by the American Design & Drafting Association (ADDA) at the Design/Drafter level.	75 % of students taking the ADDA Certification Exam will pass the exam. Results of the exam will be received from the ADDA administration, and the instructor will share that information with the VP of Curriculum Office.	Expected Outcome 100% achieved. All the 7 students who took the National ADDA Exam last summer passed.	1. The National Certification helped raise the students' competence level to a higher horizon of acquired skills, enhanced the probability of successful employment and achievements, and gave	(PMS) # 2 Passing Rates on Licensure/ Certification Exams.	Yes

			<p>them the flexibility to be employed any where in the United States where they decide to live!</p> <p>2. The Program and College image looked brighter locally and beyond Richmond County and North Carolina State. Something to be proud of!</p> <p>3. Kept the graduates updated to latest available technology in this field, and be competitive in the job market.</p>		
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Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. The MET & CAD students will be satisfied with these programs instructions.	The statistical Mean of all questions in the Annual Student's Evaluation Survey in Fall, will be in the range: 3.0-4.5 on a scale of 1 -5.	Expected Outcome 100% achieved. Five MET courses were surveyed by the students in Fall 2007. The statistical Means of all the questions of the Student's Evaluation in each course, lies in the expected range 3.0-4.5 on a scale of 1 -5. The minimum and the maximum statistical means were: 3.05 and 4.36 respectively.	Students were given the opportunity to acquire the needed skills, they learned in the classroom, and used the state-of-the-art software and lab equipment on real world processes and improve them. A local company is recently using the same software, and that puts the graduates of the program at the competitive edge for potential job opportunities locally. Also, this is an opportunity to apply and improve their oral and written communication skills to share with others in the work environment for success. This rendered the students satisfied with the program.	Goal # 1 Performance measures and Standards (PMS) # 6 Student Satisfaction of Non-Completers.	Yes
2. The new students of the MET & CAD programs who enroll in Fall will be retained.	75% of the new enrolled students in Fall (Not counting development students, and students who withdraw from the college due to personal issues beyond the department control) will be retained for the next year Fall. The enrollment in CAD I course	90% of students are retained. Out of 11 students enrolled DFT 151 day and evening in Fall 2007 in the MET& CAD programs, 8 students are now enrolled in MET department as second year students and 1 student completed his CAD Certificate Summer 2008., 1	The expected improvements are: 1. This is an actual improvement to the students, program, and college. This is the case, because the students were given the opportunity to continue their	Goal # 1 (PMS) # 7 Curriculum Student Retention.	

	(DFT 151 -01 & 1E) day and evening will be used as a measure.	student withdrew (Counted) , and 1 student moved to another town due to job relocation (Not counted). (Makes the total 9 students retained out of 10)	<p>education, achieve their goals, and apply the skills acquired by this program course to real world applications with "Hands-on" experience. This will help the students to be more prepared to the needs of the real world environment.</p> <p>Also, program image to the potential employers will look good especially for local industry which start to grow in this area.</p> <p>2. The above applies to the college, the community, and the related industrial business.</p> <p>3. Keeping the students' acquired "Hands-On" skills in this field in harmony with the updated versions of CAM software of this industry. This will helps the students stay at the competitive edge for employments purposes and improve their lives.</p>		
3. Graduates of the MET & CAD programs will be employed within 1 year of their graduation, or continue their education.	75 % of the MET and CAD programs graduates with either be employed, or choose to continue their education.	<p>Expected Outcome 100% achieved.</p> <p>A total of 11 students graduated with AAS degree, or, diploma, or CAD Certificate.</p> <p>2 AAS graduates. All employed.</p> <p>2 Diploma graduates both continued their education.</p> <p>7 CAD Certificate graduates. 3 were employed, and 4 students</p>	1. This was an actual accomplishment by the students, program, and college. This is the case, because the students were given the opportunity to apply the skills acquired by the program courses to real	Goal # 1.	Yes

		continued their education.	<p>world applications with "Hands-on" experience. This helped the students be more prepared to the needs of the real world environment. Also, program image to the potential employers looked good.</p> <p>2. The above applies to the college, the community, and the related industrial business.</p> <p>3. Helped the students' acquire "Hands-On" skills in this field in harmony with the updated versions of AutoCAD and CAM software, hydraulic, plastic Injection, machining equipment, quality Control, and machine design. This helped the students stay at the competitive edge for employments purposes, helped their lives, and become active citizens with positive influence..</p>		
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Engineering & Industrial Tech Division/Machining Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the MAC program will find employment in the field within six months of graduation	Graduate Follow-up survey will indicate 100% of graduates are employed within six months.	Achieved. 90% of students scored 80% or better in basic machine shop projects.	Instructor will encourage graduates to continue their education to obtain Tool & Die Making at Central Carolina Community College.	Goal #2 MAC	Yes
Graduates of the MAC program will be technically proficient in basic knowledge skills in	70% of students will score 80% or better in MAC shop projects and basic skills test.	Achieved. 90% of students scored 80% or better on MAC shop projects and basic skills test.	Will continue to emphasize hands on training to ensure strong machine shop skills, hands on, and machining with various machine shop	Goal # 1	Yes

machine shop equipment set up perform projects.			machines.		
Graduates of the MAC program will be technically proficient in basic knowledge skills in machine shop equipment set up perform projects.	70% of students will pass the MAC 113 In Machining Technology. Layout and build all shop projects.	Achieved. 90% of students scored 80% or better MAC 113 In Machining Technology. Layout and build all shop projects.	Department will continue to develop in-house projects. Department head will also encourage students to be more involved with these projects.	Goal # 1	Yes
Graduates of the MAC program will be able to take Blueprint and build part to specified dimensions.	100% of students will pass the final shop projects MAC 113.	All students in MAC 113 passed final exam and project.	Will continue strong emphasis on hands on training and building parts as specified in Blueprint.	Goal # 1	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the MAC program will find employment in the field within six months of graduation	Graduate Follow-up survey will indicate 100% of graduates are employed within six months.	No graduates responded to the RCC 2007 Graduate Survey.	<ul style="list-style-type: none"> Instructors will encourage students to complete RCC Graduate Survey. Instructors will encourage the graduating students to begin the job search earlier. 	Goal #1,	0.00
Graduates of the MAC program will be technically proficient in basic knowledge skills in machine shop equipment set up perform projects.	85% of MAC students responding to the annual Instructor's Evaluation Survey and/or Student Survey will agree their instructions as "Very Satisfied" and "Satisfied."	Achieved. 100% of MAC students responded to the annual Instructor's Evaluation Survey agreed their instructions as "Very Satisfied" and "Satisfied."	<ul style="list-style-type: none"> Attend at least one professional development activity per academic year. Continue to provide students with the state-of-art equipment in the labs. 	Goal #1,	Yes

Engineering & Industrial Tech Division/Electrical Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the certificate and diploma programs will be able to correctly wire motors and motor controls.	90% of students completing ELC 117 Motors and Controls will pass the course with a grade of "C" or better.	Not Achieved. 60% (3 out of 5) of students passed ELC 117 course with a grade of C or better.	Both students missed many work related days and were tardy frequently. Use Early Warning and Counseling.	Goal #1	no

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students in the certificate, and diploma,	Annual student survey and/or Instructor evaluations will	100% of EET students responded to the annual	<ul style="list-style-type: none"> Attend at least one professional development 	Goal#1	Yes

programs will be satisfied with the quality of their instruction.	indicate 90% of students are "very satisfied" or "satisfied" with the quality of their instruction.	Instructor's Evaluation Survey agreed their instructions as "Very Satisfied" and "Satisfied."	<ul style="list-style-type: none"> activity per academic year. Continue to provide students with the state-of-art equipment in the labs. 		
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Engineering & Industrial Tech Division/ Industrial Tech Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Graduates of the Certificate Diploma and Degree program will be technically proficient in their basic knowledge skills.	80% of students completing ELC 117 will pass with a grade of "C "or better.	Achieved. 100% of students passed ELC 117 course with a grade of C or better.	Outcome is obtained and will continue to update the labs, and course content.	Goal #1	Yes, with reservations.

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students in the Certificate, Diploma, and Degree programs will be satisfied with the quality of their instruction.	Annual student survey and/or Instructor evaluations will indicate 90% of students are "very satisfied" or "satisfied" with the quality of their instruction.	90% of students responded to Instructor evaluation as being "very satisfied" or "satisfied" with their instruction	Attend at least one professional development activity per academic year. Continue to provide students with state of the art equipment in the labs.	Goal # 1 and #9	Yes

Public Services Division/Criminal Justice Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Students in HSE 112, Group Process I will be able to co-lead a psycho students in HSE 112 - educational topical group discussion.	85% of student Grades earned on skill-based group co-leadship assignments, and written tests which cover group leadership skills will be a C or higher.	100% of 21/23 course completers made a C or higher on the objective of group leadership. (12 students earned an A, and 8 students earned a B).	Students will be able to assertively take part in group discussions held in class, co-lead psycho educational groups at their COE agency fieldwork sites.	Goal # 1	Yes
2. Students in HSE 225, Crisis intervention, will be able to identify, assess, plan and carry out a crisis intervention	85% of student Grades earned in the course will be a C or higher.	24/25 students, or 96%, completed two sections of HSE225 Crisis Intervention with a C or better. (21/25 students, or 84%, of these students	Students will be prepared to organize and carry out a variety of team-based crisis intervention assignments in their agency employments.	Goal # 1	Yes

process.		earned a B or higher, equaling the higher grade standard).			
3. Students in COE 111/115 and COE 121/125 fieldwork courses will demonstrate a professional level of competency and work performance at their fieldwork agency sites.	80% of CO-OP students will earn a final grade of B or higher average grade of the fieldwork and the seminar components.	Of 25 students completing both COOP course sets, 22 earned a B or higher (with satisfactory rating in the fieldwork agency component) or 88%, exceeding the standard. (5 students were withdrawn, 1 student audited, and 3 students earned a C).	COE fieldwork students will maintain or earn higher evaluation marks from the agency supervisors and the Seminar facilitator compared to their previous semester performances. Student reports will reflect a higher quality of composition. Survey of student satisfaction will indicate good or excellent attitudes towards the fieldwork experience and supervision.	Goal # 1	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Enrollment into the HSE curriculum will increase by 10% over the previous Fall Semester.	Opening enrollment report for Fall 2007 will indicate a 10% increase over the previous Fall 2006 semester.	Fall 2007 enrolled 81 students; Fall 2006 enrolled 90 students, for a 10% decrease in student enrollment. This outcome was not achieved.	Annual enrollments will maintain or exceed previous annual enrollments. Newly enrolled students will come from area high schools, local agency referrals and friends of current students. Graduation rates will maintain or exceed current levels.	Goal # 1	No
2. Students enrolled in Fall Semester will be retained or will complete graduation requirements.	HSE Fall Semester course/student retention rates will equal or exceed 80% of the official enrollment at the 10% point of the semester.	Results cannot be compiled at this time.	Student retention rates will increase over the previous semester, and a higher number of students will pass all their attempted HSE courses. Greater use of supporting resources on campus and innovative retention measures such as a student "buddy system" will occur. Graduation numbers should increase but cannot be precisely measured or predicted.	Goal #1	No

Public Services Division/Human Services Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1) CJC 255 (Issues in Criminal Justice Applications) students will demonstrate an ability to complete a topical criminal justice study, produce a quality written research report, and give an effective oral presentation.	1) 85% of the students enrolled in CJC 255 will earn a cumulative grade of "C" or higher for the final grade.	1) Of 15 students, 13, or 87% were successful in obtaining a C or better in two sections of CJC255. This outcome was achieved.	1) Students will be come more effective in conducting studies, compiling data into effectively composed reports, and giving clear and meaningful oral presentations to an audience.	Goal #1	No.
2) CJC 221 (Investigative	2) 85% of the students	2) 15 of 17 students enrolled	2) CJC 221 students will be able to	Goal #1	Yes.

Principles) students will be able to demonstrate an ability to carry out duties involved with investigating crime scenes.	enrolled in CJC 221 will earn a composite score of 80% or higher on the applied proficiency exams applicable to three of the four primary crime scene evidence processing components. at this time.	in CJC221, or 88%, were successful in earning a composite of 80% or higher on applied proficiency exams. This outcome was achieved.	confidently and efficiently prepare, process, and transport evidence from a crime scene as part of a professional, team-oriented preliminary crime scene investigation.		
3) Students completing the criminal justice law courses (CJC 131, 132, and 233) will be able to use substantive and procedural laws in carrying out law enforcement and correctional processes in a legally effective way.	3) 85% of the students in these criminal justice law courses will complete quantifiable written and oral tests and exercises with an overall grade of "C" or higher.	3) 75% of the total number of enrolled students in these CJ law courses (30/40) earned a C or better. This outcome was not achieved.	3) Students will be able to collect and convey prosecutorial evidence in a legal, professional manner, and will be enabled to practice law enforcement and corrections in a legally appropriate manner.	Goal #1	Yes.
4) COE 111/115 (Cooperative learning and Work Experience/Seminar students will be able to demonstrate proficiency in desired employee performance measures.	4) 85% of all COOP 111/115 students will earn an overall grade in both courses of "B."	4) 7 of 7 COE 111/115 students, or 100%, earned an overall grade of B in both courses. This outcome was achieved.	4) COOP students will be enabled to adhere to rigid standards of employment and conduct themselves in a professionally qualified way in meeting the expectations of their agency supervisors and faculty advisors.	Goal #1	Yes.

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1) Graduates will find employment in the Criminal Justice field within 1 year of graduation or will be continuing their education.	1) The Graduate Follow-up survey will indicate that 85% of graduates are employed in the criminal justice/related field or are continuing their education.	1) Of 10 Criminal Justice program graduates, 6, or 60% are working in a direct or related CJ field and/or are continuing their college educations. This outcome was not achieved.	1) CJC graduates will experience a higher employment rate in CJC/related agencies, or will gain acceptance to upper-division college programs of study.	Goal #1	Yes.
2) Enrollment into the CJC program will increase by 10% over the previous Fall Semester.	2) Opening enrollment report for Fall 2007 will indicate a 10% increase over the previous Fall 2006 semester.	2) The opening enrollment report for Fall Semester, 2007 was 83 students, compared to 50 students enrolled in Fall Semester, 2006, a 66% increase. This outcome was achieved.	2) Current enrollments will be maintained or exceeded; relationships with area CJ agencies and school personnel will be improved. Increased enrollment will improve student retention, morale, and motivation to succeed in the program.	Goal #1	Yes.
3) CJ students enrolled in the Fall 2007 semester will be retained for the entire semester.	3) CJ Fall 2007 CJC course enrollments will equal or exceed 80% of the official enrollment at the completion of the 10% point in the semester.	3) Results are not available at this time.	3) Student retention rates will increase over the current semester and lead to higher completion/graduation rates.	Goal #1	No.

Public Services Division/Early Childhood Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Student will demonstrate competencies in child care education.	92% of students taking the Early Childhood Care and Education written assessment developed by the NOCTI will score at or above the national average.	90% of students taking the Early Childhood written assessment score at or above the national average	Will continue quality instruction to ensure we continue to meet goals and surpass them	Goal #1	yes
Students will demonstrate professional knowledge while participating in the co-op program.	95% of co-op supervisors report that co-op students demonstrate competencies in child development and professionalism.	95% of co-op supervisors report that students demonstrated required competencies.	Will continue to communicate with childcare providers to ensure that we are offering meaningful instruction	Goal #1	Yes
Students completing the childcare certificate will demonstrate competencies in child development, child guidance, positive parent/teacher relationships and professionalism.	92% of co-op supervisors will express satisfaction with the knowledge and skills of their co-op students.	100% of co-op supervisors expressed satisfaction with the knowledge and skills of their co-op students.	The information we receive from co-op supervisors will continue to help us strengthen our programs.	Goal #1	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The Lateral Entry program will be a focus for the next year. Although it did not meet expectations for the 2006-2007 year, there is potential for growth in the Early Childhood Department.	Enrollment results will increase.	We have offered one Lateral Entry course. It is hoped that "word-of-mouth" advertisement will increase enrollment.	We will continue to explore ways to reach these potential students.	Goal #1	yes
The Early Childhood Department will develop 3 of the core standards for NAEYC accreditation.	The three core standards.	Due to serious illness in the department, only one of the standards was completed.	Plan to discontinue this activity at this time.	Goal #1	No

Public Services Division/Food Service Department:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
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Graduates will be knowledgeable about careers in Food Services as well as in baking/cooking techniques and terminology, safety, and sanitation procedures, and equipment.	75% of graduates will pass the exit exams for each of the 5 courses taught with a grade of 78 or higher.	9 out of 11 graduates in the Fall 2007 class passed the exit exams. (82%) <u>12 graduates in the Spring 2008 class passed the exit exams (100%)</u> Aggregate passing rate is 91%.	Recognize problem areas of exit exams and make effort to improve upon them.	Goal #1	yes
Graduates will be proficient in basic food preparation and safety/security procedures.	75% of graduates will be rated proficient by the instructor or other qualified culinary professional in a formal food preparation lab.	9 out of 11 graduates in the Fall 2007 class were rated as proficient. (82%) <u>12 out of 12 graduates in the Spring 2008 class were rated as proficient (100%)</u> . Aggregate proficiency rate is 91%	Spend more time to improve problematic procedures.	Goal #1	yes
Students will be familiar with the names and uses of common Food Service tools and equipment.	75% of graduates will pass an equipment identification practical lab exam.	9 out of 11 graduates in the Fall 2007 class passed the practical lab exam. (82%) <u>12 out of 12 graduates in the Spring 2008 class passed the practical lab exam (100%)</u> . Aggregate passing rate is 91%.	Continue Tool ID drills to improve practical lab scores.	Goal #1	yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Food Service Technology program will be revised to reflect changes made at the state level.	Changes will be presented and approved by RCC's Curriculum Review Committee.	New text books were ordered and received. Syllabi are revised. New software were ordered and received.	Graduates have improved their Quantity Food Preparation skills and are better suited to be considered for the Culinary Specialist apprenticeship.	Goal #1	no

Learning Resources Center Division/Guided Studies Center Department:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Guided Studies will provide a variety of resources to support the College's curriculum programs. Students and faculty will be satisfied with the resources provided.	The RCC Annual Student Satisfaction Survey, Services Satisfaction Survey and the GSC Computer Lab Survey will reflect an 85% or higher satisfaction with Guided Studies services and resources.	(1) <u>RCC Student Survey:</u> Overall 92% Services 94% Hardware 89% (2) <u>Services Satisfaction Survey:</u> Overall 91% Services 94% Hardware 74% (3) <u>GSC Computer Lab Survey:</u>	Addition of 2 nd printer from last year's 2006-07 Budget Request cut down on time students have to wait in line while printing papers.	RCC Goal #5	Yes

		<p style="text-align: center;"><i>Overall 96%</i></p> <p>Survey results exceeded stated outcome, except in the areas concerning hardware and environment (temperature). Concerns were expressed regarding noise from other programs (GED students walking through the labs during GED morning program) in the Guided Studies Center, extreme high/low temperatures [80 degrees or 68 degrees] both in the open labs and the tutor/study rooms, and insufficient staff to assist curriculum students.</p> <p>100% of student respondents were satisfied with services offered by staff. Comments regarding need for additional staff, space, appropriate temperatures, and open hours of operation were cited on surveys.</p> <p>During Peak Morning Hours:</p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>GED</u></th> <th style="text-align: center;"><u>GS</u></th> </tr> </thead> <tbody> <tr> <td>Staff</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Sq.Foot</td> <td style="text-align: center;">855</td> <td style="text-align: center;">633</td> </tr> <tr> <td>@ Student #</td> <td style="text-align: center;">10</td> <td style="text-align: center;">100</td> </tr> </tbody> </table>		<u>GED</u>	<u>GS</u>	Staff	2	1	Sq.Foot	855	633	@ Student #	10	100	<p>This year, due to 2007-08 Student Survey results, the 2008-09 GSC Budget Request will reflect a request for additional personnel to work during the high traffic morning hours so there will be more than one employee to assist the daily average of over 100 students (<i>login numbers which represent students who repeatedly drop in and out of the Guided Studies Center seeking assistance during the day</i>).</p> <p>In response to student growth in Guided Studies and the need for additional space for the Tutorial Program, a chart was created to show the ratio usage which directly correlates to student concerns regarding space.</p> <p>The chart shows the ratio of floor usage allowed for curriculum student logins as compared to the GED program and the numbers served during peak morning hours: approximately 10 GED students and 2 GED staffers per 855 square feet as compared to approximately 100 Curriculum students logins and one GS staffer per 633 square feet. Open lab area footage is not included since this area is open to all RCC students, university students (Gardner-Webb, UNCP, etc.) and the community at large.</p>		
	<u>GED</u>	<u>GS</u>															
Staff	2	1															
Sq.Foot	855	633															
@ Student #	10	100															
<p>Guided Studies Tutor Self Evaluations will indicate a high positive satisfaction rating with Guided Studies Center.</p>	<p>Tutor evaluations will reflect an 85% or higher satisfaction with the quality of the Guided Studies Center Tutorial Program</p>	<p>96.7% of the tutors were satisfied with the tutoring program. Concerns were stated regarding the inconvenience caused by students (<i>clients</i>) cancelling their appointments with a tutor and the constant hot heat in the tutor/study rooms.</p>	<p>DVD's are purchased for the new Tutorial Library and workshops are presented to offer training to tutors to help them with client relationships and to show strategies to potential tutors for effective tutoring sessions.</p>	<p>RCC Goal #5</p>	<p>Yes</p>												

		<u>Tutor Self-Evaluations</u> also cited lack of space as a problem, along with need for updated equipment in Tutor Rooms.	Due to 2007-08 student needs, 2008-09 Equipment Budget Request will reflect equipment needed to upgrade tutor study rooms in Guided Studies.		
Guided Studies Tutor Client Evaluations will indicate a high positive satisfaction rating with the tutoring program.	GS Tutor Evaluations will reflect an 85% or higher satisfaction with the quality of tutorial service received by Guided Studies' clients.	99.5% of the tutor's clients were satisfied with their tutors.	Clients credited their tutors for new confidence in subject and praised tutors ability to explain problems. Tutor Orientations, training and workshops are being made available to provide tutors with the skills necessary for successful tutoring sessions.	RCC Goal #5	Yes
Guided Studies will coordinate assistance with Student Development Disabled enrollment.	Disabled students who receive a peer tutor will rate an 85% or higher satisfaction rating on the Guided Studies Tutor Evaluation.	Survey satisfaction rate for tutorial services was 100%.	In order to keep survey response anonymous, the Special Populations Coordinator in Student Development was contacted to distribute the Guided Studies Tutor Client Survey to those ADA students who utilized the tutorial services in an attempt to encourage Disabled students to complete an evaluation to gather more data specific to their needs. Two instructors requested testing assistance for students listed on the Disabled Student Enrollment and GS services were provided.	RCC Goal #5	Yes.

Learning Resources Center Division/Library:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The Library will provide a variety of services to support the institutional goals and objectives.	Annual Faculty/Staff survey and Student Survey will indicate 95% satisfaction with services. Statistics from utilization records.	Faculty/Staff Survey: 76% respondents indicated satisfaction with services provided by library staff. Student Survey: 89% of respondents indicated satisfaction with the customer service skills provided by library staff. 90% indicated library hours met their needs, over last year's 89%.	New title recommendations received from eleven faculty/staff members. 21 titles ordered and processed. Faculty/staff contacted when titles were available for use. Five themes on display since August 2007: a) personal photos from Iraq, b) ceramic library buildings, c) items supporting a healthy heart, d) Shakespearean passages for the Ides of March, and e) the Middle Passage,	Goal #5	Yes

		<p>87% expressed satisfaction with the library orientation.</p> <p>71% indicated they use the library mainly for research, over last year's 69%, followed by study/tutorials (50%) over last year's 49%, checking out library material (44%) over last year's 41% and use of the computers (40%) a decline from last year's 43%. 85% indicated satisfaction with Internet access in the LRC. 22% indicated they use the library at least twice a week. 41% indicated rarely, an increase from last year's 40%. The percentage of student respondents who rarely use the library has increased by 1%.</p> <p>Utilization Records: The library's patron gate count shows 32,597 entering the library from 07/02/07 - - 03/19/08. September 2007 was the busiest month, with 5027 individuals entering. The library loaned 200 books through interlibrary loan, and borrowed 420 books from 07/07 - 03/08.</p> <p>75 groups visited the library. Of these groups, 28 visited for ACA 111 library orientations, and 47 groups visited as a class to work do research. Test scores for the library orientations show 36% scored a grade of 90, and 9% scored below 70, which is failing.</p>	<p>f)Month of the Young Child.</p> <p>Books-in-Print Online purchased to facilitate faster bibliographic searching for new material in the publishing industry.</p> <p>The Periodicals Holding List is available on the library's webpage. A link to full-text periodicals in NCLIVE is available on its website.</p>		
<p>The Library will provide a variety of materials to support the College's curricula.</p>	<p>Annual Faculty/Staff survey and Student Survey will indicate 95% satisfaction with resources. Statistics from utilization records.</p>	<p>Staff Survey: 70% indicated satisfaction with the variety of support material.</p> <p>Student Survey: 83% indicated satisfaction with the book collection, 82% with the periodical collection, and 84% with the electronic databases.</p>	<p>Six new titles added to the periodical subscription list for 2007-08, bringing the total of periodicals to 234 titles, along with 10 newspapers. The periodical shelves relabeled to reflect new titles added.</p> <p>Shortage of professional staff prevented us from maintaining</p>	<p>Goal #5</p>	<p>Yes</p>

		<p>4268 RCC patrons logged in to use NCLIVE starting 07/07 through 03/2008. 1464 patrons accessed off campus and 2804 accessed on campus. NCLIVE contains 175 different databases. The database, EBSCO Host accessed most often, followed by NC Gov. Resources, Consumer Health, ProQuest, NetLibrary, and Britannica. In addition to NCLIVE, the library subscribes to 9 electronic databases, for a total of 184 databases.</p> <p>RCC patrons borrowed 4179 items from the library starting 07/01/07 -03/31/08.</p>	<p>contact with all department chairs. This also limits the staff to providing only the basic service/resources. Hiring additional professional library personnel would allow for the pursuit of additional activities beyond the basics, such as programming, outreach services, etc.</p> <p>Since July 1, 2007, 911 books have been added to the library's book collection, as compared to 552 at the same time last year, when the library technician was on leave. This increase is the direct result of hiring someone to fill the library technician position.</p> <p>Bibliographies prepared when requested.</p> <p>In an effort to increase visibility of new books, staff placed new books on top of bookshelves and at circulation desk. Staff posted book jackets from new books on bulletin board in the Student Lounge. Began ordering a limited quantity of titles from the NY Times Bestseller List.</p> <p>Donated old set of encyclopedias to Basic Skills program.</p>		
<p>The Library will provide appropriate equipment to support the College's curricula.</p>	<p>Annual Faculty/Staff survey and Student Survey will indicate 95% satisfaction with services. Statistics from utilization records.</p>	<p>Teaching station in Conder 127 used for ACA 111 library orientations. A total of 23 sessions held in classroom.</p> <p>Increased enrollment of ADA qualified students created a need for special equipment.</p>	<p>Using the teaching station in Conder 127 proved to be more effective for ACA 111 library orientations. This allowed access to the main floor of the library to students needing to do research on the computers.</p> <p>Student Development donated equipment for special needs students. (Giant calculator, talking scientific calculator, digital talking MP3 book player)</p> <p>Library purchased and received 15 earphones for patron use.</p>	Goal #5	Yes

Learning Resources Center Division/Media Department:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Audiovisual equipment and materials will be adequate and appropriate to support the instructional program.	Faculty interviews; Annual Faculty/Staff survey will indicate 97% satisfaction; Utilization records	From the Faculty/Staff survey, 59% agreed that requests for AV services and materials were completed within a reasonable amount of time. This is down from last year's 64-65%. 37% had no basis for judgment. 5% disagreed their requests were met within a reasonable amount of time. 486 titles were borrowed from the Media Center, with videotapes and DVDs the most popular items. New equipment purchases included six DVD players, two wireless handheld microphones, and two portable PA systems. A portable MP3 CD player was donated for Special Needs students.	The Media Center position has been vacant for two years. The Curriculum instructional area is under consideration for reorganization. Final determination for status of position not determined. Decline in survey rates indicate effects of position vacancy. Library staff provided limited assistance to instructors with equipment needs. Scotland Early College used Sony digital camera to tape classes, but was not able to retrieve programs from the camera. Requires someone with technical background, and access to the G5 Mac computer (in production room) to use production software. Rockingham Early College received instruction on using the portable PA system, which was later was used in one of their classes.	Goal #5	Yes
Media Center will support instructional services.	Annual Faculty/Staff survey; Utilization records will indicate 97% satisfaction	From the Faculty/Staff survey, 58% agreed AV equipment is made available to them when and where it is needed. This is down from last year's 61%. 39% had no basis for judgment. 2% disagreed that AV equipment is available....56% of respondents agreed requests for assistance with AV equipment are handled in a timely and courteous manner. 5% disagreed and 40% indicated no basis for judgment. 34 new titles were added to the AV collection since July 1, 2007.	The Media Center position has been vacant for two years. The Curriculum instructional area is under consideration for reorganization. Final determination for status of position not determined. Decline in survey rates indicate effects of position vacancy. Library staff updated AV Holdings Catalog in February 2008. The list is now available on the College's website under the Employee Portal. Library staff instructed Early College instructors on how to operate the lamination machines.	Goal #5	Yes
The Media Center will provide technical support to the Distance	Faculty/Staff survey; utilization records	Not accomplished. The Media Center position has been vacant for over a year. The Curriculum	Not accomplished. The Media Center position has been vacant for over a year. The Curriculum instructional	Goal #5	Yes

Learning program.		instructional area is under consideration for reorganization.	area is under consideration for reorganization.		
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Continuing Education Area

Vice President of Continuing Education:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Offer Work Keys program to larger population	Will serve two school systems and two ESC offices	Scotland County Schools: 338 tested Richmond County Schools: May 08 Temple Christian School: April 08 Scotland County ESC: Ongoing scheduled testing- 15 tested to date Richmond County ESC: In planning	Provided knowledge & certification of Employment Skills	Goal #8	Yes
Expand both ESL & Comp. Ed. programs	Will add two additional program sections	Goal met by adding desired sections	Increased the number of students served in both populations.	Goal #8	Yes
Expand Continuing Education programs	Will expand program by three percent (3%)	The course offerings at the prisons are at full capacity. Goals met	Increase in immured students served	Goal #8	Completed
Increase HRD enrollment by 10%	HRD class enrollment records	16% Increase	Increase in number of students that will become job ready	Goal #8	No

Director of Continuing Education:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Students in licensure and certification courses will indicate that they are satisfied with instruction received.	Results of licensure tests will indicate a 91% passing rate for those students sitting for state exams.	Data not received at this time. Will determine upon completion.	Continue to monitor student satisfaction and passing rate of those students who take licensure courses; consult with instructors to ensure all necessary equipment or textbooks are available.	Goal #5 CSF B	Yes
Students in licensure courses will successfully complete the courses and become licensed in their	Results of licensure tests will indicate 100% passing rate for those students sitting for the exam	Data not received at this time. Will determine upon completion.	RCC will continue to meet the state performance measures	Goal #5 CSF B	Yes

field					
Students in re-certification courses will indicate that courses are adequate for maintaining licensure	Student evaluation forms will indicate that 92% of students in recertification courses found instruction to be adequate.	Achieved. Student evaluations indicate that 100% of students found instruction adequate.	Continue to use the evaluation instrument to provide feedback from students	Goal #5	Yes
Students in licensure and certification courses will indicate that they are satisfied with instruction received.	Results of licensure tests will indicate a 75% passing rate for those students sitting for state exams.	Partially Achieved. Data for Medication Administration is not available to-date. There was a 100% passing rate for our graduates on the written exam for both NAI programs with the State totals at 99%. The Skills exam, one program at 68%, with the State totals at 75% and the On-Line Program at 42%, with the State totals at 76%.	Continue to monitor student satisfaction and passing rate of those students who take licensure courses; consult with instructors to ensure all necessary equipment or textbooks are available.	Goal #5 CSF B	Yes
Students in re-certification courses will indicate that courses are adequate for maintaining licensure	Student evaluation forms will indicate that 90% of students in recertification courses found instruction to be appropriate and adequate.	Achieved. Student evaluations indicate that 100% of students found instruction adequate.	Continue to use the evaluation instrument to provide feedback from students	Goal #5	Yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Occupational extension courses offerings will continue to be expanded at immured settings in our service area	Enrollment reports will indicate a 10% increase in occupational courses in immured settings	FTE report shows a ___% increase in FTE. Report includes Fall 07, Winter 08, and Spring 08. Waiting for end of semester data	New programs were offered at immured setting in 2007-2008.	Goal #5	Yes
Occupational extension courses offerings will be expanded at the Scotland Center	Enrollment and FTE reports will indicate a 25% increase in occupational courses at the Scotland Center.	FTE report shows a ___% increase in FTE. Report includes Fall 07, Winter 08, and Spring 08. Waiting for end of semester data	Seven new programs were offered at the Scotland Center in 2007-2008.	Goal #5	Yes

Basic Skills Division:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
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Students will obtain educational improvements/achievements.	According to LEIS report, 100% of performance indicator requirements will be met.	<ul style="list-style-type: none"> • Goal Met - 100% of BS students set identifiable goals. • Goal Met - 88.81% of all students showed progress based upon growth in post-test scores, passed 1 GED Test or AHS unit, documented student improvements in portfolios, and mastery of employability/life skills. • Goal Not Met - 38.77% of student who show progress within the initial level. • Goal Met - 99.39 % students completed initial or move to a higher level in ABE, ESL, HSG. • Goal Met - 36.35 % of students completed GED or AHS Diplomas. • Goal Met - 16.52 % of student were referred or entered other educational, training or human services agency programs. • Goal Met - 75.96 % of students were retained in the program. 	<p>Continue to strive to meet state and federal Literacy Education Information System requirements.</p> <p>Instructors will work with students on setting more "realistic", short-term goals and improving progress within a level.</p> <p>Staff will critique instructor methods of student goal setting to determine areas of improvement.</p>	CSF Measure A Goal 3	Yes
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Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Basic Skills will meet all Performance Indicators (state & federal) requirements.	According to LEIS report, 100% of performance indicator requirements (state & federal) will be met.	Not yet determined. For 07/08, NCCCS has not submitted to the 58 BS programs the economic performance measures (Table 4, Data Warehouse). Due to the unavailability of data, we are unable to determine if we met the performance measures for entered employment, retained employment, receipt of secondary school diploma or GED and placement in postsecondary education/training.	<p>Continue to strive to meet state and federal performance indicator requirements.</p> <p>Staff will continue to offer instructor training in weak areas relating to program performance measures and student goal-setting.</p> <p>Continue to implement the Teacher Advisory Committee for program planning and</p>	Goal 3 CSF Measure A	Yes

		<p><u>Note:</u> According to the NRS Table 4, Data Warehouse, our program is a +83 for educational performance measures as compared to 06/07 with a score of -43.</p> <p>Hired a part-time Asst. Assessment/Retention Specialist. This has assisted in the improvement of the performance indicators from 06-07 to current year (see above).</p> <p>Seven training sessions were held for TABE 9 & 10 training for instruction on student placement and interpretation of TABE test scores. This training also included goal-setting and student outcome performance.</p> <p>Four Teacher Advisory Committee meetings were held to incorporate instructors in the planning process for the program.</p> <p>A training program for Newly hired instructors was developed and implemented.</p>	<p>improvements.</p> <p>Implement Online Instructor Training for New instructors to become knowledgeable about program performance measures and student goal-setting.</p> <p>Offer Ed 2 Go courses for instructor training and professional development in the classroom.</p>		
The Basic Skills Program will improve assessment procedures.	<p>1. Basic Skills assessment methods will be uniform.</p> <p>2. According to LEIS report, 100% of performance indicator requirements (state & federal) will be met.</p>	<p>Not Yet Determined: Not yet determined. For 07/08, NCCCS has not submitted to the 58 BS programs the economic performance measures (Table 4, Data Warehouse).</p> <p>Goal Met: TABE 9 & 10 assessment was implemented in May 2007. Seven training sessions were held for instructors/testers on student testing, placement, and interpretation of test scores.</p> <p>CASAS Life & Work assessment instrument was implemented May 2008. Met: Two CASAS trainings were held for ESL and CED instructors on student testing, placement, and interpretation of</p>	<p>Continue to review new assessment instruments approved for use by the NRS.</p> <p>Develop assessment policy and procedures for program.</p> <p>Implement revised and improved student orientation for improving assessment scores.</p>	Goal 3, 4 CSF Measure A	No

		<p>test scores.</p> <p>Assessment manuals were developed for TABE 9 & 10 and CASAS Life & Work and given to all instructors/testers for testing procedures, student placement, and to provide uniformity in testing procedures.</p> <p>An ESL curriculum was established and a student study plan was developed and implemented in May 2008.</p>			
Basic Skills will improve instructor support services.	<ol style="list-style-type: none"> 85% of instructors surveyed will be satisfied. 100% of instructors will meet the 12-hour training requirement. 90% of classroom instructors will be observed to evaluate instructional practices. 100% of classes will be audited to examine student audit files for accuracy. 	<p>Met: 86% of instructors surveyed were satisfied.</p> <p>Met: 100% of Full-time instructors were observed.</p> <p>Not Met: 83% of FT and 20% of PT instructors met the required training hours.</p> <p>Met: 100% of classes were audited.</p>	<p>Continue to provide Teacher Advisory Committee meetings to determine instructor needs.</p> <p>Offer Ed 2 Go courses for instructor training and professional development in the classroom.</p> <p>Continue to provide instructor training for educating instructors on changes in policies and procedures.</p> <p>Monitor more closely instructors who need to complete 12 hours of training.</p> <p>Work on improving instructor morale.</p>	Goal 3, 4 CSF Measure A	Yes
Basic Skills will expand class offerings.	<ol style="list-style-type: none"> Special population enrollment figures will increase by 10%. KeyTrain classes will be established in each county. The enrollment figures for the underage population will increase by 5%. The enrollment figures for distance learning will increase by 2%. 	<p>Goal Not Met: Special population enrollment figures increased by 9%</p> <p>Goal Not Met: KeyTrain class established in Scotland only.</p> <p>Goal Met: The underage population increased by 6%.</p> <p>Goal Met: Distance learning experienced 18% growth in enrollment.</p>	<p>Offer transition programs to AHS, GED, and CED.</p> <p>Continue efforts in marketing and recruiting efforts.</p> <p>Enhance inter-departmental cooperation for providing workplace skills, WorkKeys testing, and Career Readiness Certificates.</p> <p>Broaden the population reached by Distance Learning.</p>	Goal 3, 4 CSF Measure A	Yes

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Focused Industrial Training Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The FIT Dept. will continue to offer specialized training as requested by area industry.	Input from RCC supervision and client companies	To date, 14 classes or projects have been conducted for 11 industrial clients	This becomes the model for 2008-2009 classes	Goal #8	yes

Small Business Center Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Surveyed Clients will show 95% very good to excellent satisfaction with a 5% increase in clients counseled and seminar attendance	Survey all counseled and a segment of seminar participants at the end of the fiscal year to get 95% plus on VG to Excellent and monitor clients attending	Out of the 27 programs we had an 88% very good to excellent satisfaction with an increase of attendance and programs up over 66%.	We will continue to make sure the seminars meet the high standard of satisfaction or change presenters. Services in Scotland County were expanded and improved. Counseling will be evaluated on case by case bases.	Goal #8, Area Initiative #1	Yes
Offer two sessions of REAL Rapid Response to increase small business startups	Survey attendees at the end of the year for response.	Both classes meet the minimum requirements to start the class. (Five or more)	Continue offering the individual classes.	Goal #8, Area Initiative #1	Yes

Human Resource Development Division:

Expected Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
75% of Completer students will demonstrate passing grade of 75 on Career Skills tests	Career Skills test	85% of completers performed passing grade of 75.	Students with passing grades had better job retention and placement than students not completing and passing the Career Skills test	Goal 5	yes
Students will take WorkKeys testing for Applied Technology and Teamwork	WorkKeys test	13 students have taken the test.	All students taking test and HRD remediation have improved pretest scores by two levels. Industries requiring Applied Tech test have either hired, retained, or considered all students	Goal 5	yes

Expected Program Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Career Skill completers	DSS student files. HRD student	DSS employment liaison and	Will continue to use Career Skills	Goal 5	yes

are placed more in volunteer or job placements than non completers	files	HRD instructor confirm that students completing program are placed more frequently than non completers	Curriculum for soft skill teaching to further increase employability skill level of student		
50% of WorkKeys students With HRD instruction will pass Applied tech and Teamwork	WorkKeys test	All students taking Applied Tech test and remediation achieved a test score of 3 or better	Applied Tech is challenging. Students taking remediation with pretesting experience greater pass rate.	Goal 5	yes

Unexpected Program or Learning Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Applied Tech test is not required for most industries in Richmond or Scotland County. Number of students taking the test was less than expected	ESC and Industry Data	Only one industry in Richmond or Scotland County currently requires Applied Tech as employment prerequisite	Will allocate more staff and training on WorkKeys testing in Career Readiness Certification. More industries require this for employment.	Goal 5	yes

Student Development Area

Vice President for Student Development:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Improve customer service in all areas of Student Development	Student and Faculty/Staff surveys will indicate 90% satisfaction.	Improved customer service. On the most recent Student Satisfaction Survey, 90% of students agreed/strongly agreed that Student Development staff are knowledgeable, courteous, and willing to assist students.	Initiate a program of cross-training for Student Development staff. Customer service training will be conducted for Student Development staff.	Goal #4 AI #2	Yes
Increase the number of students utilizing services of the Career Center.	The number of students served will increase. Baseline numbers will be established.	92% of students stated that the career development and placement services are adequate.	Career Center services will be marketed to students.	Goal #4 AI #3	Yes
Increase the number of students transferring to four-year colleges.	The number of students using counseling services for college transfer information will increase. Baseline	There were 19 site visits from college reps (including College Day activities) during the fall term and 10 visits during the	Initiate a comprehensive program for dissemination of information about transfer opportunities for our students.	Goals #4, #5	Yes

	numbers will be established.	spring semester.			
Increase/improve retention.	Faculty referrals will increase. Baseline numbers will be established.	Faculty used Early Warning System more frequently (from zero in 2006/07 to 29/Fall 2007 and 25/Spring 2008.	Increase the number of faculty using the Academic Early Warning referral system	Goals #4, #5	Yes

Enrollment Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
To increase the number of students utilizing services of the Career Planning & Placement Ctr.	Baseline will be established Fall 2007. Numbers will be available Spring 2008.	Through usage of on-line career assessment and resume writing software, as of Fall '07, 98 students had utilized the services of the CP & PC. A total of 109 students have utilized the CP & PC Spring '08. Career Planning & Placement Workshops established and held 3x per month; Business Lunches held 2x Spring Semester.	Significant increase in students utilizing CP & PC services. According to 2007-2008 RCC Annual Student Satisfaction Survey, 92% of participants felt the Student Development Office provided adequate career dev. & placement services.	Goals #4 & #6	Yes
Students will become more proficient and knowledgeable in job acquisition skills.	Baseline will be established Fall 2007. Numbers will be available Spring 2008.	As of Fall '07, 98 students had utilized the services of the CP & PC. A total of 109 students have utilized the CP & PC Spring '08. Career Planning & Placement Workshops established and held 3x per month; Business Lunches held 2x Spring Semester.	Significant increase in students utilizing CP & PC services. According to 2007-2008 RCC Annual Student Satisfaction Survey, 92% of participants felt the Student Development Office provided adequate career dev. & placement services.	Goals #4 & #8	Yes
Maintained or increased retention of the RCC student body.	Comparison of 2004-2005 retention rates (18% graduate, 46% return, 64% graduate of return)	Faculty used Early Warning System more frequently (from "0" in 2006-07 to "29" Fall '07 and "25" Spring '08).	Continued use of Early Warning System.	Goals #4 & #5	Yes
Students serving in the SGA will be exposed to more opportunities to develop more leadership skills.	SGA officers and delegates will provide @ least one leadership workshop to the student body.	Officers and delegates where given opportunity to attend SBC workshops as their class schedules would allow. Officers and delegates were given opportunity to attend N4CSGA conferences 2x per year.	Workshops and seminars were summarized and placed in newsletter so that entire student body could utilize information.	Goal #4	Yes

Admissions Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
<p>Staff will attend and complete all available CIS training relevant to Admissions/Records regarding the upgrade for the Datatel system and migration of R18 upgrade</p>	<p>-Training sessions held for faculty to continue updating them on system changes. -Registrar attend any and all training sessions and/or conferences to keep abreast of the computer system upgrades. -Admission and Records staff complete all testing for the R18 conversion -Satisfaction results from surveys</p>	<p>-Training sessions were held for faculty during the Fall 2007 Faculty Development Day (two sessions) with approximately 2/3's of the faculty attending. -Registrar attended the annual summer IIPS conference and the 2007 SEDUG conference. Both meetings concentrated on the R18 conversion and what needed to be completed in preparation of the conversion. -Admissions and Records staff attend regional meetings where problems and concerns are put on the table and discussed regarding all aspects of the department - Faculty survey indicates 84% satisfaction with helpfulness, friendliness and professionalism (90% was goal); 92% satisfaction on staff being knowledgeable and current on policies & procedures (85% was goal); and 91% with requests for assistance being handled in a reasonable time</p>	<p>-Faculty are using the Datatel system to register students and to review items such as classes taken and test scores successfully. -New procedures have been brought back from conference meetings that have assisted in the reporting functions, discovery of mneumonics that are more helpful to counselors and faculty have been disseminated and Admissions/Record staff has become more comfortable with the day to day routine of the computer system.</p>	<p>Goal 4</p>	<p>No</p>
<p>Students will be satisfied with the services provided by the Admissions and Records Office</p>	<p>Student Survey will indicate a 90% satisfaction rate.</p>	<p>-Records Secretary position was filled putting a full-time person back in the office - Both Admissions and Records Staff have attended Customer Service training offered by the Small Business Center on campus as well as time management for the work day, FERPA training and Leadership skills. - Information sent to students is also sent out to rccall so that everyone on campus will know what correspondence students are receiving and will know</p>	<p>- Students are again receiving the quality service from having the full-time Records Secretary position filled. -We will continue to work on customer service and provide students with prompt service to fit their needs. -We will use the student emails more in the future and survey on the results of this service.</p>	<p>Goal 4: Area Initiative #2</p>	<p>Yes</p>

		<p>what information to give when questions arise</p> <p>-Experimenting with using the student email accounts to send out information to students in an effort to cut mailing costs for the college.</p> <p>-Student survey indicates a 91% satisfaction rate of personnel being helpful and friendly (90% was goal); 88% indicated that extended registration dates were helpful in their registration process; 84% indicated that the registration process is efficient and 90% indicated satisfaction with registration.</p>			
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Counseling Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
More students will participate in career assessment and guidance activities.	At least 100 students will complete the career assessments.	As of March 10, 168 students have completed on-line career assessments.	Significant increase in students utilizing Career Center services. According to the 2007-08 RCC Annual Student Satisfaction Survey, 92% of participants felt the Student Development office provided adequate career development and placement services.	Goal # 4 and # 7	Yes
There will be an increase in students participating in the Male Mentoring Program.	The number of student participating in the Male Mentoring Program will increase by at least 15%.	Participation actually increased by 30%. Actual numbers fluctuate due to enrollment, job requirements, and competing outside interests.	Better retention and communication among minority males with advisors, counselors, and staff.	Goal # 4 and # 7	Yes
More students will utilize counselors for transfer information to universities.	Establish baseline in fall; data will be available by Spring 2008.	We had nineteen site visits from college representatives during the fall semester; by the end of the spring semester, we should have had ten visits.	More students sought information from college representatives. (During the fall semester, Fayetteville State University had a college representative visit the college once every two weeks. The assigned representative took a job at another school; position is currently vacant.)	Goal # 4 and # 6	

Financial Aid Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Ensure that the operation of Financial Aid Office is not disrupted and that it functions smoothly and efficiently in the absence of key staff.	Annual Student Survey and Faculty/Staff Survey will indicate a 90% satisfaction rate with the operations of the Financial Aid Office.	Annual Student Survey results indicated an 88% satisfaction rate and Annual Faculty/Staff Survey indicated a 91% satisfaction rate with the operations, services, and professionalism of the FAO staff.	FA staff attended professional development training related to customer service; participated in webinars related to Datatel and new federal and state grant programs. Excellent customer service is always our goal in the Financial Aid Office; however, we will not continue this as a goal for evaluation.	Student Development Initiative #1.	No
Better utilize WRCC and the College's website to promote financial aid programs.	Annual Student Survey will ask specifically about the visibility and usefulness of information on these sites promoting financial aid programs. 90% of students will indicate visibility and usefulness of information	95% of students responding to the Annual Student Survey indicated that useful financial aid information is readily available from various media sources and FA office personnel.	Various media sources were utilized to announce financial aid sources including: announcements on the website; WRCC; email announcements sent to the students' RCC accounts; postcards mailed for FAFSA Day; newspaper advertisements; and flyers on campus. We will continue this promotion of financial aid programs with emphasis on using electronic means of communications with students (students' email accounts).	Student Development Initiative #2.	Yes
Remain up-to-date with Datatel processing and the migration of R18 upgrade	Annual Student and Faculty/Staff Surveys will indicate a 90% satisfaction rate with the Financial Aid Office.	Annual Student Survey results indicated an 89% satisfaction rate and Annual Faculty/Staff Survey indicated a 90% satisfaction rate with the assistance received from the FAO.	Assistant Directors of Financial Aid attended 3 days of Datatel training; new administrative assistant attended Datatel training for new employees; staff members participated in webinars. The Financial Aid Office will continue this goal.	Goal #4	Yes

Recruiting Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
(1) Compile email addresses for bulk mailing	Completed List	Approximately 2/3 of our total bulk mailing list(1337) now has an email address	We will be able to use this list to send out information to these businesses and industries in our service area	Goal #7	No
(2) Develop a new recruiting plan to coordinate with new marketing plan	Completed Recruiting Plan	The new Recruiting Plan has not been developed because of possible changes in job description.	A new recruiting plan will help the Director of Recruiting have better use of time and money	Goal #7	Yes

(3) At least 10 people will attend each curriculum division information session	Record of Meetings	After assessment of the attendance at last year's information session, the faculty voted not to have the information sessions.		Goal #7	NO
(4) at least 20 counselors will visit the RCC campus	Record of Meetings	The counselor luncheon is planned for April 29, 2008. At this time, I have 18 RSVP's	Counselors will refer more graduates to RCC.	Goal #7	Yes

Administration Area

Executive Vice President:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Campus facilities will improve in appearance and functionality of roofs and climate control.	90% of students and employees will indicate satisfaction with the campus appearance, and building climate.	Roof repairs complete, Lindsey Petris HVAC delayed until 08-09	<ol style="list-style-type: none"> 1. Reduced risk of water damage to buildings and equipment. 2. Reduced risk of falls and trips on campus due to cracked concrete. 	#9 Area Initiative #1	Yes
Improve supervisory knowledge and skill in area managers.	90% of the supervisors in the Admin area will indicate that they have an improved understanding of personnel management through end of year assessment.	All area supervisors attended at least one management training seminar or conference	Improved communications and productivity.	#9 Area initiative #3	No
Develop improved understanding of current pay plan's effectiveness and competitiveness.	Completion of RFP for the implementation of a salary plan evaluation.	Not completed		#9 President's initiative #9	No
Improve satisfaction with response to campus crisis or disaster.	90% of employees will express satisfaction with business continuity plan. Compliance with System	Satisfied System office requirements and State Auditor requirements	College is as prepared as possible for system failure or outage.	#9 President's initiative #10	Yes

	Office			
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Facility Services Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Optimize county budget resources and improve student/employee satisfaction with climate control.	Decrease energy usage by 5%, document savings using electricity and heating bills. 90% of employees and students will be satisfied with building climate control	Devised and mandated an Energy Management Plan. Monitoring monthly utility costs and space energy usage. Trial energy managing devices are expensive and not all devices work as promoted. Device pricing. Higher than first thought cost for energy saving devices.	Improved perceived comfort levels in buildings. Eliminated lighted areas while classrooms/offices are unoccupied. Attend energy conference and research new devices at lower cost with better operating results.	Area Initiatives 1,2 Goal # 9	YES
Improve student/employee satisfaction with environmental practices	Student/employee 90% satisfaction with recycling program. Overall weighed recycled products deposited at local recycling center.	Difficulty getting vendors to buy-into RCC recycling programs. Vendors lack of interest. No free vendor recycling pick-ups.	Involvement in local recycling chapters to create contacts for recycling programs resulting in the lowest possible cost in establishing and maintaining a viable recycling program.	Area Initiatives 1,2 Goal # 9	YES
Campus facilities will improve in appearance and functionality of roofs and climate control.	90% of students and employees will indicate satisfaction with the campus appearance, and building climate. Projects will be complete on time and within budget.	Completed Lee, Lindsey-Petris, and DeWitt buildings roof replacements, Lindsey-Petris HVAC renovation, sidewalk repair, Lindsey-Petris fire alarm replacement, student parking lot resurfacing. Monitored projects with project designers to ensure a quality job within budget. Monitored energy.	Eliminated leaking roofs and roof repairs, thus saving \$8000.00 - \$10,000.00 on annual roof repair costs, lowered energy costs, no trip hazards on sidewalks, Lindsey-Petris fire alarm compatible with other buildings, better parking for students/faculty.	Area Initiatives 1,2 Goal # 1	NO
The Facility Services Department will enhance the student's learning experience by providing a positive physical environment for learning.	Annual Student survey will indicate 95% of students are satisfied with building and grounds cleanliness.	Annual Student survey indicated 95% of students were satisfied with building and grounds cleanliness.	Provide facility services staff with on-site and off site workshops to enhance customer satisfaction and to maintain high level of service.	Area Initiative #1; Goal #1	NO
Faculty/Staff will perceive the bathrooms/classrooms as clean and well maintained.	Annual Faculty/Staff survey will indicate 95% satisfaction with restroom/classroom cleanliness	Did not achieve goal. The Lindsey-Petris building was the only building which did not meet the 95% satisfaction rating. This building had a 92% satisfaction rating.	The Lindsey-Petris building was the only building campus wide which had a 92% satisfaction rating. Even though we did not achieve this goal of 95% satisfaction, we have improved greatly, 03-04 we only had an 83% satisfaction rating, 05-06 we had only an 85% satisfaction rating. 06-07 a 92% satisfaction rating. We	Area Initiative #1; Goal #9	YES

			are improving or at least maintaining our satisfaction each year.		
Faculty/Staff will perceive the campus to be safe.	Faculty/Staff survey will indicate 95% satisfaction with campus safety.	Did not achieve goal. Only 92% of surveyed responded feeling safe while on campus.	Work with local off-duty police officers to improve the monitoring of campus activities. Upgrade and expand camera system.	Area Initiatives 1,2 Goal # 9	YES

Financial Services Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
1. Complete CIS migration from R17 to R18 as it relates to P/R, A/P, and the AR/Cr Modules.	Feedback from NCCCS and ACS. Colleague R18 being used for Business Office transactions.	CIS migration to R18 completed.	Software support continued.	Administrative Area #2	No.
2. Receive no exceptions or findings in State Audit Report or Program Audit Report.	State Audit Report	Audit not completed. Two findings expected.	Segregate some of the duties our Purchasing Agent performs concerning Fixed Asset accounting. This will improve internal controls over Fixed Assets. Improve mapping of general ledger accounts to financial statements.	Institutional #9	Yes.
3. 90% of faculty and staff will find budget reports are accurate and timely.	Annual Service Survey	Survey revealed that 80.70% of faculty and staff approved that budget reports are accurate and timely. Departmental Budget Reports is now a menu item in Datatel for Vice Presidents. Vice Presidents can now run Budget Reports for their departments at any time.	VPs, directors, department managers can better manage their budgets.	Institutional #9	Yes.
4. Optimize available financial resources.	Key processes documented.	Documentation of workflow not completed. Cross training of office employee continues.	N/A.	Institutional #2	Yes.

Information Technology Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Provide higher levels of customer services.	90 % of staff will indicate satisfaction with services received	96 % of faculty and staff indicated satisfaction with services received on IT services survey.	IT will use these results to continue improvements of various services provided.	3 & 4	
Datatel R17 - R18 Conversion of CIS	Meet all conversion tasks as defined by NCCCSO and migration team.	All tasks completed on-time and all user clients updated to access the R18 environments.	CIS at R18 enhancements over R17 include patch management, database cloning, database listener management.	3 & 4	
Improved student and staff services via bookstore integration.	90 % of students will indicate satisfaction with the enhancements of bookstore transactions.	Pilot program / college's feedback being sought as basis to determine implementation strategies.	N/A	3 & 4	

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
ID picture taker server purchased and installed.	100 % of RCC, RSHS and SCHS students, staff and faculty will be issued picture identification.	100 % completed.	Faculty, staff and students will be more easily identifiable, students ids are also used for lab sign-in and library book checkouts.	3 & 4	
Increased wireless accessibility in both LEE and Lindsey buildings for early college programs.	All classrooms used by the early college programs will have access to the internet.	100 % completed.	RCC will be able to more adequately provide network services to the ECHS students.	3 & 4	
Increased number of network connections at all college owned locations to coincide with the emergency response notification strategy.	All classrooms equipped with speaker phones and added to NBX controllers on Main campus, James and Purcell buildings.	100 % completed	RCC will be able to immediately inform faculty, staff and students of any pending threat and lock-down procedures.	3 & 4	

Auditorium Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The Cole Auditorium through cultural and civic events will enrich the communities of Scotland & Richmond Counties.	Sale of tickets for concerts and the attendance for civic events will measure the success of the enrichment events being offered. Faculty/Staff satisfaction measured by Annual Faculty/Staff Survey.	Two performing arts series were presented - the DeWitt Series and the Cole Community Series. The DeWitt Series was sold out. A Waiting List for tickets to the DeWitt Series 2008/2009 continues to increase daily. With the attendance increasing for the	Offering expanded and reasonable priced concerts, citizens of both counties will have the opportunity to attend a cultural event at the Cole Auditorium. With the possible sell out of the bluegrass concert by Ricky Skaggs and Kentucky Thunder, the Cole can	Goal #7	Yes

		<p>Cole Series with a possible sell out of a special bluegrass concert by Ricky Skaggs indicates ticket sales will increase for the Cole Series. The Ricky Skaggs and Kentucky Thunder Concert documents the Cole Auditorium could host concerts for local and non-local promoters.</p> <p>Annual Report by Annual Faculty/Staff Survey Indicates a 98% approval for Cole. Moved to the RCC Foundation by the president to be developed- the special speakers' series.</p>	document concerts can sell out shows. This will allow the Cole to pursue local and non-local promoters to bring additional concerts to the Cole Auditorium.		
Optimize utilization and Scheduling of the Cole Auditorium for maximum efficiency and usage.	Utilization and maximum efficiency and usage will be documented in the Facility & Utilization Report & also the Finance Report.	<p>The Facility & Utilization Report will show</p> <p>Increase rentals from county & outside of county by regional & state organizations.</p> <p>The Finance Report will not indicate an increase of revenue. With the exception of the auditorium, a special fee rate for County, state & federal agencies does not allow for rental fees to be charged.</p>	With the demand for facility increasing and the revenue for rental not increasing, indicates a review of fee charges is needed or to remove the expected outcome of increase revenue for the facility.	Goal #7	Yes

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
The impact of having the brochures on the Cole and upcoming events available for all events for those attending a function at the Cole & the additional media advertisements on Cole events and the facility, an increase occurred for renting the Cole facility by out of county organizations & agencies.	Utilization and maximum efficiency and usage will be documented in the Facility & Utilization Report and also the Finance Report.	<p>As documented in the Facility & Utilization Plan more events from outside of county were booked. Wedding receptions have increased by approximately 10% and regional meetings have increased by approximately 4%.</p> <p>The Finance Report indicates a review of fee charges is needed. Number of events increasing has not increased revenue due to special fee rates for government agencies.</p>	<p>Finding the correct connection with the public in promoting the Cole facility and events has provided the format for increasing awareness of the Cole facility. To have events more visible, future plans indicate a need for the installation of a small DVD Display Monitor outside the banquet rooms to run upcoming Cole events.</p> <p>With the Actual Results being documented, a need for reviewing fee charges can be presented to administration for their review.</p>	Goal #7	Yes

Personnel Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
College employees will be satisfied with the benefits provided by the College	Annual Faculty/Staff Survey will indicate a 94% level of satisfaction.	Survey indicated a 90% satisfaction with the benefits offered by RCC.	Implemented the new Retirement System ORBIT interface for employer reporting and employee access. Transition of employees on the Indemnity health plan to the one of the PPO plans as the Indemnity plan is eliminated on 7/1/08. Currently reviewing the Dental plan and obtaining comparative quotes.	Inst. Init. 9	Yes
College employees will be satisfied with the services provided by the Personnel Office	Annual Faculty/Staff survey will indicate a 95% level of satisfaction.	Survey indicated a 93% satisfaction level with the Personnel Office.	Attended trainings on Benchmarking Salaries, Employment Law for Supervisors & Managers, Understanding OSHA in NC, Legal Issues for Adjunct Instructors, NCCUPA Legal Update and plan to attend the Public Employment Law Update.	Inst. Init. 9	Yes
HR side of Datatel will be able to transition to R18.	Transition from R17 to R18 will be successful.	Completed.	Transitioned to R18 in November 2007.	Area Init. 2	No
Cross-training between Personnel and Business Office to ensure continuity of key functions.	Various processes will have a backup in case of an employee needing to be away from work	Training for backup on the Retirement System and Health Plan was set up, but due to unforeseen situations, had to be postponed.	Area continues to work on cross-training of individuals in the area.	Inst Init 9	No

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Complete search for a new President.	New President will be hired upon the retirement of Dr. Honeycutt.	Dr. Sharon Morrissey was hired and became President on 2/1/08.			No

Print & Reproduction Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Employees survey will express satisfaction with the timeliness of services in the Reproduction Division	The Annual Services Survey will indicate 95% satisfaction	Employee Satisfaction Survey has 99% satisfaction rate for timeliness of service.	Print production is more customer friendly.	Goal #9	Will strive to maintain timeliness of production.
Employees will be satisfied with the	The Annual Services Survey will indicate 95% satisfaction	Employee Satisfaction Survey has 99% satisfaction rate for	Printing quality has produced an increase in utilization of the	Goal #9	Work to maintain

appearance of materials received from the Reproduction Division		appearance of product	Reproduction Division by Faculty and Staff		quality of production
Web site utilization will increase by 10% over 2006-2006	Hit count statistics are not correct for last five months. In process of updating web site the hit count code was left off in the main RCC page.	Faculty, Staff and Students are utilizing web which is evident in the coming upgrade to "pipe" from 3 Mbps to 100 Mbps	The web site was recently rebuilt and redesigned to make it "user friendly"	Goals #6, 7, 8	Continued updating of web site.

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Web site utilization - Public is coming to web for information about the college	E-mail & telephone inquires directed to PIO that would not come from other advertising media	Change in focus of advertising from AM radio to the web.	More utilization of web by PIO and department to inform the public and sell the college	Goals #6, 7, 8	

Research & Institutional Effectiveness Division:

Expected Outcome	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Improve RCC's Planning and Assessment System.	Attain a 92% satisfaction rate on the Annual Services Satisfaction Survey for the Planning and Assessment System (system is meaningful, effective, user friendly).	Annual Services Satisfaction Survey indicated an 88% satisfaction rate.	Poll faculty and staff during 2008-09 Planning and Assessment Process as to how system can be made more meaningful, effective, and user friendly. Incorporate constructive suggestions into process. During discussions, increase faculty and staff awareness and understanding of accountability and how process supports this.	Institutional Goal #10; Presidential Vision of Accountability	Yes
Achieve a high level of satisfaction with RCC's faculty and staff regarding R&IE Office's image and services.	Attain a 95% satisfaction rate on the Annual Services Satisfaction Survey for the R&IE Office (office personnel are friendly/courteous, professional, provide good customer service).	Annual Services Satisfaction Survey indicated a 99% satisfaction rate.	Strive to keep satisfaction rate high by being approachable and willing to help faculty and staff.	Institutional Goal #10	Yes
Utilize data better in order to make improved management decisions regarding programs and services.	Attain a 90% satisfaction rate on the Annual Services Satisfaction Survey from faculty and staff in regards to data collection and analysis.	Annual Services Satisfaction Survey indicated a 96% satisfaction rate.	Strive to keep satisfaction rate high by providing faculty and staff pertinent and usable data.	Institutional Goal #10; CSF Performance Measures; RCC Marketing Plan	Yes
Maintain compliance with NCCCS and SACS guidelines and	Receive no findings from the 2007-08 NCCCS Program Audit related to the planning and IE	2007-08 NCCCS Program Audit indicated no findings related to the planning and IE functions;	Conduct formal objective analysis of the SACS criteria to identify areas of weakness so that the college and	Standing Annual Initiative; CSF	Yes

requirements.	functions; conduct an objective analysis of the SACS criteria that will show that RCC meets all elements related to the planning and IE functions.	unable to conduct formal objective analysis of the SACS criteria due to unexpected outcome documented below. Note: Notified of Long Range Plan requirement in September. Due date for document to be submitted to NCCCS Office end of calendar year. Remainder of calendar year devoted to assisting with creation.	the planning and assessment process can be strengthened; thus, strengthening the image of the college in the community and helping to increase student enrollment and community involvement.	Performance Measures	
Meet 100% of all of NCCCS report due dates.	Attain 100% reporting requirements met listed on 2006-07 NCCCS Annual Reporting Plan.	2006-07 NCCCS Annual Reporting Plan reflected 100% compliance with the exception of one report being late due to computer system issues beyond the control of the college.	College remained in compliance and avoided punitive retribution.	CSF Performance Measures	Yes

Unexpected Outcomes	Source of Outcome Measurement	Actual Results	Application of Results	Linkage	Continue
Assist with creation of 2007-2012 Long Range Plan for RCC.	Obtain approval from NCCCS Office.	Long Range Plan was approved by NCCCS Office 4-2-2008. Note: New RCC President (effective 2-1-2008) requested that results from listening sessions conducted during month of February be incorporated into Long Range Plan; thus, approval for plan took longer than originally anticipated.	Long Range Plan to be used for developing a Facilities Master Plan which will establish a systematic, objective process for matching RCC program needs to RCC facility needs.	Institutional Goals #9 & 10	No