

## 2009-2010 Expected Outcomes Report

### Office of the President

#### Development Office:

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Gates Foundation STEM "Educational Innovation Plan" Funds Awarded	Plan submitted and Award notification received.	Facilitate Richmond/Scotland Innovation Team Input	Enhanced Learning at K-20 levels through i3D technology and distributed learning environment	SD 1, Goal B.; SD 4, Goal C. SD 5, Goal A 1-5	\$500 travel
Strategic Plan Action Plans for selected goals published	President's Council approval of plans	Facilitate work group activities  Lead one work group	Annual Plan linked to strategic plan	SD 1, Goal A & E; SD 3, Goals A, C, D, E, & H; SD 4, Goal, A, B, C	None
Complete the Development Office Responsibilities for Honeycutt Center	1. Donor Recognition in new building 2. Funding disbursed	1. Coordinate donor recognition plans, contract effort 2. \$400,000 in pledges and funds received, managed, and disbursed	Scotland County resident access to RCC improved, program offerings expanded	SD 4, Goal A, B, C; SD 6, Goals A, B & C	None to institution
One federal grant received	Award letter	Submit three.	Funding for unfinanced institutional requirements	SD 4, Goals A, B & C.	None
\$428,000 Earmark	Business Office accounting records	Submit reports, coordinate expenditures	Technology and equipment support for programs enhanced	SD 4, Goals A, B & C.	None
Raise remaining Forte renovation funds	Foundation and College accounting records	1. Federal Earmark solicitation 2. Foundation fundraising	Forte renovation to support STEM programming	SD 1, Goals A, B, C & D;	None to institution

		through philanthropy and private foundation grants 3. EDA grant		SD 4, Goals A & B, SD 6, Goals A & B	
Obtain funding for fitness programs	Fitness programs adequately funded for facilities and equipment	Submit public and private grants	Physical Training course offerings expanded	SD 1, Goal E, 4, Goals A & B, SD 6, Goals A & B	None
Increase award rate of Foundation scholarships to 90%	Foundation records	1. Transfer award responsibility to Foundation Committee 2. Hire Development Assistant	1. Additional aid to students, donor satisfaction increased	SD 3, Goals A,B,D,E & H.	None to the institution in the short term. Eventually fund position.
100% of grants compliance requirements are met	Foundation and institutional records	Hire Development Assistant, institute management procedures	Requirements are met on time.	SD 4, Goals A, B & C.	None to the institution in the short term. Eventually fund position.
Increase annual und/unrestricted revenues to \$65,000	Foundation accounting records	1. Retool golf tournament 2. Rework annual campaign methodology	Flexible funding for College program support increased	SD 4, Goals A, B & C; S 6 B & C	Printing \$1000
Fund wireless broadband	College reports	Submit USDA and Department of Commerce grants	Increase student access to technology	SD 1, Goal B; SD 3, Goal B & F; SD 4, Goal C	None.

**Human Resources Office:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
College employees	Annual Faculty/Staff	Review of the Vision plan.	Improved faculty and staff	Inst Goal 9	

will be satisfied with the benefits provided by the College	Survey will indicate a 94% level of satisfaction.		satisfaction.		
College employees will be satisfied with the services provided by the Personnel Office	Annual Faculty/Staff survey will indicate a 95% level of satisfaction.	Review best practices.	Improved faculty and staff satisfaction.	Inst Goal 9	
Credentials of faculty will be added to Datatel.	Credentials will be accessible from Datatel for faculty.	Review Datatel screens to determine what information it will contain. Determine what screens will be completed and by whom	Ability to pull data from Datatel for SACS reporting.	Inst Goal 9	
WebAdvisor for HR will be implemented.	Employees will be able to access their information on WebAdvisor	Set up Datatel for employees to access WebAdvisor.	Employees will be able view their personal information via the website. Pay advices will be electronic instead of printed.	Inst Goal 9	
Approval process for temporary instructors will be implemented.	Process will be implemented and forms created for the President to approve temporary instructors.	Work with Curriculum and Continuing Education to set up a system for approval of temporary instructors.	More streamlined approval process. Removal of the step for the President to sign all temporary contracts.	Inst Goal 9	

**Public Information Office:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Redesign the college webpage to reflect college brand and improve navigation.	90% of students and staff surveyed will find webpage appealing and useful.	The Webmaster/Media Services Coordinator will work with each VP to develop design, content, and navigation links for their departments.  Develop a method to remove dated content in a	Webpage users will get greater benefits from the redesign and learn more about the college.	Goal #9	No

		timely manner.			
Increase the number of events and news articles posted on the webpage.	There will be 100 articles or announcements on the webpage during the FY 2009-2010	Hire a Level 19 writer/photographer to assist in covering campus events for promotion.	Increasing the number of articles and consistently changing materials on the webpage moves the college closer to the top of the page for each Google search with Richmond Community as the first two words typed.  Increasing the number of student photos and college articles on the webpage will increase the number of friends and family who will visit the site to see the photo and possibly enroll.	Goal #9	\$38,292 plus Benefits  Office needs \$10,800
Improve the Media Services Department.	90% of students and staff surveyed will respond positively regarding services offered.	The Webmaster/Media Services Coordinator will work with the Distance Learning Director to assure consistent and quality delivery of courses offered via the teleconference room.	Quality services will provide the Distance Learning Coordinator the opportunity to schedule more courses.	Goal #9	
		Provide videotaping and editing services to faculty, staff, and students.	Provide services to faculty/students that are not currently available.	Goal #9	\$8,000
		Increase usage of educational cable station.	Purchase of new equipment for cable station operation will allow digitally-videotaped programs promoting the college to telecast to Richmond County users of Time Warner Cable.  Existing equipment is antiquated and only allows for slides of announcements.	Goal #9	\$20,000

			In light of declining newspaper coverage, producing short video programs about numerous college activities could provide needed exposure.		
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<b>Instructional Area</b>
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**Vice President for Instruction:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Investigate the need for new curriculum programs to be offered at RCC	Surveys, listening sessions, NCCCS, and other colleges.	New program application	Increase in number of curriculum programs to meet the needs of the College's service area	Goals #1, 5, 9	\$500
Initiate program of cross training for instructional staff	CIS training sessions	Training thru Webinars and in-house training.	Cross educating of staff	Goals #1, 5, 9	\$3000
Investigate adding a component of Workkeys into selected curriculums.	Promotion within college classes and within total curriculum	Continuing Education involvement	Students having more employment options	Goals #1, 5, 9	\$1500
Design a process that will establish program outcomes for all curriculum programs	Instructors Course Requirements, other colleges responses, local input	Template designed by faculty	A clear understanding of what a student should expect to learn in an entire curriculum	Goals 1, 5, 9	\$5,000
Design a process for establishing, measuring, and evaluating general	Course Syllabi, other colleges, SACA, NCCCS	Template designed by faculty	Process initiated for general education outcomes	Goals 1, 5, 9	\$7,000

education outcomes					
Complete Instructors Course Requirements for Fall Semester 2009 courses	Instructors Course Requirements	Template designed by faculty	A clear understanding of what a student should expect to learn in a course	Goals 1,5,,9	\$5,000

**Dean of Instruction:**

Expected Outcome	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
The template for the 5-Year Program Review documents will be revised and implemented	Report of 5-Year Program Review documents that have been submitted to the Dean's office	The Dean's office will input data into each of the Program Review documents as it becomes available	Program Review documents will be available to guide the college in making decisions about changes and improvements to Programs	Goals #2,5	
A suggested 5-Year schedule of classes will be available for the Richmond and Scotland Early Colleges for Associate in Arts, Associate in Science, Business Administration, and Mechanical Engineering Technology	Report of the 5-Year schedule of classes for the Richmond and Scotland Early Colleges that have been submitted to the Dean's office	The Dean of Instructional Services, along with the two Early College Liaisons, will create a suggested 5-Year schedule of classes for Associate in Arts, Associate in Science, Business Administration, and Mechanical Engineering Technology  Modifications to the 5-Year schedule will be made based on revisions made to the Business Administration and Mechanical Engineering Technology programs	Students entering an Early College will know what courses they will have to take to meet the Early College requirements  Advisors will be able to help students select courses to meet the Early College requirements	Goals #1,5	
The 2010-2012 Catalog will be revised to include up-to-date Programs of	Report of the 2010-2012 Catalog that will be submitted to the Dean's office	Department Chairs will be trained on reading Curriculum Standards and will review all sections of	Students and Advisors will be able to use the new catalog to plan the courses required to complete the students'	Goals #1, 4, 5	

Study for all curriculum programs		the catalog related to their programs  The Dean of Instructional Services will coordinate catalog changes submitted by Department Chairs	educational goals.		
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**Arts & Sciences Division/Developmental Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	Offering additional classes. Participating in the Townsend Press Reading Scholarships Program. Continuing cross-training of instructors as well as using more full-time instructors and less adjunct. Adding a computer lab to RED 080 and RED 090 for on-line testing.	Students will continue to pass or exceed the state standard and system average. Offering additional classes will provide students with more options and reduce class size. Participating in the scholarship contest will provide students with reading challenges, recognition and financial incentives. Cross-training and using full-time instructors will improve consistency of instruction in Developmental classes. On-line testing will improve computer skills and reduce paper consumption.	Goal #5, CSF Measure D	
Students completing developmental courses with a grade of "C" or higher will be proficient in the necessary skills needed to succeed in	The Subsequent Course Success Rate report generated by the NCCCS will meet the state standard of success.	Utilize computer labs and make referrals to Guided Studies tutorial program. Develop a new portfolio assessment in English courses. Addition of a Global component to all	Developmental Students who pass and enter college level courses will be more proficient.	Goal #1, CSF Measure E	

college level courses.		Developmental classes. Provide all students with a (ICR) Instructor's Course Requirement.			
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**Arts & Sciences Division/English Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	New textbooks with online exercises and web tutorials will support student learning and help instructors meet student learning outcomes.	85% of ENG 080 and 090 students who continue their college education will have acquired the writing skills necessary for success in the other writing courses required in their majors.	Institutional Goals 1,2, 5	None
In ENG 111 and ENG 112, students will demonstrate proficiency in writing unified, coherent expository prose, having clear thesis statements, adequate introductory and	80% of ENG 111 and ENG 112 students will pass the course with a grade of "C" or better.	English instructors will continue to use rubrics, web tutorials, peer evaluation, and conferences to help students address deficiencies in their writing. Instructors will also use an online tutoring service to help students	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. Students, especially those who are visual learners, will be attracted to online and hybrid classes that	Institutional Goals 1,5	\$500

<p>body paragraphs, and effective concluding paragraphs. Students in ENG 112 will incorporate research findings into documented research papers.</p>		<p>address specific writing problems.</p> <p>The department will continue to preview and order software and DVDs that address the use of technology and writing. Instructors will continue to incorporate innovative technology in hybrid and online courses. One instructor is experimenting with podcasts for his hybrid classes.</p>	<p>incorporate video and podcasting features.</p>		
<p>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.</p>	<p>86% of students will earn a "C" or better in literature classes.</p>	<p>English faculty will continue to preview and recommend for purchase DVDs and other materials that will assist in the teaching of literature. The English department will offer at least one literature class a year as a hybrid or online course.</p>	<p>86.2% of students will exhibit a basic knowledge of literature necessary for success at a four-year institution.</p>	<p>Institutional Goals 1,5</p>	<p>\$500</p>
<p>Students in COM 231 will be able to prepare and deliver well-organized speeches with appropriate audiovisual support and participate in group discussions.</p>	<p>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.</p>	<p>The speech instructor will continue to evaluate students' improvement by using a simple evaluation form to track students' grades on speeches. The instructor will continue to order DVDs related to communications and continue to seek activities and field trips that offer students more experience in evaluating speeches and observing speakers other</p>	<p>86.2% of students will pass the course with a "C" or better</p>	<p>Institutional Goals 1,5</p>	<p>\$500</p>

		than classmates.		
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
<p>Provided funding is available for professional development, several members of the English department plan to attend the TYCA conference (Two-Year College English Association) in February 2010.</p>	<p>English faculty will make arrangements to attend this important annual conference. Funds have been budgeted to allow more members of the English department to attend.</p>	<p>English faculty will be exposed to new ideas for teaching expository writing, argument-based research, and developmental writing. They will also have an opportunity to network with colleagues from across the state and the southeast region. English faculty will be motivated to make presentations at future conferences.</p>	<p>Attendance at the TYCA conference will nurture our English faculty and motivate them to make presentations at future conferences. They will return to their classrooms with renewed purpose and new approaches for teaching that should inspire and motivate their students. They will also learn about new technologies that can help in the development of hybrid and online classes.</p>	<p>Institutional goals 2, 5</p>	<p>Expand Travel Budget by \$2,000</p>
<p>Instructors of developmental writing will begin to develop a portfolio assessment tool for students in ENG 090. This assessment tool will help us better evaluate students' readiness for ENG 111. When fully developed, this portfolio assessment tool will replace the Compass test as one of the criterion for successful completion of ENG 090.</p>	<p>Faculty members who teach developmental writing will develop guidelines for developmental writing portfolios and appropriate rubrics to assess the portfolios.</p>	<p>Using materials available through NCTE and other educational publishers, instructors of developmental writing will develop a plan for using portfolios in the developmental writing classroom. In addition, they will develop a holistic rubric that will help them evaluate various pieces of writing that developmental students generate.</p>	<p>Assessment of developmental writing will be more holistic in nature, and less focus will be placed on the Compass test as a means of determining student readiness for ENG 111. Students will be able to demonstrate through the portfolio that they have addressed writing deficiencies, mastered conventions of standard English, and made substantial progress in their ability to write coherent, unified, well-developed paragraphs and essays.</p>	<p>Institutional goals 1, 4, 5</p>	<p>None</p>

Faculty in the English department will complete Instructor Course Requirements (ICRs) for summer 2009, fall 2009, and spring semester 2010.	Faculty will work with the special projects coordinator to complete the ICRS.	Faculty will review sample ICRS from other NC community colleges and work together to develop appropriate ICRs before submitting final documents for approval.	The ICRS will help English faculty improve specific measurements and assessments of student success.	Institutional Goals 1, 4,5	None
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**Arts & Sciences Division/Science Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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	Expand and refine the Biology Concept Inventory - Science Department Chair  Expand use of scientific equipment in the lab (microscopes, micropipettes, pH meters, spectrophotometers, etc.)	Students will be more proficient with basic scientific concepts such as cell biology, diffusion and osmosis, atoms, molecules, and enzymes	Goal #1	\$10,000
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	Purchase new computers and laboratory supplies Emphasize topics students tend to struggle with- Physics Instructor	Students will be able to use the latest technology to reinforce materials and concepts related to physics.	Goal #1	\$1,500
Students who complete General Microbiology will demonstrate knowledge of basic laboratory skills and aseptic techniques	90% of students completing General Microbiology with a D or better will isolate bacterial colonies from a mixed culture and maintain a pure culture	The importance of proper lab techniques, safety, and preventing contamination will be emphasized throughout the semester- Science Department Chair	Students will be more proficient in lab techniques and practices that will benefit them in the healthcare environment.	Goal # 1	\$0

	over a 4 week period.				
Students who complete Anatomy and Physiology courses will demonstrate an understanding of anatomical terms and 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	Expand and refine the Anatomy and Physiology Concept Inventory- Anatomy & Physiology Instructors Topics that students have historically had trouble with will be emphasized.	Students will be more proficient with basic anatomical concepts such as tissues, homeostasis, action potentials, etc. Students will be better prepared for success in healthcare programs	Goal # 1	\$0

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Science Department will begin offering the first year of Fayetteville Tech's Biotechnology program	RCC board will approve articulation agreement with Fayetteville Tech	Hire new full time faculty position  BTC 181 will be offered to offer the complete first year Biotechnology curriculum at RCC	Students will have greater employability as skilled workers in the growing field of biotechnology Enrollment in existing Biology courses (BIO 111, BIO 112, BIO 175) will increase	Goal # 1, Goal # 6	\$55,753
Science Department will expand offerings of courses in anticipation of demand	More sections of Biology courses will be offered, especially BIO 163 and BIO 140, including offering courses at Scotland High School.	Hire new full time faculty position	More students will enroll in science courses in the semester they desire, making it easier to graduate on time and get points for the Nursing programs Class size will be small enough to utilize appropriate lab facilities instead of auditoriums More course sections of BIO 140 will be offered in anticipation of increased enrollment of Early College High School students.	Goal #1	\$0 (included above)
Science department will develop new lab activities and improve existing	Students will be tested with a lab skills inventory- 90% of students passing	Hire new full time faculty position; Purchase new lab equipment/technology.	Students will have more opportunity to learn basic lab skills, which will translate into success in	Goal # 1	\$0 (included above)

labs	Biology classes with a C or better will score 75% or better	More hands on lab activities will be developed for Biology, chemistry, and Anatomy and Physiology courses using new technology All classes with a lab section will be taught in appropriate lab facilities.	college transfer and healthcare fields.  Lab assignments will better reinforce and emphasize topics covered in class.		
Science department will evaluate learning outcomes for all courses.	All Science course syllabi and ICRs will be entered into the standard format and placed on the website.	Expand and refine concept inventories, expand use of scientific equipment, add syllabi for all science courses in current catalog.	Students will be better prepared for success in college transfer and health care professions.	Goal # 1	\$0

**Arts & Sciences Division/Math Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Survey of Mathematics students who complete the course with a grade of "C" or better will be proficient in solving various mathematical problems.	75% 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	The instructors will work closely together to ensure consistency. This includes a common exam and class outline.	Results of the common exam will indicate any areas of instruction that need to be strengthened.	Goal #1	
Calculus I students who complete the course with a grade of "C" or better will be proficient in solving various calculus problems.	75% 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	The instructors will work closely together to ensure consistency. This includes a common exam and class outline.	Results of the common exam will indicate any areas of instruction that need to be strengthened.	Goal #1	

**Arts & Sciences Division/College Transfer Department:**

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students transferring to higher institutions of learning will be well-prepared to meet the challenges of junior and senior-level coursework.	83% of students who transfer to a 4-year institution will have a GPA of 2.0 or higher after two semesters.	Analysis of data once received should indicate areas needing improvement for the CT program. CT will continue to coordinate with other Departments activities that can improve student success at the four year institution.	There should be an increase in the % of students with a 2.0 GPA at senior institutions for CT students.	Goal # 1	None

**Business Division/Accounting Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will be able to analyze and record transaction in a journal, post information to the ledger, prepare a trial balance, assemble adjustment data, complete a work sheet, prepare financial statements, journalize and post adjusting and closing entries, prepare a post-closing trial balance.	75% of students completing ACC 120 will make at least a grade of a "C" on a comprehensive accounting problem.	Necessary skills will be addressed throughout ACC 120 through lectures, problem solving and critical thinking techniques. Students will be required to demonstrate this proficiency both orally and in writing throughout this course.	Students will possess the skills necessary to enhance their possibility of success in advanced courses and employment opportunities within their related field. Also, if students continue their education, they will possess adequate accounting skills to improve their success in higher education.	Goal #1	
Students will be able to comprehensively analyze accounting	75% of students completing ACC 221 will make at least a grade of	A rubric will be developed by department faculty to include all necessary	The analysis and professional presentation will be evidence that	Goal #1	

data and communicate analysis in a professional manner using up to date technology (Word, Excel, PowerPoint)	a "C" on a comprehensive analysis of a publicly traded corporation. The completed comprehensive reports must incorporate Excel, Word and PowerPoint skills.	requirements for successful completion of this project.	students possess the necessary skills to be successful in the workplace, thus improving the opportunity of employability of students.		
Students will be able to correctly compute and record the flow of material, labor, and overhead using a process or job order costing system, summarize and create cost of goods manufactured and cost of goods sold schedules.	75% of students completing ACC 225 will make a grade of a "C" on a comprehensive cost accounting problem.	Necessary skills will be addressed in ACC 225 through lectures and problem solving techniques. Students will be required to demonstrate proficiency in cost accounting by completing a comprehensive problem.	Students will possess the skills necessary to be successful in jobs that require cost accounting for a manufacturing or service business.	Goal #1	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates will find employment within one year of graduation or will continue their education.	Graduate Follow-Up Survey will indicate that 80% of graduates either working or continuing their education.	Students will be informed of all educational and employment opportunities in their related field. Coop opportunities will be encouraged as a means of work experience. All efforts will be made to inform students of Career and College Fairs to inform student of opportunities beyond their current college endeavor.	Students will have more success in securing employment and seeking opportunities in higher education.	Goal #1, CSF F	

Increase the number of online accounting courses.	At least one additional accounting course will be offered online or in hybrid format.	Faculty will review additional courses in the program to add in the online format or hybrid format. Faculty will also evaluate the success of additional course offerings online.	Increased online instruction will enhance scheduling flexibility to accommodate students' needs.	Goal #1	
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**Business Division/Business Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	BUS 239 is the course that was introduced in the Spring of 2006 to test the concept of using a capstone to measure program outcomes. It has been a successful measure and will continue.	This course takes students through several technical aspects of starting and running a business. Since students actually file the necessary paperwork, develop financial and marketing plans, and then present their plans to others, many skills needed for a successful business career are developed.	Goal #1	None
A major product of BUS 230, Small Business Management, is a complete business plan. Students will produce a high-quality business which will include projected financial	80% of students completing the required business plan will receive a grade of C on this element of BUS 230, small business management.	Assigned to instructors teaching this course.	The preparation of a business plan allows students to develop the skills and evaluate whether they have the desire to become entrepreneurs. This course gives students an idea of the preparation that must go into starting a business.	Goal #1	None

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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	Assigned to all department personnel. Discussion of students' career and/or education goals is being included as part of the advising process. This has allowed instructors to inform students of options after graduation, such as the UNCP business program available on RCC's campus.	A higher percentage of students will be employed and/or continuing their education. The main concern of our current students who plan to stay in this area is the outlook for availability of jobs and the quality of those jobs.	Goal #1	None
During the next school year, all pre- and co-requisites for business courses will be reviewed.	The department will review 100% of all pre- and co-requisites for suitability.	The department will review 100% of all pre- and co-requisites for suitability.	It has now been several years since the current pre- and co-requisite requirement were put into place. These need to be reviewed for suitability to make sure that they are helping students prepare for these classes rather than acting as barriers.	Goal #1	None

**Business Division/Entrepreneurship:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will be able to identify viable products and services that will satisfy unmet needs and wants.	80% of students in BUS 280 will be able to identify in their required business plan presentation local unmet needs and wants and suggest goods and	Additional classroom time will be devoted to demonstrating to students how to correctly identify unmet consumer needs and wants, and how to determine which	ETR graduates will develop the skills necessary to identify potentially viable business opportunities within RCC's service area.	Goal #1	None

	services that will satisfy the unmet need.	goods and services are likely to satisfy the unmet demand.			
Students will be able to define a target market in both demographic and psychographic terms.	80% of students in BUS 280 will be able to define in their required business plan presentation the target market in both demographic and psychographic terms	Additional classroom time will be devoted to demonstrating to students how to correctly identify the target market of a proposed business idea.	ETR graduates will develop the skills necessary to correctly identify the potential small business target markets in both demographic and psychographic terms.	Goal #1	None
Students will be able to calculate the break-even point of a startup business concept.	80% of students in BUS 280 will be able to correctly calculate the breakeven point of a business startup assignment.	Additional classroom time will be devoted to demonstrating to students how to correctly calculate the breakeven point a potential business startup.	ETR graduates will develop the ability to quantitative skills to correctly determine whether a business idea is financially viable.	Goal #1	None

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
ETR graduates will either start their own small business, or find employment within a small business, or continue their education within one year of graduation.	80% of ETR graduates will have started a small business, be employed or continuing their education after the 12 month follow-up to the Employment Survey	Emphasize sources of startup business funding. Emphasize to students the benefits of continuing their education beyond the Certificate level.	Graduates of the RCC ETR program will start new small businesses, or assist in the expansion of existing small businesses, within our service area.	Goal #1	None
The enrollment in the Entrepreneurship Certificate program will increase by 50%.	Opening enrollment report for Spring 2010 will indicate a 50% increase in enrollment over the prior year.	A press campaign will be targeted to recently unemployed residents of the service area stressing the benefits of the program.	Increased enrollment in the ETR program.	Goal #1	\$500.00
ETR students will be	80% of ETR students will	A survey instrument will	The RCC ETR Certificate	Goal #1	None

satisfied with the business knowledge acquired in the program.	indicate their level of satisfaction with the quality of the ETR program as being either "Good" or "Very Good" in the Spring 2010 survey instrument.	be developed to assess the student's level of satisfaction with the RCC ETR Certificate Program.	program will be held in high regard by the service area's business community.		
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**Business Division/Healthcare Management Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will demonstrate their ability to correctly prepare a NC Medicaid Cost Report.	80% of students will score a "C" or better on their Cost Report assignment in the Spring 2010 HMT 220 class.	Additional classroom time will be devoted to demonstrating to students how to properly prepare a NC Medicaid Cost Report.	HMT graduates will develop skills that will convince potential employers of the specific benefits of hiring a HMT graduate.	Goal #1	None
Students will demonstrate their ability to correctly perform a simple payroll exercise through the completion of IRS form 941.	80% of students will score a "C" or better on their payroll assignment in the Fall 2009 HMT 210 class.	Additional classroom time will be devoted to demonstrating to students how to correctly calculate payroll through the preparation of the IRS 941 form.	HMT graduates will develop skills that will convince potential employers of the specific benefits of hiring a HMT graduate.	Goal #1	None
Students will demonstrate their familiarity with basic electronic medical records	80% of students will score a "C" or better on their EMC assignment in the Spring 2010 HMT 110 class.	Additional classroom time will be devoted to demonstrating to students how a physician's office currently using a paper medical record system would convert to an electronic medical record system.	HMT graduates will develop skills that will convince potential employers of the specific benefits of hiring a HMT graduate.	Goal #1	None

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates will find employment within the healthcare industry within one year of graduation, or will continue their education.	80% of HMT graduates will be employed and/or will be continuing their education after the 6 month follow-up to the Employment Survey	Emphasize the need for graduating students to develop better job searching and networking skills. Assist students to develop better interview and follow-up skills. Emphasize to students the benefits of continuing their education beyond the Associates Degree level.	A high percentage of students will be employed and/or continuing their education.	Goal #1	None
The enrollment in the Healthcare Management program will increase by 10%.	Opening enrollment report for Spring 2010 will indicate a 10% increase in enrollment. Over the prior year.	A direct mail campaign will be targeted to medical offices in our target market stressing the benefits of the program	Increased enrollment in the program	Goal #1	\$100
HMT Coop supervisors will be satisfied with the knowledge and abilities of HMT Coop students.	80% of the coop supervisors of the Spring 2010 HMT Coop students will evaluate their coop students as being either "Good" or "Very Good" in the area of "Subject Knowledge" and "Quality of Work" on the Employer End-of-Term Evaluation.	Emphasize the need for Coop students to clearly demonstrate their knowledge and quality of work while performing their coop work experience.	Graduates of the RCC HMT program will be held in high regard by the target market medical community.	Goal #1	None

**Business Division/Office Systems Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates will demonstrate the	End of course exam in OST 289 (capstone	Identify critical job skills necessary for	The result of this test will help identify areas of	College Mission	

ability to key effectively a table, a document containing headers/footers, and data for the use in mail merge resulting in a mailable document.	course); 80% of graduates will score at least 80% or higher on this exam.	successfully seeking employment. Reinforce these skills throughout the program. Encourage students to use the Career services available through Student Development. Utilize telephone and email surveys to follow-up graduate survey for more accurate data.	difficulty which will result in using alternative methods of teaching. This will help to ensure that students completing the degree requirements for the OST curriculum will be well prepared for entry-level employment in the secretarial/business area.	Statement; Unit Mission Statement- Supporting Goal #1	
OST 131 students will demonstrate the ability key effectively a memo, block and modified block letter, and type 35 GWAM.	End of course exam 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.	Reinforce necessary skills throughout the semester to enable the student's to meet the competences. Study results of test in regards to students' strengths and weaknesses.	The result of this test will help identify areas of students' weaknesses and areas where alternative methods of teaching may be needed. This will ensure students will be prepared to continue with subsequent upper level courses, which build on these fundamentals.	Goal #1	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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	Identify critical job skills necessary for successfully seeking employment. Reinforce these skills throughout the program. Encourage students to use the Career services available through Student Development. Utilize telephone and email surveys to follow-up graduate survey for more accurate data.	Will enhance recruiting and advertising for both the college and the OA curriculum.	Goal #1 CSF Measure D	

Students in the OA program will be satisfied with the quality of instruction in their program area courses.	85% of OA students responding to the annual Instructor's Evaluation Survey and/or Graduates Survey will indicate they are "Very Satisfied" or "Satisfied" with the Quality of Instruction in Program Area Courses.	Faculty will teach and offer the most currently used software within the industry. Faculty will encourage students to complete the Graduates Survey.	Supporting activities will identify any dissatisfaction or weaknesses within the program area courses.	Goal #1 CSF Measure F	
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**Business Division/Computer Information Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	1. We will stress the importance of general networking skills in information systems and the fact that employers expect graduates to have demonstrable skills. Will continue a comprehensive hands-on final for NOS 230 to cover the networking component of the CIT curriculum. 2. We will inform students of the potential value of industry certifications after they have attained relevant experience.	1. Higher quality graduates. By holding students to a higher standard of examination, there is a better chance of graduating only the most knowledgeable students. 2. Marketing of our program to businesses and potential students through quality graduates. 3. Better opportunities for future graduates.	Goal # 1; CSF Measure F	
2. Students receiving a degree in CIT will demonstrate proficiency in entry-	75% of graduates taking Visual BASIC programming (CSC 139) and Database Driven	1. We will stress the importance of programming skills in information systems and	Please see the Expected Improvements under Expected Learning Outcome 1.	Goal # 1, 9; CSF Measure F, H	\$400  - Covers Microsoft

level programming.	Websites (WEB 250) will pass a comprehensive exam with a grade of "B" or higher.	the fact that employers expect graduates to have demonstrable skills. Will continue a comprehensive hands-on final for these programming courses to cover the programming component of the CIT curriculum. 2. We will continue the Microsoft Alliance agreement that is currently renewed yearly. This agreement is necessary in order to provide students with access to the latest technologies, and Microsoft's programming tools.			Alliance license renewal.
3. Students receiving a degree in CIT will demonstrate retention and ability to apply concepts learned in previous classes.	75% of graduates taking System Support Project (CTS 289) will complete class projects with a final grade of "B" or higher.	We will require a comprehensive semester project or several smaller projects chosen by the student based on his or her area of interest. This relates to outcomes 1 and 2 by showing the students have demonstrable skills learned during the previous two years.	Please see the Expected Improvements under Expected Learning Outcome 1.	Goal # 1; CSF Measure F, H	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1. Enhance the CIT program and improve enrollment	Availability of online degrees.	1. We will work with other departments to have them offer non-	1. This allows students from other areas that might not be able to come to campus for	Goal #1; CSF Measure G	\$4500 - Covers

and retention by offering online curricula.		<p>major classes in online formats.</p> <p>2. Tommy Adeimy will configure the hardware and software required to offer more networking and operating systems courses online.</p> <p>3. We will improve existing online course content, delivery methods, and assessment methods to ensure the quality of education. Marcia Chavis will evaluate training and assessment tools for Microsoft Office to improve CIS 110 and related courses.</p> <p>4. We will purchase notebook computers to replace faculty desktop computers.</p>	<p>traditional teaching methods to complete certificates/degrees.</p> <p>2. Students will be better able to complete degrees from the standpoint of scheduling. This will eliminate scheduling conflicts caused by classes being scheduled at the same time. Conflicts with work and family schedules may also be avoided.</p> <p>3. Faculty communicate with online students at all hours, including times when the school is closed. Purchasing notebook computers will afford greater portability and allow faculty to use school computers rather than personal computers after school hours. Newer computers will also allow us to use newer software which will not run on the existing desktops.</p>		the cost of three notebook computers.
2. Seek to implement articulation agreements with area universities.	Implementation of articulation agreements.	The discussion of agreements with area universities.	Better marketability for graduates with bachelor's degrees, as more employers ask for this as a minimum degree requirement.	Goal #1, 6; CSF Measure C	
3. Evaluate student learning outcomes for effectiveness.	Analysis of existing outcomes listed in each course syllabus and ICR.	The addition, deletion, or revision of existing outcomes as needed.	1. Instructors, particularly those new to a course, will have a better understanding of the focus of each class. This will help ensure that students are taught what is needed for subsequent	Goal #1; CSF Measure G	

			courses. 2. Students will have a better understanding of what they should focus on and what they should know upon finishing the course.		
4. Enhance the CIT program by further consolidating CIT, WT, and NT programs.	Consolidation of programs.	Implementation of a new program of study.	A new program of study, Computer Integration Technology, is being proposed that will allow more flexibility in what courses are required based on community needs. This will allow us to offer only the courses needed for our area and to further spread courses across areas of study. Areas of study will become concentrations rather than separate programs. This will require less faculty and boost enrollment in courses offered.	Goal #1; CSF Measure G, H	

**Business Division/ Networking Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates of the Networking Technology (NT) program will demonstrate technical proficiency with installation and support of hardware and software, troubleshooting network and	At least 80% of students completing NET 289 Networking Project will pass a comprehensive final exam with a grade of "B" or higher.	1. We will stress the importance of practical networking skills and the fact that employers expect graduates to have demonstrable skills. Will continue to require a comprehensive, hands-on, semester project for NET 289. 2. We will inform students	1. Higher quality graduates. By holding students to a higher standard of examination, there is a better chance of graduating only the most knowledgeable students. 2. Marketing of our program to businesses and potential students through quality graduates.	Goal # 1; CSF Measure F, H	

computer problems, and administrative responsibilities.		of the potential value of industry certifications after they have attained relevant experience.	3. Better opportunities for future graduates.		
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1. Enhance the NT program and improve enrollment and retention by offering online curricula.	Availability of online degrees.	<p>1. We will work with other departments to have them offer non-major classes in online formats.</p> <p>2. Tommy Adeimy will configure the hardware and software required to offer more networking and operating systems courses online.</p> <p>3. We will purchase notebook computers to replace faculty desktop computers.</p>	<p>1. This allows students from other areas that might not be able to come to campus for traditional teaching methods to complete certificates/degrees.</p> <p>2. Students will be better able to complete degrees from the standpoint of scheduling. This will eliminate scheduling conflicts caused by classes being scheduled at the same time. Conflicts with work and family schedules may also be avoided.</p> <p>3. Faculty communicate with online students at all hours, including times when the school is closed. Purchasing notebook computers will afford greater portability and allow faculty to use school computers rather than personal computers after school hours. Newer computers will also allow us to use newer software which will not run on the existing desktops.</p>	Goal #1; CSF Measure G	
2. Seek to implement	Implementation of articulation agreements.	The discussion of agreements with area	Better marketability for graduates with bachelor's	Goal #1, 6; CSF	

articulation agreements with area universities.		universities.	degrees, as more employers ask for this as a minimum degree requirement.	Measure C	
3. Evaluate student learning outcomes for effectiveness.	Analysis of existing outcomes listed in each course syllabus and ICR.	The addition, deletion, or revision of existing outcomes as needed.	1. Instructors, particularly those new to a course, will have a better understanding of the focus of each class. This will help ensure that students are taught what is needed for subsequent courses. 2. Students will have a better understanding of what they should focus on and what they should know upon finishing the course.	Goal #1; CSF Measure G	
4. Enhance the NT program by further consolidating CIT, WT, and NT programs.	Consolidation of programs.	Implementation of a new program of study.	A new program of study, Computer Integration Technology, is being proposed that will allow more flexibility in what courses are required based on community needs. This will allow us to offer only the courses needed for our area and to further spread courses across areas of study. Areas of study will become concentrations rather than separate programs. This will require less faculty and boost enrollment in courses offered.	Goal #1; CSF Measure G, H	

**Business Division/ Web Tech Department:**

<b>Expected Learning Outcomes</b>	<b>Source of Outcome Measurement</b>	<b>Supporting Activities</b>	<b>Expected Improvements</b>	<b>Linkage</b>	<b>Cost</b>
1. Students receiving a degree in WT will be able to	75% of graduates taking Implementing Web Servers (WEB 230) will	1. We will stress the importance of general networking skills in	1. Higher quality graduates. By holding students to a higher standard of	Goal # 1; CSF Measure F,	

implement, support, and customize software and hardware on local networks.	pass a comprehensive exam with a grade of "B" or higher.	information systems and the fact that employers expect graduates to have demonstrable skills. A comprehensive hands-on final will be required for WEB 230 to cover the networking component of the WT curriculum. 2. We will inform students of the potential value of industry certifications after they have attained relevant experience.	examination, there is a better chance of graduating only the most knowledgeable students. 2. Marketing of our program to businesses and potential students through quality graduates. 3. Better opportunities for future graduates.	H	
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.	1. We will stress the importance of programming and design skills in web-related jobs and the fact that employers expect graduates to have demonstrable skills. A comprehensive hands-on final will be required for these courses. 2. Purchase updated versions of Adobe products (Dreamweaver, Flash, Fireworks).	Please see the Expected Improvements under Expected Learning Outcome 1.	Goal # 1; CSF Measure F, H	- \$4000  Adobe software

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1. Enhance the WT program and improve enrollment and retention by offering online	Availability of online degrees.	1. We will work with other departments to have them offer non-major classes in online formats.	1. This allows students from other areas that might not be able to come to campus for traditional teaching methods to complete	Goal #1; CSF Measure G	

<p>curricula.</p>		<p>2. Tommy Adeimy will configure the hardware and software required to offer more networking and operating systems courses online.  3. We will improve existing online course content, delivery methods, and assessment methods to ensure the quality of education. Marcia Chavis will evaluate training and assessment tools for Microsoft Office to improve CIS 110 and related courses.  4. We will purchase notebook computers to replace faculty desktop computers.</p>	<p>certificates/degrees.  2. Students will be better able to complete degrees from the standpoint of scheduling. This will eliminate scheduling conflicts caused by classes being scheduled at the same time. Conflicts with work and family schedules may also be avoided.  3. Faculty communicate with online students at all hours, including times when the school is closed. Purchasing notebook computers will afford greater portability and allow faculty to use school computers rather than personal computers after school hours. Newer computers will also allow us to use newer software which will not run on the existing desktops.</p>		
<p>2. Seek to implement articulation agreements with area universities.</p>	<p>Implementation of articulation agreements.</p>	<p>The discussion of agreements with area universities.</p>	<p>Better marketability for graduates with bachelor's degrees, as more employers ask for this as a minimum degree requirement.</p>	<p>Goal #1, 6;  CSF  Measure C</p>	
<p>3. Evaluate student learning outcomes for effectiveness.</p>	<p>Analysis of existing outcomes listed in each course syllabus and ICR.</p>	<p>The addition, deletion, or revision of existing outcomes as needed.</p>	<p>1. Instructors, particularly those new to a course, will have a better understanding of the focus of each class. This will help ensure that students are taught what is needed for subsequent courses.  2. Students will have a better understanding of what they</p>	<p>Goal #1;  CSF  Measure G</p>	

			should focus on and what they should know upon finishing the course.		
4. Enhance the WT program by further consolidating CIT, WT, and NT programs.	Consolidation of programs.	Implementation of a new program of study.	A new program of study, Computer Integration Technology, is being proposed that will allow more flexibility in what courses are required based on community needs. This will allow us to offer only the courses needed for our area and to further spread courses across areas of study. Areas of study will become concentrations rather than separate programs. This will require less faculty and boost enrollment in courses offered.	Goal #1; CSF Measure G, H	

**Health Division/Certified Nurse Assisting Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students in the NAS 101 program will correctly demonstrate all 69 state approved proficiency skills by the end of the 64 hour lab period and exhibit clinical competence of skills	Appendix A Instructional Objectives Summary (state requirement) will be checked off in lab by instructor for return demonstration of all 69 skills. Instructor lab evaluations will show at least 78% capability of each student for each of	<ul style="list-style-type: none"> <li>Continue lab instructor: student ratio 1:10 by addition of full time faculty member.</li> <li>NAS 101 lab will be split into 3 lab sections to allow for smaller lab groups with no more than 10 students per 1 instructor allowing for more effective</li> </ul>	<ul style="list-style-type: none"> <li>Increase passage rate of NACES state certification exam</li> <li>Increase in students meeting course/program requirements</li> <li>Improve program retention rates</li> <li>Increase 1:1 time in lab by providing students with more instructional supervision by hiring new FT</li> </ul>	Goal #1 Goal # 2 Goal # 3 Goal # 4 CSF Measure B	New faculty member (\$40000.00) Note: As listed above  DVDs (Approx. \$600.00)  Laptop (1) (\$1500.00)  Professional

	<p>the 69 skills Mock examination results summary recording sheets for measurable skills Lab evaluation tool will indicate at 78% skills competency</p>	<p>skills demo and practice by addition of a full time instructor.</p> <ul style="list-style-type: none"> <li>• Purchase of new instructional DVDs to demonstrate testable skills for NACES state certification</li> <li>• View demo clips from DVDs for skills in lab by addition of new laptop computer</li> <li>• Program Coordinator meetings to stay current with changes in the NA I program</li> <li>• Continual re-stocking of lab supplies as needed for state testing and practice labs</li> <li>• Printing of state approved performance checklist lab manuals containing all 69 skills</li> <li>• Professional development learning activities</li> <li>• Utilize new faculty member to develop/organize/ Supervise lab</li> </ul>	<p>faculty member</p> <ul style="list-style-type: none"> <li>• Increase employment opportunities due to stronger entry level skills</li> <li>• Increased level of confidence of student's lab skill performance</li> <li>• New skills enhanced by aid of audio/visuals (DVDs)</li> <li>• Increased enrollment in the NAS 102 program</li> </ul>	<p>Development and Program Coordinator meetings (\$3500.00)</p> <p>Lab and state testing supplies (\$4500.00)</p> <p>Printing Costs (\$1800.00)</p> <p>DVDs (approx. \$600.00)</p> <p>Laptop (1) (\$1500.00)</p> <p>Professional Development and Program Coordinator Meetings</p>
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		experiences to assure all students meet stated objectives			(\$3500.00)  Lab and state testing supplies (\$4500.00)  Printing Costs (\$1500.00)
Students enrolled in NAS 103 online will demonstrate basic computer skills to complete the entry level course.	Registrar's report of least 75% retention Successful completion of course with grade of 78% or better	<ul style="list-style-type: none"> <li>• Requirement of 3 postings to discussion boards</li> <li>• Web-assisted NAS 101 classes for additional support in the NAS 103 class</li> <li>• Requirement to complete 2 online geriatric case studies</li> <li>• Availability of computer labs for initial orientation to online class</li> <li>• Establish open computer lab dates by addition of new full time faculty member</li> <li>• Allow one on one instruction with additional faculty for entry level online course and development of</li> </ul>	<ul style="list-style-type: none"> <li>• Increased retention rates</li> <li>• Increased marketable job skills</li> <li>• Increased course/program satisfaction</li> <li>• Increased student confidence with online courses in other programs</li> <li>• Increased communication skills via use of online technology</li> <li>• Increased enrollment in future online classes</li> <li>• Future development of NAS online courses with additional full time faculty</li> <li>• Increased flexibility for students comfortable with</li> </ul>	Goal # 1 Goal # 4 Goal # 5 Goal # 8  CSF Measure F	Addition of new full time faculty member (\$40,000) (See above)

		<p>further NAS 101 and NAS 102 online courses and supplements</p> <ul style="list-style-type: none"> <li>Utilization of guided studies tutors</li> </ul>	<p>online course navigation</p>		
<p>Students in NAS 102 will demonstrate proficiency in theory and lab competencies to complete course requirements</p>	<p>NCBON required theory and lab objectives Lab evaluation tool and theory scores of at least 78%</p>	<ul style="list-style-type: none"> <li>Purchase instructional DVDs/videos</li> <li>Purchase of laptop for viewing of DVDs in lab for troubleshooting</li> <li>Additional faculty member to assist with lab/clinical experience</li> <li>Instructor: student ratio= 1:10</li> <li>Provide students with more open labs by addition of faculty</li> <li>Continual restocking of lab supplies as needed for practice labs</li> </ul>	<ul style="list-style-type: none"> <li>Increased retention rates</li> <li>Increased employment opportunities due to stronger entry level skills</li> <li>Increased 1:1 time in lab by providing students with more instructional supervision</li> <li>Increased student confidence</li> <li>Allows for more independent lab/study time with access to open labs</li> <li>Provides for more clinical opportunities</li> <li>Professional guidance; student support of additional lab instructor</li> </ul>	<p>Goal # 1 Goal # 2 Goal # 4 Goal # 5</p> <p>CSF Measure F</p>	<p>FT faculty member (see above as related outcome #1 and 2)</p> <p>Professional Development (see above)</p> <p>Printing Costs (\$800.00)</p>

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
NAS 101 and NAS 101 Huskins students will pass NACES state	Pearson-Vue statistics of passage rates will reveal 80% pass rate	<ul style="list-style-type: none"> <li>Incorporate software for skills set into lab</li> </ul>	<ul style="list-style-type: none"> <li>Increased passage rate of state NACES certification exam</li> </ul>	<p>Goal # 1 Goal # 2 Goal #4</p>	(See Above:

<p>certification testing the first time (written and skills).</p>	<p>which is 9% higher than 2008 4<sup>th</sup> quarter statewide statistic</p>	<ul style="list-style-type: none"> <li>• Purchase of laptop for lab troubleshooting</li> <li>• Add additional full time faculty to assist with labs/clinicals</li> <li>• Instructor : student ratio = 1:10</li> <li>• Additional full time instructor to orient to all NAS programs including Huskins</li> <li>• Lab groups divided into 3 sections</li> <li>• Program coordinator meetings to stay current with changes in the NA I program</li> <li>• Continue to provide mock testing</li> <li>• Provide additional open and required labs after clinical experience</li> </ul>	<ul style="list-style-type: none"> <li>• Increased student confidence prior to state testing</li> <li>• Additional instructor will aid with open labs, check-offs</li> <li>• Increased workforce numbers</li> <li>• Increased number of students meeting pre-req. for admission into ADN nursing programs</li> <li>• Increase in program retention for students to progress to NAS 102 with current CNA I certification</li> <li>• Use results to enhance future program planning</li> <li>• Use results to Market program</li> </ul>	<p>Goal # 5 Goal # 6 CSF Measure B</p>	<p>Learning outcome # 1)</p>
<p>Student completion surveys will demonstrate &gt;90% satisfaction with program</p>	<p>Completion surveys Available Fall 2009</p>	<ul style="list-style-type: none"> <li>• Continue graduate/certification surveys</li> <li>• Encourage faculty to participate in professional development activities related to nursing education and technology</li> </ul>	<ul style="list-style-type: none"> <li>• Students will report improved program satisfaction</li> <li>• Improved identification of student weaknesses</li> <li>• Speed and accuracy of data collection will be improved</li> </ul>	<p>Goal # 1 Goal # 2 Goal # 8 CSF Measure F</p>	<p>(See above)</p>

		<p>including web-enhanced materials in classroom to foster student learning and to meet demands of computer technology</p> <ul style="list-style-type: none"> <li>• Provide students with more 1:1 lab time for immediate feedback</li> <li>• Increase open lab access with instructor supervision with addition of FT faculty member</li> </ul>	<ul style="list-style-type: none"> <li>• Student will have access to voice concerns about program</li> <li>• Students will experience increased confidence levels related to skill performance</li> <li>• Supporting professional development will enhance instructor skills and improve classroom/lab performance</li> <li>• Students will be better for clinical experiences</li> </ul>		
<p>Course learning outcomes developed in the syllabi standardization project will be evaluated for all NAS courses</p>	<p>The learning outcomes identified in all NAS course syllabi will be evaluated to determine any needs for change</p>	<ul style="list-style-type: none"> <li>• Each NAS course will be evaluated by members of the department to determine if there is any need for change of any of the established learning outcomes included in the course syllabus.</li> <li>• This activity will be assigned to all regular departmental faculty</li> </ul>	<ul style="list-style-type: none"> <li>• Necessary instructional changes will be made in a timely manner to ensure that students are receiving current and relevant course instruction.</li> <li>• Ensures that students will receive comparable instruction within the same courses by providing every instructor with the same student learning outcomes regardless of time, instructor, or mode</li> </ul>	Goal # 1	None

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**Health Division/Medical Assisting Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will be able to demonstrate understanding of Terminal Performance Objectives in MED 260/112 to include clinical skills, administrative skills, communication, teamwork, and community services	<ul style="list-style-type: none"> <li>Terminal Performance Objective Portfolio will display 100% entry level competency check off by instructor</li> <li>Employer/Preceptor Evaluations will report 80% satisfaction with student ability</li> <li>Instructor Evaluations will show 100% realistic capability of student</li> <li>Course Exit Interviews will demonstrate 100% practical understanding and satisfaction of skill by student</li> </ul>	<ul style="list-style-type: none"> <li>Placement of students in clinical settings will be examined by MA faculty to assure best possible scenarios are achieved for student exposure and learning experiences</li> <li>Faculty to participate in course intensive workshops to improve student teaching skills</li> <li>Faculty to incorporate speaker series to allow student learning experience with</li> </ul>	<ul style="list-style-type: none"> <li>Increase one-on-one time with mock setup and real world situations by supplying students with more simulation equipment</li> <li>Cultivate and strengthen community relations through use of clinic staff to work with students at subject intensive workshops</li> <li>Increase employment opportunities</li> </ul>	Goal # 2, 8 Core- # D, J, K	Autoclave \$2260  Manikins heart and lung sounds \$875  3 pediatric manikins \$ 924  3 BRAD CPR manikins \$582  Faculty workshops \$3000  choking manikin \$ 276  Life/form® Auscultation Trainer and Smartscope™ and Amplifier/Speak

		<p>employed MAs who are currently practicing in the workplace</p> <ul style="list-style-type: none"> <li>• Use/update of mock lab equipment, computerized medical office equipment, as well as supply inventory will be analyzed to assure student participation in hands on performance ensures best possible learning experience.</li> <li>• Community service opportunities will be researched and increased to allow for exposure to the working environment and requirements of</li> </ul>	<p>es due to stronger entry level skills of students</p> <ul style="list-style-type: none"> <li>• Increase passage rate of AAMA certificatio n exam</li> <li>• Improved student satisfaction with facility equipment as needed per student surveys</li> </ul>	<p>er System \$3005</p> <p>Ear wash system and supplies \$554</p>
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		<p>functioning Medical Assistant are realized prior to students entering workforce.</p> <ul style="list-style-type: none"> <li>Faculty will investigate ways to increase teamwork through participation in retreats and improving mentor program currently in place</li> </ul>			
<p>Students will become increasing aware of pandemic preparedness/disaster planning to assist in demonstrating an understanding of MA role in workplace and the skills required to perform such a role</p>	<ul style="list-style-type: none"> <li>Terminal Performance Objective Portfolio will display 100% entry level competency check off by instructor</li> <li>Employer/Preceptor Evaluations will report 80% satisfaction with student ability</li> <li>Instructor Evaluations will show 100% realistic capability of student</li> <li>Course Exit Interviews will</li> </ul>	<ul style="list-style-type: none"> <li>Student participation in college wide disaster training</li> <li>Students to conduct a pandemic flu educational component during MED 150/MED 114 faculty staff health fair that includes influenza testing.</li> <li>Include</li> </ul>	<ul style="list-style-type: none"> <li>Increase employment opportunities due to stronger entry level skills of students</li> <li>Increase passage rate of AAMA certification exam</li> <li>Increase student awareness</li> </ul>	<ul style="list-style-type: none"> <li>Core # B,E,F,G,H</li> <li>Goal # 2,4,6,7</li> </ul>	<p>Testing supplies For 75 'patients' \$1500 Approx.</p> <p>Additional Educational supplies Approx. \$850.00 To include masks, hand sanitizers, tissues, and single use thermometers</p> <p>Printing cost of</p>

	demonstrate 100% practical understanding and satisfaction of skill by student	campus wide marketing component that details how to prevent and seek treatment/testing for influenza for fellow students prior to influenza season	of disaster and pandemic potential <ul style="list-style-type: none"> <li>• Increase student preparedness in the event of a community need for assistance, thereby strengthening community relations</li> </ul>		an additional \$500 to include costs for flu prevention brochures
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Student satisfaction will be increased through more comprehensive program preparedness via new course syllabi, instructor course requirements, and documented course lesson plans, and student handbook for MED prefix courses.	<ul style="list-style-type: none"> <li>• Exit interviews of students who are in graduating cohort that displays satisfaction of instruction during program</li> <li>• Retention statistics reported to AAMA/CAAHEP/RCC</li> </ul>	<ul style="list-style-type: none"> <li>• Review current syllabi to assure calendars are preparing students for organizational skill demonstrations with TPOs</li> <li>• Continue creating instructor course requirements for all MED courses to reflect student and faculty participation requirements needed for</li> </ul>	<ul style="list-style-type: none"> <li>• Retention will be improved due to student understanding of requirements</li> <li>• Employability of students will increase due to organizational capabilities of students</li> <li>• Graduation rates will increase due to greater retention rates of students</li> </ul>	Core # F,G Goal#4,9	<p>Additional printing of handbooks , etc. \$300.00</p> <p>CDs for additional version of handbooks , etc. \$80</p>

		<p>success in program</p> <ul style="list-style-type: none"> <li>• Review and adjust student handbook to assure information is accurate and provides best possible information that is needed to perform at highest competency while in program</li> <li>• Create student CD version of syllabi/handbook /ICR to accompany paper /online version</li> </ul>			
Increase program retention/attrition rates to at or above 70% of graduating cohort	<ul style="list-style-type: none"> <li>• Percentage of students in graduation cohort averaged over 5 year period beginning with 2009 cohort</li> </ul>	<ul style="list-style-type: none"> <li>• Faculty to continue with round-table discussions and investigative techniques to improve retention through student services, advisement, clinical rotation preparations, as well as terminal performance objective completions.</li> </ul>	<ul style="list-style-type: none"> <li>• Retention rates to increase/remain at or above 70% of comprehensive 5 year graduating cohort</li> <li>• Improved relations within community college counterparts to allow for stronger communication</li> </ul>	<ul style="list-style-type: none"> <li>• Core #B,F,G</li> <li>• Goal#9,10,6</li> </ul>	Additional travel expense- Approx. \$150.00

		<p>Include counterparts from other community colleges who may share ideas towards retention at their facilities</p> <ul style="list-style-type: none"> <li>• Faculty to continue analyzing each MED course to assure objectives of course set by NCCCS met</li> <li>• Faculty to continue mentor/mentee programs while developing new arena for students to engage in opportunities of learning with peers through electronic means such as blackboard, Facebook, etc.</li> </ul>	<p>and increased opportunities of available employment in the future for students in out stretching counties of RCC service area</p>		
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**Health Division/Associate Degree Nursing Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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<p>85% of graduates will pass NCLEX on the first attempt.</p>	<p>BON NCLEX statistics published 12/31/09.</p>	<p>Continue tutoring for 1<sup>st</sup> and 2<sup>nd</sup> level students (Disadvantaged Students Grant). Required NCLEX style questions are included in syllabus.(2<sup>nd</sup> year) Continue ATI Remedial and supplemental learning (books and DVD's/students must purchase). Continue to use one instructor to develop, organize, &amp; supervise lab experience...i.e.: simulated labs and clinicals to ensure all students meet stated objectives. Purchase simulation software/access rights to be used for simulated clinical and to enhance student's critical thinking skills. (\$55/student = \$4840) Incorporate BON standards related to informatics and evidence based practice into supervised computer lab experiences. Continue to evaluate/revise admission,</p>	<p>Improve retention which impacts BON approval for expansion. Improve skill level of students and graduates. Increase knowledge base and confidence level of students and graduates, there by improving passage of NCLEX. Provide improved/consistent Lab, clinical simulations, and computer lab experiences. Improve employability of students. Identify students with the necessary reading/ comprehension/math skills to improve retention and promote student success. Assist faculty to meet BON education standards related to continuing education requirements. Improve class/ lab/clinical instruction by providing student-centered learning.</p>	<p>Goal #1; CSF Measure B; Critical success factor measure B; ADN Program outcome #1</p>	<p>\$2000 \$4840 Simulation software/ access rights; \$10,000.00 Faculty Development</p>
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		<p>readmission, transfer, &amp; progression policies and the use of the NCLEX test plan.</p> <p>Continue admission testing for ADN and advanced placement testing for LPN Transition. ADN admission testing = \$20/student (student pays)</p> <p>Continue Faculty development r/t new nursing curriculum. (\$10000)</p>			
<p>2<sup>nd</sup>-yr. students and new graduates will demonstrate satisfactory performance in clinicals.</p>	<p>Student clinical evaluations and verbal/written reports from clinical facilities.</p>	<p>Continue review of clinical evaluations done by clinical agencies each semester. Discuss identified trends with faculty and agency representatives.</p> <p>Director will continue meetings with agency staff r/t student and faculty performance.</p> <p>Continue to use Action Plan for students to address unsatisfactory performance.</p> <p>Materials for simulation experiences are needed to set up simulation labs (costs are included in above</p>	<p>Maintains good relationships with clinical agencies.</p> <p>Identifies and addresses potential areas of concern regarding student or faculty performance.</p>	<p>College Goals #1, 4, &amp; 8, ADN Program outcomes #1, 4, &amp; 5.</p>	

		objective).		
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
95% of graduates will be employed or enrolled in BSN program within one year of graduation.	Graduate follow-up survey	Director and department secretary complete survey and maintain statistics. Program director meets with agency representatives and Advisory Committee to discuss projected RN needs. Director sits on Advisory Committee for UNC-P.	Meet community need for RN's. Maintain employability of graduates. Enhance marketing of program. Track data for annual reports to BON, NCCCS, NLN, and other surveying agencies. Improve student advising r/t BSN education. Improve student participation at college career day.	College Goal #6 & 8; ADN Program outcomes #1 & 4	
The Nursing Program shall maintain a 3-yr. average retention rate equal to or higher than the state average retention rate for program type.	Statistics published by BON (Note: BON formula to be used).	Continue maintaining department reports by admission cohorts. Use admission testing to identify students with necessary skills to be successful in Nursing. Review/Revise point system for admission. Update AV's and online options, purchase simulation materials. (\$4000) Create sim lab (old Palmer Hinson area) estimated costs: \$135,000. MSN RN to run sim lab \$59028	Improve retention. Meet BON requirements for expansion. Improve student satisfaction with nursing education. Provide consistent learning opportunities to ensure all students meet stated objectives. Improve critical thinking skills of students. Provide learning opportunities in a non-threatening environment. Increases clinical options.	College Goal #8, CSF Measure G, ADN Program outcome #1.	\$4000 Update AV's & on-line options. Additional faculty to support sim lab \$65,350 Sim lab \$130,268
Students will report satisfaction with their ADN	Student surveys will reflect 90% satisfaction with ADN education.	Continue student/graduate surveys. Provide opportunities for	Improve student satisfaction (our best marketing tool!). Improved identification of	CSF #F	

instruction.		faculty to participate in professional development related to nursing education and technology to support student learning and meet BON requirements for faculty.	areas needing improvement.		
The nursing program shall maintain a 3-yr. average NCLEX pass rate at or above 95% of the National pass rate for licensure level on first writing.	NCLEX passage rate published by BON 12/31/08.	Supporting activities listed thus far will positively impact this outcome.	Improved pass rates and ability to meet market demands.	College Goal #1, CSF Measure B, ADN Program outcome #1	

**Health Division/ Practical Nursing Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
85% of graduates will pass NCLEX-PN on first attempt.	BON statistics published 12/31/09.	Purchase/ renew access rights/computer assisted/online programs for remediation, simulation software and clinical experiences that ensure stated objectives are met. Continue to build multimedia options to enhance student learning and assist with remediation (\$3000) Purchase additional teaching/learning aids to be used to set up Scotland County labs: Instructional Supplies= \$8,100	High NCLEX-PN passage rates Satisfied clinical agencies, satisfied students	Goal #1, CSF Measure B, PNE Program outcome #1	\$3000 (included in Continuing Instr. Supplies) \$8,100 (new facility supplies) \$31,130 (new facility capital) \$34,606 (sec)

		Capital expense for new facility= \$31,130. Secretary support = \$34,606			
Students and graduates will demonstrate satisfactory performance in clinical.	Students clinical evaluations; Verbal/written reports from facilities and Advisory Committee members.	Clinical evaluations done by clinical agencies each semester; Student clinical evaluations done by faculty each semester; Advisory Committee meetings with agency representatives.	Maintain positive relationships with clinical agencies; Identifies and addresses potential areas of concern for follow-up by Program Director and faculty.	Goal #1,4,& 8, CSF Measure H, PNE Program outcomes #1, 4, & 5.	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates will be employed or enrolled in ADN Program within two yrs. of graduation.	Graduate follow-up survey will indicate 95% graduates are employed or continuing education.	Data from graduate survey.	Employability	College Goal #8, PNE Program outcome #1, & 4	None
Practical Nursing Program will maintain 3-yr. average retention rate equal to or higher than state average for program type.	Statistics published by BON. BON formula to be used based on admission cohorts. Will compare RCC's annual data with published data until 3 yr.'s of data are available. Official 3 years data will be available Spring 2010 for 2009 class; Director will compile unofficial data after 2009 graduation.	Computer assisted programs; online opportunities; simulation materials for labs and clinicals.	Meet BON requirements regarding continued program approval and retention in order to expand program. Employer satisfaction. Meet market demand.	College Goal #8, CSF Measure G, PNE Program outcome #1.	Already listed
Students will report satisfaction	Student evaluations will reflect 90%	Data from graduate surveys.	Students will report satisfaction with PNE	CSF Measure F	\$3000 for professional

with their PNE instruction.	satisfaction.	Faculty professional development related to PNE education/adult teaching/learning strategies. (\$3000) Continue faculty grant for financial support for MSN	Program. Identification of weaknesses in curriculum. Improved teaching/learning strategies.		development
Practical Nursing Program will maintain a three year average at or above 95% of the National passage rate for licensure on the first attempt	Statistics published by NCBON 12/31 of each year.	Supporting activities listed thus far will positively impact this outcome.	Maintain excellent passage rates and meet market demands. Data is used by BON when evaluating program performance.	CSF measure B, PNE Program outcome #1	

**Engineering & Industrial Tech Division/Computer Engineering Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduate of the CET program will be able to understand, analyze, and troubleshoot basic AC & DC circuits.	70% of students will score 80% or better in CET basic AC & DC skills test from ETCAL.	<ul style="list-style-type: none"> <li>Will continue to stress the importance of problem solving skills.</li> <li>The department will add troubleshooting components to selected lab activities in ELC 131 class.</li> </ul>	<ul style="list-style-type: none"> <li>Assigning students more troubleshooting activities will enhance students' problem solving skills, and critical thinking skill.</li> <li>Student will be better prepared to enter advance classes in Computer and Electronics Engineering programs.</li> </ul>	Goal # 1,9	0.00
Graduate of the CET program will be able to understand, analyze, and	70% of students will score 80% or better in CET basic semiconductor skills	<ul style="list-style-type: none"> <li>Will require a comprehensive project to cover the semiconductor</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive project and lab activities will better reinforce and emphasize topics covered</li> </ul>	Goal # 1,9	0.00

troubleshoot basic semiconductor circuits.	test from ETCAL.	<p>devices and applications.</p> <ul style="list-style-type: none"> <li>• Will continue creating more lab activities for ELN 137 class.</li> </ul>	in class.		
Graduate of the CET program will be able to understand, analyze, and troubleshoot both combinational and sequential logic circuits.	70% of students will score 80% or better in CET basic Digital Electronic test from ETCAL.	<ul style="list-style-type: none"> <li>• Expand use of PLD board in the lab activities</li> <li>• Add more troubleshooting topics and modules to the class lecture and lab activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Students will be more proficient in troubleshooting techniques</li> <li>• Students will have better understanding of combinational and sequential circuits.</li> </ul>	Goal # 1,9	0.00
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)	<ul style="list-style-type: none"> <li>• Will develop more lab activities using Virtual server.</li> <li>• Will integrate adept robot with the new Bearing Assembly System.</li> <li>• Will Integrate S70 Siemens PLC with Bearing Assembly System.</li> </ul>	<ul style="list-style-type: none"> <li>• Our students will have better understanding of 2003 NOS.</li> <li>• Student will be exposed to the new generation robot.</li> <li>• Student will be exposed to the latest PLC by Siemens.</li> </ul>	Goal # 1,9	0.00

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	<ul style="list-style-type: none"> <li>• Students will be encouraged to participate in the job fair held at the college.</li> <li>• Coop placement will be encouraged as a mean of securing job</li> </ul>	<ul style="list-style-type: none"> <li>• Students will be better prepared to enter the workforce.</li> <li>• Students will have more success in securing employment.</li> <li>• . Students who choose to continue their education will have</li> </ul>	Goal #1	0.00

		<p>experience prior to graduation.</p> <ul style="list-style-type: none"> <li>• Will assist students to prepare the employment search materials, such as resumes.</li> <li>• Will encourage students to widen their employment search areas.</li> <li>• Will continue to inform students of the job services offered by Student Development Office.</li> <li>• Will continue to inform students about college transfer opportunities.</li> </ul>	<p>adequate knowledge and skills to improve their possibility of success in the area of higher education.</p>		
<p>Students in the CET program will be satisfied with their instruction.</p>	<p>85% of CET students responding to the annual Instructor's Evaluation Survey and/or Graduate Student Survey will agree their instructions as "Very Satisfied" and "Satisfied."</p>	<ul style="list-style-type: none"> <li>• Attend at least one professional development activity per academic year.</li> <li>• Continue to provide our students with the state-of-art equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep faculty up-to-date on current technologies in Computer and Electronics Engineering fields.</li> <li>• Provides an opportunity for faculty to network with providers and educators.</li> <li>• Demonstrate the "Lifelong Learning" philosophy to students.</li> </ul>	<p>Goal #1, Performance Measures and Standards #6 (Student Satisfaction of Completers and Non-completers)</p>	<p>2500.00</p>

**Engineering & Industrial Tech Division/ Electronics Engineering Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	<ul style="list-style-type: none"> <li>Will continue to stress the importance of problem solving skills.</li> <li>The department will add troubleshooting components to selected lab activities in ELC 131 class.</li> </ul>	<ul style="list-style-type: none"> <li>Assigning students more troubleshooting activities will enhance students' problem solving skills, and critical thinking skill.</li> <li>Student will be better prepared to enter advance classes in Computer and Electronics Engineering programs.</li> </ul>	Goal # 1,9	0.00
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.	<ul style="list-style-type: none"> <li>Will require a comprehensive project to cover the semiconductor devices and applications.</li> <li>Will continue creating more lab activities for ELN 137 class.</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive project and lab activities will better reinforce and emphasize topics covered in class.</li> </ul>	Goal # 1,9	0.00
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.	<ul style="list-style-type: none"> <li>Expand use of PLD board in the lab activities</li> <li>Add more troubleshooting topics and modules to the class lecture and lab activities.</li> </ul>	<ul style="list-style-type: none"> <li>Students will be more proficient in troubleshooting techniques</li> <li>Students will have better understanding of combinational and sequential circuits.</li> </ul>	Goal # 1,9	0.00
Graduates of the EET program will be	70% of students will pass the Electronics	<ul style="list-style-type: none"> <li>Will develop more lab activities using</li> </ul>	<ul style="list-style-type: none"> <li>Our students will have better understanding of</li> </ul>	Goal # 1,9	0.00

technically proficient in advanced knowledge skills.	Design Projects course. (EGR 285)	<ul style="list-style-type: none"> <li>Virtual server.</li> <li>Will integrate adept robot with the new Bearing Assembly System.</li> <li>Will Integrate S70 Siemens PLC with Bearing Assembly System.</li> </ul>	<ul style="list-style-type: none"> <li>2003 NOS.</li> <li>Student will be exposed to the new generation robot.</li> <li>Student will be exposed to the latest PLC by Siemens.</li> </ul>		
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	<ul style="list-style-type: none"> <li>Students will be encouraged to participate in the job fair held at the college.</li> <li>Coop placement will be encouraged as a mean of securing job experience prior to graduation.</li> <li>Will assist students to prepare the employment search materials, such as resumes.</li> <li>Will encourage students to widen their employment search areas.</li> <li>Will continue to inform students of the job services offered by Student Development Office.</li> </ul>	<ul style="list-style-type: none"> <li>Students will be better prepared to enter the workforce.</li> <li>Students will have more success in securing employment.</li> <li>. Students who choose to continue their education will have adequate knowledge and skills to improve their possibility of success in the area of higher education.</li> </ul>	Goal #1	0.00

		<ul style="list-style-type: none"> <li>Will continue to inform students about college transfer opportunities.</li> </ul>			
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 Graduate Student Survey will agree their instructions as "Very Satisfied" and "Satisfied."	<ul style="list-style-type: none"> <li>Attend at least one professional development activity per academic year.</li> <li>Continue to provide our students with the state-of-art equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Keep faculty up-to-date on current technologies in Computer and Electronics Engineering fields.</li> <li>Provides an opportunity for faculty to network with providers and educators.</li> <li>Demonstrate the "Lifelong Learning" philosophy to students.</li> </ul>	Goal #1, Performance Measures and Standards #6 (Student Satisfaction of Completers and Non-completers)	2500.00

**Engineering & Industrial Tech Division/Mechanical Engineering Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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	<p>1. Support the students by purchasing the needed materials/tools to help them build, and test their projects on time.</p> <p>2. Supervise the timely progress of the project on a weekly basis, and share with the</p>	<p>1.The program and the college will benefit from the results. This is the case because one of the college goals will be achieved , and the MET graduates will reflect a good image about the MET program to their potential employers.</p> <p>2. Another improvement is expected. The earned</p>	Goal #1 & #9	Same as last year as part of the continued activities to run the department. Shown in the budget as "Instructional supplies".

	<p>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 Technical Lab. Report format are attached.</p>	<p>students, the areas that previous students needed improvements in them. This will be an effort to train them improve.</p> <p>3. Keep the advisory Committee involved in the Technical Lab. Report grading process. A lunch will be served to the attending Advisory Committee members.</p>	<p>grades will be reliable. This is the case, because volunteers of Advisory Committee Members will grade the Technical Lab. Reports written by the students after attending the presentations and demonstrations session performed by the students by the end of the Spring semester.</p> <p>3. Will enhances the confidence of the MET graduates in themselves.</p>		
<p>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.</p>	<p>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).</p>	<p>1. Support the students with the needed instructional supplies in the CAD field.</p> <p>2. Give the students the chance to identify an available 3-D object for their "Hands-On" final project.</p> <p>3. Apply the student outcome measure 5 point scale developed by the MET department for grading purposes.</p>	<p>1. This will give 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.</p> <p>2. The above applies to the college, the community, and to the related industrial business.</p> <p>3. This way, students' self confidence will be established, and will prepare them to be competitive in the related industrial job market.</p>	<p>Goal # 1 and #9</p>	<p>Same as last year as part of the continued activities to run the department. Shown in the budget as "Instructional supplies".</p>
<p>3. MET &amp; CAD</p>	<p>75 % of students taking</p>	<p>1. Help the students be</p>	<p>1. The National</p>	<p>Goal #1</p>	<p>Same as last</p>

<p>graduates will be nationally certified by the American Design &amp; Drafting Association (ADDA) at the Design/Drafter level.</p>	<p>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.</p>	<p>prepared for the ADDA National Certification Exam.</p> <p>2. Conduct the needed review sessions to cover all the sections of the ADDA Exam.</p> <p>3. Ask the students to fill the ADDA Exam application form, pay the fees and get the Review Guide from ADDA,</p> <p>4. Communicate with ADDA to set the test date and identify the names of the students who are planning to take the ADDA Exam.</p> <p>5. Renew the ADDA Certification for the MET department by updating the required materials and sent it to ADDA.</p> <p>6. Procter the ADDA exam, and send the tests back to them.</p> <p>7. Share with the students the results of the exam after being received from ADDA.</p>	<p>Certification will help raise the students' competence level to a higher horizon of acquired skills, enhanced the probability of successful employment and achievements, and gave 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>		<p>year as part of the continued activities to run the department. Shown in the budget as "Other ADDA Certification fees".</p> <p>\$400 Fees for the ADDA Re-certification.</p>
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Expected Program	Source of Outcome	Supporting Activities	Expected Improvements	Linkage	Cost
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Outcomes	Measurement				
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: 2.5.0-4.0 on a scale of 1 -5.	Supporting activities may be summarized as follows:  1. Update and maintain the in-House software and Lab. Equipments.  2. Students will be instructed on a one to one basis as the need arise to help them understand the materials and apply them.  3. Flexibility with time will be Applied as the need arise to deal with student's Schedule.  4. Encourage students to apply for scholarship to help them continue their education, and stay in the College.  5. Refer students with Personal social/economical issues to a counselor in the student development.	This way, more students will be given the opportunity to practice the needed skills, they learn in the classroom by using the state-of-the-art software on real world applications in Hydraulic/Pneumatics lab. As for the Synergy (Six Sigma) quality control software a local company is 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 will be render the students satisfied with the program	Goal # 1 Performance Measure F Student Satisfaction of Completers and Non-Completers	\$6,428.00 Automation Studio software for HYD 110 Course. (Update 6 current V5.3 to V5.6, and add 6 new seats for V5.6)  And Synergy software \$3,425 (5 New seats Synergy 1000 V6.0) To apply the state of the art statistical quality control software in the ISC 132 course.
2. The new students of the	75% of the new enrolled students in	Every instructional help and updated software	The expected improvements are:	Goal # 1	\$2,000 for the CNC

<p>MET &amp; CAD programs who enroll in Fall will be retained.</p>	<p>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 (DFT 151 -01 &amp; 1E) day and evening will be used as a measure</p>	<p>and equipment to the lab. Will be made to achieve that goal. Supporting activities may be summarized as follows:</p> <ol style="list-style-type: none"> <li>1. Students will be instructed on a one- to -one basis as the need arise to help them understand the materials and apply them.</li> <li>2. Flexibility with time will be applied as the need arise to deal with students schedule.</li> <li>3. Encourage students to apply for scholarship to help them continue their education, and stay in the College.</li> </ol>	<ol style="list-style-type: none"> <li>1. Learning Efficiency will be enhanced because more simulation machines will be available for lab sessions, and less students will be using the same Simulation machine.</li> <li>2. This will be an actual improvement to the students, program, and college. This is the case, because the students will be given the opportunity to 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. Also, program image to the potential employers will look good especially for local industry which start to grow in this area.</li> <li>3.. The above applies to the college, the community, and the related industrial business.</li> <li>4. Keeping the students' acquired "Hands-On" skills in this field in harmony with</li> </ol>		<p>simulation machine.</p>
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			the updated versions of CAM software of this industry. This helps the student stay at the competitive edge for <u>employments purposes</u> .		
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>Continuous efforts and contacts with the local industry and those of them who ask for employees will be made, and the Articulation agreement with UNC - Charlotte, and NC A&amp;T University (Expected to be signed on April 9, 2008) will be maintained.</p> <p>Also, new efforts will be made to contact other 4 year institutions and explore the possibility of making articulation agreements with them and the MET department at RCC to help students who will choose to continue their education.</p>	<p>The expected improvements are:</p> <ol style="list-style-type: none"> <li>1. This will be an actual improvement to the students, program, and college. This is the case, because the students will be given the opportunity to apply the skills acquired by the program courses to real world applications with "Hands-on" experience locally. This will help the students to be more prepared to the needs of the real world environment. Also, program image to the potential employers will look good.</li> <li>2. The above applies to the college, the community, and the related industrial business.</li> <li>3. Keeping the students' acquired "Hands-On" skills in this field in harmony with the updated versions of AutoCAD of the industry.</li> </ol>	Goal # 1	None at this time

			<p>This helps the student stay at the competitive edge for employments purposes.</p> <p>4. The graduates who choose to continue their education, will be given the opportunity to acquire higher level skills, improve their life, and become members of the community with positive influence.</p>		
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**Engineering & Industrial Tech Division/Machining Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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 score 80% or better in MAC shop projects and basic skills test.	<p>Instructor will develop labs for Mac 111, Mac112, and Mac113.</p> <p>Each prefix develops students both in hands on machine shop equipment set up and making various metal parts to be used in the manufacturing process on lathe, milling machine, grinders, and CNC machines.</p>	<ul style="list-style-type: none"> <li>Machine shop will help students to have better understanding of basic machine shop equipment and CNC and reinforce students' capability to be a better Machinist.</li> </ul>	Goal # 1, 9	0.00
Graduates of the MAC program will	70% of students will pass the MAC 113 in	Will update the machine shop equipment with	<ul style="list-style-type: none"> <li>Students will be exposed to more CNC</li> </ul>	Goal # 1, 9	\$49,800.00

be technically proficient in basic knowledge skills in machine shop equipment set up perform projects.	Machining Technology.	more CNC machines.	equipment therefore making them more marketable.		
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	<p>Department will meet with VP of Student Development office to discuss assigning an officer to conduct workshops on how to write a good resume and how to prepare for an interview.</p> <p>Department will encourage the students to attend job fairs.</p> <p>Department will encourage graduating students to keep in close contact with the advisors and the job placement officer, so they can be contacted in the event of job openings.</p> <p>Department will include several job search engines in the engineering web site.</p>	Offering the workshop will improve our students' skills on how to write a better resume and how to prepare for a job interview. It will also help students in their search to locate available job openings.	Goal #1	0.00

**Engineering & Industrial Tech Division/Electrical Tech Department:**

Expected Learning	Source of Outcome	Supporting Activities	Expected Improvements	Linkage	Cost
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Outcomes	Measurement				
Graduates of the certificate and diploma programs will be proficient in basic electrical skills, such as circuit fundamentals, Ohm's Law, meter use, etc.	75% of students will score 80% or better in Basic Electrical Skills (Ohm's Law, AC/DC, meter use, etc.) test from ETCAL.	Instructor will update residential wiring training stations. Instructor will update motor control training stations. Instructor will provide enhanced laboratory wiring exercises. Instructor will change to current NEC standards.	Updating residential and motor control training stations will provide better learning experiences for students. Updating to the current NEC standards will insure students are taught the latest codes and standards.	Goal#1,9	\$000.00

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students in the certificate, diploma, and 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.	<ul style="list-style-type: none"> <li>Attend at least one professional development activity per academic year.</li> <li>Dept. Chair to attend NEC class to renew his electrical contractor's license.</li> <li>Continue to provide students with the state-of-art equipment in the labs.</li> </ul>	<ul style="list-style-type: none"> <li>License renewal assures student exposure to the latest code and standards.</li> <li>Maintain faculty knowledge level to reflect modern and current practices. Effectively portray "Lifelong Learning."</li> </ul>	Goal#1,9	\$000.00
Graduates of the ET 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.	<ul style="list-style-type: none"> <li>Students will be encouraged to participate in the job fair held at the college.</li> <li>Will assist students to prepare the employment search</li> </ul>	<ul style="list-style-type: none"> <li>Students will be better prepared to enter the workforce.</li> <li>Students will have more success in securing employment.</li> </ul>	Goal#1,9	\$000.00

		materials, such as resumes. <ul style="list-style-type: none"> <li>• Will continue to inform students of the job services offered by Student Development Office.</li> </ul>			
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**Engineering & Industrial Tech Division/ Industrial Tech Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates of the certificate, diploma, and degree programs will be proficient in basic electrical skills, such as circuit fundamentals, Ohm's Law, meter use, etc.	75% of students will score 80% or better in Basic Electrical Skills (Ohm's Law, AC/DC, meter use, etc.) test from ETCAI.	<ul style="list-style-type: none"> <li>• Improve the PLC lab facility by upgrading laptop computers.</li> <li>• Improve instructional efforts in fluid power courses.</li> <li>• Instructor will update power transmission training station.</li> </ul>	<ul style="list-style-type: none"> <li>• Students will be able to download, upload and monitor programs much quicker and easier.</li> <li>• Students will be exposed to more in-depth fluid power skills.</li> <li>• Students will be exposed to changing technologies in power transmission.</li> </ul>	Goal#1,9	\$000.00

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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	<ul style="list-style-type: none"> <li>• Attend at least one professional development activity per academic year.</li> <li>• Continue to provide students</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain faculty knowledge level to reflect modern and current practices. Effectively portray "Lifelong Learning."</li> </ul>	Goal#1,9	\$000.00

	instruction.	with state-of-art equipment in the labs.			
Graduates of the IST 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.	<ul style="list-style-type: none"> <li>• Students will be encouraged to participate in the job fair held at the college.</li> <li>• Will assist students to prepare the employment search materials, such as resumes.</li> <li>• Will continue to inform students of the job services offered by Student Development Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Students will be better prepared to enter the workforce.</li> <li>• Students will have more success in securing employment.</li> </ul>	Goal#1,9	\$000.00

**Engineering & Industrial Tech Division/Welding:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates of the Welding program will be able to weld a variety of metals using appropriate techniques.	80% of students will pass the SMAW (Stick) Plate (WLD 115) and GMAW (MIG) FCAW/Plate (WLD 121)	<ul style="list-style-type: none"> <li>• Create additional ten (10) MIG stations in the Welding Shop.</li> <li>• Re-organize welding facility to provide adequate instruction and laboratory experiences.</li> <li>• Employ a Full-Time Welding Instructor.</li> </ul>	Updated facility and additional equipment will enhance student learning experiences. Full time faculty member will provide leadership and direction to promote a program success.	Goal # 1,9	\$8000.00

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Graduates of the Welding 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.	<ul style="list-style-type: none"> <li>• Students will be encouraged to participate in the job fair held at the college.</li> <li>• Coop placement will be encouraged as a mean of securing job experience prior to graduation.</li> <li>• Will assist students to prepare the employment search materials, such as resumes.</li> <li>• Will encourage students to widen their employment search areas.</li> <li>• Will continue to inform students of the job services offered by Student Development Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Students will be better prepared to enter the workforce.</li> <li>• Students will have more success in securing employment.</li> </ul>	Goal #1	0.00
Students in the Welding program will be satisfied with their instruction.	85% of Welding students responding to the annual Instructor's Evaluation Survey and/or Graduate Student Survey will agree their instructions as "Very	<ul style="list-style-type: none"> <li>• Attend at least one professional development activity per academic year.</li> <li>• Continue to provide our</li> </ul>	<ul style="list-style-type: none"> <li>• Keep faculty up-to-date on current technologies in Computer and Electronics Engineering fields.</li> <li>• Provides an</li> </ul>	Goal #1, Performance Measures and Standards #6 (Student Satisfaction	00.00

	Satisfied" and "Satisfied."	students with the state-of-art equipment.	<p>opportunity for faculty to network with providers and educators.</p> <ul style="list-style-type: none"> <li>Demonstrate the "Lifelong Learning" philosophy to students.</li> </ul>	of Completers and Non-completers)	
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**Public Services Division/Human Services Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students in COE 111/115 and COE121/125 fieldwork courses will be able to demonstrate a professional level of competency and work performance at their fieldwork agency sites.	80% of COE students will earn a final grade of B or higher average grade in the fieldwork and the seminar components.	Cordelia Steele will be supported by COE coordinator Dianne Dawkins, current faculty John Robich and Chris Auman in providing two site visits with supervisors and individual advisement consultations to students. Students will complete a Student Satisfaction Survey and a semester Report. A PC laptop computer will be used to support site visits more efficiently.	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 written composition. Survey of student satisfaction will indicate "Good" or "Excellent" attitudes towards the fieldwork experience and supervision.	Goal #1	\$3500
Students will be able to demonstrate an adequate level of competency judged by HSE faculty through an objective grading process in	HSE faculty John Robich (Sociology), Cordelia Steele (Social Work), and Chris Auman (Psychology) will design a three-pronged test made up of a	John Robich will focus his question on social factors and community resources. Cordelia Steele will focus her question on Crisis Intervention, Casework,	Test results will indicate the level of effectiveness in teaching these content areas in subsequent academic semesters. Test results will be a basis for planning future student learning	Goal #1	

two of three main areas of curriculum testing.	general question representing a group of courses in that faculty's teaching area of expertise, which will be designed to measure how effectively the faculty has instructed that academic area of content to the student. 80% of the students completing this test will be expected to pass with a score of 77 or higher in two of the three content areas of the test.	and Counseling. Chris Auman will focus his question on parenting and cognitive psychology. The student will be expected to make a score of 77 or higher in two of the three content areas of the test.	outcomes, curriculum course content changes, and methods of teaching these core areas to support student cooperative learning fieldwork and preparation for effective entry in the job market.		
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1. Course Learning Outcomes in all Human Services Instructor Course Requirements (ICRs) will be evaluated.	The Learning Outcomes within each ICR will be evaluated following the conclusion of the semester by the respective faculty author to determine any need for changes.	Human Services faculty will be interactive and collaborative in determining needs for ICR upgrades concerning the HSE prefix courses. Special course areas will be the responsibility of the assigned faculty: CSteele with COE fieldwork courses; CAuman with PSY courses; JRobich with SOC courses.	Necessary instructional changes with respect to ICR Learning Outcomes, Performance Indicators, and Evaluation Procedures will be made in a timely manner, and will ensure that students are receiving current, relevant course information and fair, meaningful methods of performance evaluation. Also, courses of instruction will be taught more uniformly by various f/t and p/t instructors.	Goal #1	0
2. Graduates will find employment in the Human Services field	The Graduate Follow-up survey will indicate that 85% of graduates are	Employer contacts will be maintained through COE site visits (CSteele will	HSE graduates will experience a higher employment rate in	Goal #1	\$100

within one/1 year of graduation or will be continuing their education.	employed in the Human Services/related field or are continuing their education.	have primary responsibility). JRobich and CAuman will also maintain contacts with Human Services employers through class visits, HS Club activities, and Advisory Committee meetings or contacts, along with professional and civic involvements.	HS/related agencies, or will gain acceptance to upper-division college programs of study, with a higher rate of successful academic progress.		
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**Public Services Division/Criminal Justice Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1) CJC 221 (Investigative Principles) students will be able to demonstrate an ability to carry out duties involved with investigating crime scenes.	1) 85% of the students 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.	1) CJC 221 students will be given four stages of crime scene processing of which they must choose three to complete from start to finish: plaster or paris or dental stone shoe/tire print; locate, prep, and lift several latent fingerprints; properly fingerprint a person on fingerprint cards; gather, mark, and package items of physical evidence for mailing. Michael Ordway will instruct or monitor these tests. JUSTIFICATION: Prepare students for successful entry level employment and advanced career	1) CJC 221 students will be able to confidently and efficiently prepare, process, and transport evidence from a crime scene as part of a professional, team-oriented preliminary crime scene investigation.	Goal #1	\$500

		promotions. Costs are for replacing consumed supplies.			
2) COE 111/115 (Cooperative learning and Work Experience/Seminar students will be able to demonstrate proficiency in desired employee performance measures.	2) 85% of all COOP 111/115 students will earn an overall grade in both courses of "B."	2) Students will be placed in criminal justice/related employment settings as a result of their planned choices in order to complete 160 hours of work experience under supervision, will be required to complete a Report, be successfully evaluated by their COOP supervision according to all criteria, and submit a complete Journal logging their COOP experiences and responses. JUSTIFICATION: to successfully complete the COE 111/115 course requirements according to standards set up by the fieldwork authority. Costs are based on up to ten students enrolled and mileage reimbursement for site visits.	2) 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	\$1200

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1) Course learning outcomes in all criminal justice Instructor Course Requirements (ICRs) will be evaluated.	1) The learning outcomes identified in all criminal justice course syllabi will be evaluated to determine any need for change.	1) Each criminal justice course will be evaluated by members of the department to determine if there is any need to change any of the established learning outcomes included in the	1) Necessary instructional changes will be made in a timely manner, and will insure that students are receiving current and relevant course instruction. This will also	1) Goal #1	\$2700

		course syllabus. The outcomes will be established by consensus of members of the criminal justice department.	help to insure that students receive comparable instruction within the courses in the department by providing every instructor with the same course learning outcomes.		
2) Graduates will find employment in the Criminal Justice field within 1 year of graduation or will be continuing their education.	2) The Graduate Follow-up survey will indicate that 85% of graduates are employed in the criminal justice/related field or are continuing their education.	2) Employer contacts will be maintained through COOP site visits (M. Ordway will have primary liaison responsibility. T. Etheridge and J. Robich will also maintain contacts with CJ agencies and college faculty. CJ club advisors will invite criminal justice agency personnel/advisory committee members to visit classes and club meetings.)	2) 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	See above - site visit costs.
3) Maintain the current enrollment or increase the enrollment over the previous year.	3) Registrar's Opening Enrollment Report for Fall 2009 will indicate the same or an increase over the Fall 2008 Report.	3) The CJ faculty will participate in school and agency recruitment activities; T. Etheridge will work with M. Lindsey, RCC Website Coordinator; online Blackboard CJ classes will be offered again; the CJ club will be active with meetings and activities to motivate student interest.	3) Current enrollments will be maintained or exceeded; liaison with area CJ agencies and school personnel will be improved; increased enrollment will improve student retention, morale, and motivation to succeed in the program.	3) Goal #1	\$0

**Public Services Division/Early Childhood Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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Students will demonstrate competencies in child care education.	90% of students taking the Early Childhood Care and Education written assessment developed by the NOCTI will score at or above the national average.	Attendance at conferences and workshops will enhance the instructors' knowledge and skills and provide continuing quality instruction.  Replacing two instructors will be crucial to continuing quality education of RCC students.	The quality of child care in our service area will improve due to the number of child care providers with Early Childhood Associate degrees. The school systems will also improve with better educated assistant teachers. Having the proper staff will insure our students will receive the education that they expect and deserve.	Goal 1	Conferences cost \$2000  Copying costs of \$1500 are included in the budget request.
Students will demonstrate professional knowledge while participating in the co-op program.	95% of co-op supervisors will report that co-op students demonstrate competences in child development and professionalism.	By maintaining a positive working relationship with child care providers, we will be able to be responsive to their needs as related to child care staffing.	The information we receive from the co-op supervisors will assist the Early Childhood department in making program upgrades or changes.	Goal 1	\$3000 is the estimated cost of the co-op visits.
Students completing the child care certificate will demonstrate competencies in child development, child guidance, positive parent/teacher relationships, and professionalism.	95% of co-op supervisors will express satisfaction with the knowledge and performance of their co-op students.	Instructors will maintain contact with child care providers with personal visits, e-mail, and telephone calls.	Increased enrollment of supervisors who see the value of a RCC education.	Goal 1	To maintain quality instruction \$1200 is necessary for educational supplies.

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
The Lateral Entry program will be a	Enrollment results will increase.	Six Lateral Entry courses will be offered during the	An additional class will reach more potential students and	Goal 1	

program focus.		2009-10 school year.	help with increasing enrollment.		
All courses in the Early Childhood department will have Instructors Course Requirements (ICRs) for each course in the curriculum.	Completed and approved ICRs.	Completion of ICRs for each course in the curriculum.	Will help students understand and be aware of the work to be done. Increase student learning, retention, and graduation rate.	Goal 1	

**Public Services Division/Food Service Department:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will be knowledgeable about careers in Food Services as well as in cooking/baking techniques and terminology, safety, and sanitation procedures, and equipment.	75% of graduates will pass the exit exams for each of the 4 courses taught with a grade of 78 or higher.	Will administer mid-term exams for each of the 4 courses taught as well as conducting a thorough review for each course before the exit exam.	Increase the rate of graduates who satisfactorily pass the exit exams.	Goal #1	
Students will be proficient in basic food preparation and safety/sanitation procedures.	75% of graduates will be rated proficient by the instructor or other qualified culinary professional in a formal food preparation lab.	Instruct students and identify improper techniques before conducting formal lab assessments.	Increase the rate of graduates who satisfactorily pass the formal labs.	Goal #1	
Students will be familiar with the names and uses of common food service tools and equipment.	75% of students will pass an equipment identification practical lab exam.	Will administer informal tool ID drills throughout the semester before conducting the formal tool ID lab exam.	Increase the rate of graduates who satisfactorily pass the exit exams.	Goal #1	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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Revise and upgrade the Instructor's Course Requirements for each course.	Approval of ICRs by Johanna Everette.	Reviewing the ICR Performance Indicators and Learning Outcomes with the students and ensuring they effectively measure students' progress.	Students will positively recognize instructor teaching points and be more successful in learning teaching points and achieving higher grades.	Goal #1	
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**Learning Resources Center Division/Guided Studies Center Department:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	Hire a second full-time day position to serve students in Guided Studies Center.	Two full-time day personnel will provide better one-on-one support for RCC students who seek assistance in the Guided Studies open lab.	Goal #5	\$37,176.00
Guided Studies Tutor Self Evaluations will indicate a high positive satisfaction rating with Guided Studies Center.	Tutor evaluations will reflect an 85% or higher satisfaction with the quality of the Guided Studies Center Tutorial Program	Tutor Training Program will become more involved in Guided Studies sponsored Workshops.	Tutors will improve interpersonal relationships with both clients and RCC instructors.	Goal #5	
Guided Studies Tutor Client Evaluations will indicate a high	GS Tutor Evaluations will reflect an 85% or higher satisfaction with the quality of tutorial	Tutors will spend beginning sessions with clients to tutor them in the use and importance	The No Show rate of RCC students will decline as a direct result of better and easier communication with	Goal #5	

positive satisfaction rating with the tutoring program.	service received by Guided Studies' clients.	of using their RCC student email accounts.	their tutors.		
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.	Guided Studies Lead Coordinator will distribute Guided Studies Tutor Evaluation to Student Development Special Populations Coordinator.	By distributing surveys via Special Populations Coordinator, students on the Disabled Enrollment will be contacted and results of evaluations will remain anonymous.	Goal #5	

**Learning Resources Center Division/Library:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
The Library will provide a variety of on site materials to support the institutional goals and objectives.	Annual Faculty/Staff survey and Student Survey will indicate 95% satisfaction with on site materials. Statistics will also be drawn from usage records.	<p>The Library will continue to purchase appropriate print, audio, video and digital information resources that support the institutional goals and objectives</p> <p>The Library will participate in an ongoing collection evaluation to maintain an up to date collection</p> <p>The Library will request Faculty input on current collection via shelf list evaluation</p>	<p>The Library Media Collection will contain a higher number of DVD media in keeping with current technologies but also have a collection that will withstand a varying building climate.</p> <p>By inviting faculty in on the evaluation/weeding process, the library collection will positively reflect the needs of the curriculum taught as well as the mission of the college</p>	Goal 4	\$326.51 (Sony Handycam)

<p>The Library will provide a variety of digital material access points to support the institutional goals and objectives</p>	<p>Annual Faculty/Staff survey and Student Survey will indicate 95% satisfaction with digital access materials. Statistics will also be drawn from usage records</p>	<p>The Library will investigate various college and university web pages and work towards a more streamlined web page containing pathfinders and live links to appropriate academic resources</p> <p>The Library will streamline the Periodicals, continue to update the New Acquisitions link, add the current Media Catalog to the library web page.</p> <p>Library will investigate the feasibility of adding a proxy server to allow students to log in to RCC databases via their off campus computers</p>	<p>By comparing current community college library web pages, the RCC Library will provide a research oriented web page that has better visuals, links, and levels to aid the patron in finding information quickly.</p> <p>The New Acquisitions list and Media Catalog will allow users to find new books and media quickly either by name or by subject.</p> <p>Students will be able to log in to the online databases easily by not having to remember an official password thus creating a higher usage count.</p>	<p>Goal 4</p>	<p>\$495.00 (EZ Proxy)</p> <p>\$4304.00 (Server)</p>
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<p>The library will provide a variety of workshops for students and faculty to attend</p>	<p>Assessments and evaluations of the workshops will be collected and compiled; showing a 95% satisfaction rate</p>	<p>Library will redesign the ACA-111 tutorial and test to reflect current ALA Information Literacy Standards</p> <p>The Library will offer workshops to Faculty, Staff and Students covering Information Literacy and research</p> <p>The Library will advertise upcoming workshops via the RCC Website as well as email and flyers at least a week in advance</p>	<p>Utilizing a redesigned ACA-111 presentation that is in compliance with ALA Information Literacy Standards, the Library will not only meet the learning needs of the students, but will also be better able to assess the students as a group and identify areas that need further explanation during the presentation.</p> <p>By creating and teaching workshops at a time outside of regular class periods, the Library will become a more open place for research experience for the students, staff and faculty of RCC.</p> <p>Prompt advertisement of upcoming workshops on various Information Literacy topics will allow students, staff and faculty enough advance notice to plan accordingly.</p>	<p>Goal 3</p>	<p><b>\$64.95</b> (Adobe Premier Elements)</p> <p><b>\$248.95</b> (Flash CS4)</p> <p><b>\$98.95</b> (Adobe Acrobat 9 Professional)</p> <p><b>\$394.95</b> (Adobe Photoshop CS4 Extended)</p> <p><b>\$178.95</b> (Camtasia Studio 6)</p> <p><b>\$2412.55</b> (Laptop)</p> <p><b>\$999.99</b> (Charging Station)</p> <p><b>\$12000.00</b> (20 Student Laptops)</p> <p><b>\$2500.00</b> (Clickers)</p>
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**Learning Resources Center Division/Distance Learning:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Distance learning will review necessary skills needed by students to successfully enroll and complete distance learning courses.	A review of student registration from semester to semester will show an increase in the number of students continuing to enroll in distance education courses.	Additional courses and degree plans offered through distance education formats. Offer training on student use of distance learning formats in ACA 111 (College Student Success). Provide training applications in software.	More students will successfully complete distance learning courses. The retention rate will rise.	Goal #5	N/A
Distance learning will develop policies/procedures manual to adequately explain protocol to both faculty and staff.	The annual faculty/staff survey and student survey will reflect an 85% or higher satisfaction on this resource.	Create and publish a policies/procedures manual. Make manual easily accessible to faculty and staff via <a href="http://www.richmondcc.edu">www.richmondcc.edu</a> . Review the policies and procedures used by NCCCS institutions.	Manual will better enable faculty and staff to offer, administer, and support distance learning activities. Manual will better enable students to successfully complete distance learning course materials.	Goal #5	N/A
Distance learning will administer all distance learning software and student email accounts.	The annual faculty/staff survey and student survey will reflect an 85% or higher satisfaction on this resource.	Establish a line of communication with software vendors. Provide faculty/staff support using the software. Communicate with distance learning directors across NCCCS. Provide assistance and technical support to faculty, staff, & students in using audio-visual equipment and other distance learning software.	More faculty members will offer distance learning courses. There will be an increase in the number of programs currently available to complete via distance learning. Students will utilize electronic communications.	Goal #5	\$50 - Membership & Conference fee for NC Distance Learning Association; \$600 - Membership & Conference fee for NCCCAssoc. of Distance Learning \$1,000

					Laptop Computer
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<b>Continuing Education Area</b>
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**Vice President of Continuing Education:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Develop and implement "Green" programs. Integrate "Green" initiatives in current programs where relevant.	Determined by the number of new "Green" programs and adaption of the "Green" concepts in curricula and program development	-Hire instructors knowledgeable about "Green" technology in their respective fields. -Attend information gathering meetings and training courses. -Purchase equipment necessary to provide instruction. -Collaborate with other colleges or agencies when necessary to extend resources with nominal cost to the College	-To produce trained individuals to assist the community, business and industry in their energy efficiency needs while reducing carbon feet print on the world. -To introduce new business and industry to the service area.	Goals: 3, 4, 8  Initiative: 4	\$50,000- New Courses \$10,000- Equipment
Implementation of a course outline/syllabus revision project	-Determined by the purging and archival of course outlines and syllabi currently on file  -Reformatting of syllabi to depict course content, objectives, outcomes and evaluation processes	-Departmental focus on project framework. -Task force to facilitate project development, implementation and monitor progress through completion	To enhance the courses offered through more extensive program development while heightening legitimacy of all courses offered through Continuing Education.	Goals: 3, 9  Initiative: 8	

Development of a new CE standardized course evaluation process	Implementation of a new CE standardized course evaluation process	-A Division focus on project framework. -Task force to facilitate project development, implementation and monitor progress through completion -Purchase of necessary equipment to collect and analyze data.	To enhance the courses offered through more extensive program development while heightening legitimacy of all courses offered through Continuing Education.		\$6,000
Development of CE student identification procedure.	Pilot with all continuing public safety students.	-A Division focus on project framework. -Task force to facilitate project development, implementation and monitor progress through completion -Purchase of necessary equipment to conduct process at any desired location.	To provide better customer service while establishing efficacy in the workflow process.		\$10,000
Develop a usage strategy, cost analysis and funding opportunities for a mobile classroom	Draft and present proposal on the purchasing and implementation of a mobile classroom	-Communicate with other colleges who have a mobile classroom -Research the unit, equipment and operating costs -Investigate funding options for purchase of unit and equipment and providing resources for operating costs  The following will assist in the development and implementation: -Director of Occupational Extension -Director of Basic Skills	Exploring sources to allow the college the opportunity to take a classroom to the students in the service area. The college will be able to provide a service to a population who may have difficulty in coming to a campus or permanent location. Eliminating barriers to serve the whole community	Goal(s): 3, 4, 7, 8, 9  Initiative: 7	

		-Director of Industrial Training -Director of SBC			
Integrate Global Education Perspective throughout CE programs	-Determined by the number of CE programs adapting the Global Education concept in curricula and program development  -Determined by the number of Culturally and Internationally focused programs provided by the division	-Programs will provide students the information needed to be competitive in a Global Market -Provide students information to be globally responsible. -Invite lecturers, groups, and other entities to present on relevant global topics. -Partner with those from other countries to provide applicable programs -Staff attend conferences, seminars and workshops relating to Global Education  -Entire staff of CE Division will assist in the development and implementation	-Bring to RCC, diverse topics which will offer the community an opportunity to learn and be exposed to different cultures -Afford the students the opportunity to become marketable and competitive in the Global Market -To broaden the understanding by welcoming the World Community and benefit from the growth diversity brings to the service area -Enhance the image of RCC's service area to prospective companies who may either be based outside the country or have links with foreign stakeholders	Goal(s): 3, 4, 7, 8	

**Basic Law Enforcement Training & Prison Programs:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students passing rate on licensure and certification exams will meet or	Licensure test will indicate an 80% aggregate institutional passing rate for first	-Purchase supplies and equipment necessary for students to practice and master program skills.	Meeting Performance standards required by the state.	Measure B, Goals: 3,4,8; Initiative 2	\$13,000

exceed performance measures and standards.	time test takers.  No exam for which the college has control over who sits for the exam can have a passing rate of less than 70%. Any exam with less than 10 students will not be subject to the 70% rule.	-Ensure qualified instructors based on standards set by qualifying agencies. -Ensure the quality and standards of our programs meet or exceed the requirements of the credentialing agency. -Ensure that the content of our program is current so that students will be better prepared when sitting for state exams.			
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Law Enforcement and Prison Programs will continue to develop new offerings based on certification and licensing needs of our community in addition to current offerings.  Offerings will be held in accordance to when and where the demand is, what facilities and resources are available.	Enrollment and FTE reports will indicate a 15% increase in Law Enforcement and Prison Programs.	-Purchase supplies and equipment, develop curriculum plans and course outlines. -Insure quality instruction by certified instructors -Afford certification opportunities for instructors to facilitate in-service classes.	-To be the first source in our service area for licensing, certification and recertification courses. -To become the first source for service area professionals to obtain needed in-service for retaining licenses and certifications.	Goals:3,4,8 Initiative:1,2	\$43,000
Law Enforcement and Prison Programs will maintain a positive community	Survey will show 85% approval rating	-Purchase and maintain sufficient training materials and supplies to be used by area Law	-Strengthen relationships with area departments and prisons to further grow program offerings	Goals:3,4,7,8 Initiative:2	\$1000

<p>image to ensure the department is meeting the training needs of area Law Enforcement Departments and Prison populations.</p>		<p>Enforcement Departments and Prisons.          -Periodically visit Law Enforcement Departments and Prisons to ensure training is aligned with local needs.          -Provide classes at multiple sites          -Development and dissemination of surveys to area departments and prisons.</p>	<p>and create program success.          -Establish community ties to build better relationships with area departments and prisons.          -Become the first source of training for Law Enforcement Departments and Prisons in the service area.</p>		
<p>The Forensics Institute will continue to solidify its role in training Law Enforcement officer and provide unique opportunities for BLET Cadets and Criminal Justice Students</p>	<p>-To be determined by the number of course offerings in the field of Forensic Science.          -The number of diverse course offerings within the field          -The number of enrollees throughout region, country, and world.</p>	<p>-The contracting of credentialed instructors to provide specialized training          -The purchase of specialized equipment to enhance the content and provide practical experience on current equipment being used in the field          -Purchase supplies to continue to provide cutting edge training.          -Develop scenarios and incorporate scenery to establish authenticity in training situations.</p>	<p>Continue partnership with law enforcement and legal agencies to assist them in training needs.          Provide quality instruction using current and cutting edge equipment and technology to enhance training.          Afford the opportunity to broaden training availability to local departments while enrolling students globally.</p>	<p>Initiative: 1,2          Goals: 3,4,7,8</p>	<p>\$196,000</p>

**Basic Skills Division:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will obtain educational improvements/achievements.	According to NCCCS reports, 76% of students will demonstrate progress.	<ol style="list-style-type: none"> <li>1. Students and instructors will conduct initial goal setting.</li> <li>2. Students will be provided with individual study plans and student profiles for documentation of student improvements and achievements.</li> <li>3. Instructors will provide various teaching methods that incorporate all learning styles.</li> <li>4. Instructors will provide frequent feedback to students regarding progress and goals met.</li> </ol>	<ol style="list-style-type: none"> <li>1. BS Program will improve LEIS Performance Indicator measurements.</li> <li>2. Students' educational needs will be met.</li> <li>3. Students will move to next highest educational level to denote improvement.</li> </ol>	Goal 3, CSF A	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Basic Skills will meet all Performance Indicators (state & federal) requirements.	The total number of required educational and economic core indicators will be met by achieving a +1 or higher.	<ol style="list-style-type: none"> <li>1. Extract all data from Data Warehouse reporting system to verify requirements met. Responsible position: Assessment Retention Specialist.</li> <li>2. Conduct training for new instructors on program requirements including goal-setting and student outcome performance. Responsible</li> </ol>	<ol style="list-style-type: none"> <li>1. Continued federal funding of BS Program.</li> <li>2. Improve data collection, reporting services, and maintenance of LEIS records.</li> <li>3. Improve the effectiveness of the LEIS office.</li> <li>4. BS instructors' teaching strategies will become more effective.</li> <li>5. Instructors will</li> </ol>	Goal 3, CSF A Initiative: 6	\$10,000.00 for Supplemental ABE materials.

		<p>position: Training/Assessment Coordinator.</p> <p>3. Provide comprehensive instructor professional development opportunities in reading, writing and math strategies.</p> <p>Responsible position: Training/Assessment Coordinator.</p> <p>4. To assist in meeting core performance indicators that were not met in the ABE area:</p> <ul style="list-style-type: none"> <li>• Develop supplemental ABE curriculum/materials to improve performance measures.</li> </ul> <p>Responsible position: ABE Coordinator.</p>	<p>demonstrate knowledge of effective teaching strategies.</p> <p>6. Increase professional development opportunities for instructors.</p>		
Basic Skills will provide additional online opportunities for student learning.	Up to two online curriculum opportunities will be developed and implemented.	<p>1. Develop Employability/Workplace Curriculum, using My Skills Tutor, for on-site classes to provide employability training for students.</p> <p>Responsible position: GED/AHS Coordinator</p> <p>2. Develop ESL Online for ESL students. Responsible position: ESL Coordinator.</p>	<p>1. Students will increase their knowledge in the areas of employability and workplace skill areas.</p> <p>2. ESL students will have greater availability to learning opportunities to overcome obstacles.</p> <p>3. Improve LEIS Performance Indicator measures.</p>	Goals 3 & 4, CSF A Initiative: 6	
Basic Skills will improve instructor, student, and	90% of on-site classroom will be provided technology resources and	1. Conduct listening sessions with all on-site instructors to determine technological/software	1. Classrooms will be provided with additional technological resources and software for providing	Goals 3 & 4, CSF A	4 Teaching stations @ \$8,000 each. Total

<p>testing support services.</p>	<p>software. 90 % of new students who are tested will be satisfied with testing services.</p>	<p>needs in the classrooms. Responsible position: Training/Assessment Coordinator. 2. Conduct an inventory of current on-site classroom technology/software resources. Responsible position/s: Coordinators responsible for assigned classes. 3. Purchase items requested such as TV's, VCR/DVD combos, computer software, overhead projectors, etc. Responsible position: Director of BS 4. Purchase two scanners (Scantron or the like) and testing software for TABE testing. Responsible position: Director of BS 5. Provide instructor access to current technological/software resources (Madison Heights, Lifelines, My Skills Tutor, TV 411, etc.). Responsible position: Coordinators responsible for assigned classes.</p>	<p>various media for instructional purposes and student learning. 2. Improve instructor morale. 3. Improve educational achievements of goals set by students. 4. Improve student satisfaction. 5. Improve student retention.</p>		<p>\$32,000. 2 scanners (Scantron or the like) @ \$6,000 each. Total \$12,000 TABE Testing Software for 2 counties - \$10,000 Additional software for classrooms - \$5,000 TV's, VCR/DVD Combos - \$3,500</p>
<p>The Basic Skills Program will enhance instructor skills through</p>	<p>90% of part-time instructors will be required to complete 16 hours of professional</p>	<p>1. Provide online professional develop links via RCC Webpage. Responsible position: Training/Assessment Coordinator. 2. Provide and pay for</p>	<p>1. Improve instructor morale. 2. Improve program planning &amp; services. 3. Improve educational achievements of goals set by students.</p>	<p>Goal 4, CSF A Initiative: 6</p>	<p>Training Costs - \$4,200</p>

<p>professional development opportunities.</p>	<p>development each year.</p> <p>95% of full-time instructors and staff will be required to complete 18 hours of professional development each year.</p>	<p>Ed2Go online opportunities for instructor/staff professional development using BS training dollars. Responsible position: Training/Assessment Coordinator.</p> <p>3. Provide BS Instructor training sessions at least twice per year. Responsible position: Training/Assessment Coordinator.</p>	<p>4. Improve accuracy of data collected by instructors with regards to goal setting.</p> <p>5. Improve knowledge of program practices and teaching techniques for instructors.</p> <p>6. Enhance efficiency and productivity of BS Staff.</p> <p>7. Enables BS staff to provide increased directive opportunities for classes, instructor support, classroom observations, and one-on-one coordinator training.</p>		
<p>Basic Skills will form partnerships for student transitioning.</p>	<p>Up to three partnerships or activities will be designed to transition students into education/training opportunities.</p>	<p>1. Provide all graduating students with resources on post secondary opportunities. Responsible position: GED Administrators and classroom instructors.</p> <p>2. Offer Employability classes conducted by CE Pre-Employment Program. Responsible position: GED/AHS Coordinator</p> <p>3. Provide presentations for student success by Student Services. Responsible position GED Coordinator &amp; ABE Coordinator</p> <p>4. Establish a referral system with the Richmond &amp; Scotland Literacy Council for serving new and</p>	<p>1. Enhancing inter-departmental cooperation for providing additional educational opportunities.</p> <p>2. Establish partnerships with internal departments and external organizations to better serve students in the service area.</p> <p>3. Providing additional student services based on the needs of the student population.</p>	<p>Goal 4, CSF A Initiative: 6</p>	

		beginning adult readers. Responsible position: Training/Assessment Coordinator.			
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**Emergency Services & Allied Health:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students passing rate on licensure and certification exams will meet or exceed performance measures and standards.	Licensure test will indicate an 80% aggregate institutional passing rate for first time test takers.  No exam for which the college has control over who sits for the exam can have a passing rate of less than 70%. Any exam with less than 10 students will not be subject to the 70% rule.	-Purchase supplies and equipment necessary for students to practice and master program skills. -Ensure qualified instructors based on standards set by qualifying agencies. -Ensure the quality and standards of our programs meet or exceed the requirements of the credentialing agency. -Ensure that the content of our program is current so that students will be better prepared when sitting for state exams.	Meeting Performance standards required by the state.	Measure B, Goals: 3,4,8; Initiative 2	\$40,000

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Emergency Services & Allied Health will continue to develop new offerings based on certification and licensing needs of our community.	Enrollment and FTE reports will indicate a 25% increase in Emergency Services & Allied Health courses.	-Purchase supplies and equipment, develop curriculum plans and course outlines. -Contact various entities supporting courses for certification and re-certification credit to	-To be the first source in our service area for licensing, certification and recertification courses. -To become the first source for service area professionals to obtain needed CEU's for retaining	Goals:3,4,8 Initiative:1,2	\$15000

Offerings will be held in accordance to when and where the demand is, what facilities and resources are available.		determine requirements -Insure quality instruction by certified instructors -Afford certification opportunities for instructors to facilitate re-certification classes -New PT Instructors to accommodate growth	licenses and certifications. -To explore the feasibility of several new programs: Inspector, Code and Code Enforcement, Airport Firefighter, RN/LPN Nursing CEU's		
Emergency Services & Allied Health will maintain a positive community image to ensure the department is meeting the training needs of area emergency services departments	Survey will show 85% approval rating	-Purchase and maintain sufficient training material to be used by area emergency services departments. -Attend county-wide emergency services department meetings to ensure training is aligned with local needs. -Provide classes at multiple sites -Development and dissemination of surveys to area departments -New PT Instructors to accommodate growth -New PT Assistant to be shared with BLET & Law Enforcement programs	-Strengthen relationships with area departments to further grow program offerings and create program success. -Establish community ties to build better relationships with area departments. -Become the first source for Emergency Services Training in the service area.	Goals:3,4,7,8 Initiative:2	\$16,000

**Industrial Training Division:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will enhance	Students will be assessed by instructors	<ul style="list-style-type: none"> <li>Regional Trainers</li> <li>Providing courses</li> </ul>	<ul style="list-style-type: none"> <li>Better Prepared employees</li> </ul>	Goal #8	\$1000

knowledge of skills needed to perform duties at the workplace	to see if they have enhanced their knowledge after completing scheduled training.	<ul style="list-style-type: none"> <li>specific to company needs</li> <li>Job skill enhancement and certification courses</li> </ul>	<ul style="list-style-type: none"> <li>Performance increases for company</li> </ul>	Initiative #3	
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
CIT will promote and offer courses with companies in the service area	College will show 5 companies (not presently offered training) will be provided training & 90% satisfaction rate.	<ul style="list-style-type: none"> <li>New course offering</li> <li>Company visits</li> <li>Economic Development</li> <li>Chamber meetings</li> <li>HR meetings</li> <li>Purchase necessary equipment to conduct classes using current technology</li> </ul>	This will help promote and maintain employment skills with each industry	Goal #8 Initiative #3	35,000

**Occupational Training & Enrichment Programs:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students passing rate on licensure and certification exams will meet or exceed performance measures and standards.	<p>Licensure test will indicate an 80% aggregate institutional passing rate for first time test takers.</p> <p>No exam for which the college has control over who sits for the exam can have a passing rate of less than 70%. Any exam with less than 10 students will not be</p>	<ul style="list-style-type: none"> <li>-Ensure qualified instructors based on standards set by qualifying agencies.</li> <li>-Ensure the quality and standards of our programs meet or exceed the requirements of the credentialing agency.</li> <li>-Ensure that the content of our program is current so that students will be better prepared when</li> </ul>	Meeting Performance standards required by the state.	Measure B Goal(s): 3, 4, 8 Initiative :1	\$20,000

	subject to the 70% rule.	sitting for state exams. -Purchase supplies & equipment necessary for students to practice & master program skills.			
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Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Occupation Extension will continue to develop new offerings based on certification and licensing needs of our community.	Enrollment and FTE reports will indicate a 15% increase in Occupational courses	-Purchase supplies and equipment, develop curriculum plans and course outlines. -Contact various entities supporting courses for certification and re-certification credit to determine requirements -Insure quality instruction by certified instructors -Afford certification opportunities for instructors to facilitate re-certification classes -New PT Instructors to accommodate growth	-To be the first source in our service area for licensing, certification and recertification courses. -To become the first source for service area professionals to obtain needed CEU's for retaining licenses and certifications. -To offer several new programs including Real Estate CEU's, Cosmetology CEU's Electrical Contractors CEU's, Culinary Classes, Sustainability Programs and Teacher CEU's.	Goal(s): 3, 4, 8, 9 Initiative: 1	\$10,000.00
Enhance, broaden and diversify program offerings throughout service area	Develop 5 new Programs throughout the service area.  Program Approvals, Affiliation Agreements, Enrollment Records and CE ICR reports	-Establish Partnership with High Schools to offer classes in cooperation with their current programs -Introduce programs to assist transitioning students from various areas and cultures of the community into college programs and/or courses -Broaden online course	-Strengthen relationships with other service entities throughout the service area by partnering on programs to enhance quality and impact -Promote self enrichment and establish community ties -Prepare students for prospected employment opportunities with service area growth and the	Goal(s): 3,4,6, 7, 8, 9  Initiative: 1, 4	\$30,000.00

		offerings in various program areas -Re-introduce vocational and technical programs throughout service area - Introduce Sustainability (Green) concepts into programs where appropriate -New PT Instructors to accommodate growth	implementation of BRAC		
Incorporate Entrepreneurial components in applicable CE programs	Determined by the number of CE programs which introduce entrepreneurial concepts and feed entrepreneurial programs offered through the SBC	-Applicable OE programs offering entrepreneurial concepts for students interested in starting their own business -SBC offering programs to promote Entrepreneurial concepts for the community and those in CE courses (e.g. REAL)	-Increase the number of small businesses in the service area. -Providing strategies for business owners to be successful in their endeavors	Goal(s): 3,4, 8, 9 Initiative: 5	\$2,500.00
Partnering programs departmentally or divisionally in various programs.	Develop 2 new collaborative programs  Program approvals, affiliation agreements, enrollment records and CE ICR reports.	Meet with RCC staff to determine program needs and how to work collaboratively in course development	Share resources, working together (team work), enhancing relationships, promote self enrichment	Goal(s): 3, 4 Initiative: 1	\$3,000.00

**Pre-Employment Programs:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Seventy percent of students will test at a level 3 in Reading for Information,	ACT SCANNED TEST	HRD class, WorkKeys, Basic Skills referrals, ESC referral  New PT Instructors to	Improved job placement rate for individuals seeking employment at CRC requisite industries	Initiative: 3 Goal: 4	

Locating and Applied Math		accommodate growth			
Sixty percent of Applied Tech test takers that are enrolled in class will pass the CRC with a score of 4 or better	ACT SCANNED TEST	CRC/ applied tech pre-tests, skill enhancement class  New PT Instructors to accommodate growth	Improved job placement rate for individuals seeking employment at CRC requisite industries	Initiative: 3 Goal: 4	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Enrollment in HRD Lab classes will increase by 25%	State FTE data, student registration data	Class lecture, online, CRC pre testing, CRC testing CRC marketing ESC, DSS, community organizations  New PT Instructors to accommodate growth	Enhance applicant skills in job seeking, interviewing, and job retention.	Initiative: 3 Goal: 4	23,000

**Small Business Center Division:**

Expected Learning Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
95% of the participants will be satisfied with the seminars and workshops offered.	Collected surveys for seminars and workshops	Survey and calculation of data	Insure the quality of programs offered is meeting participant needs and demands.	Goal(s): 3, 4 Initiative: 5	

Expected Program Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Increase of seminars by 15%	The amount of offerings supported by enrollment records and CE ICR's	1. Start forms 2. Attendance report 3. Advertising 4. Marketing to Business Interest 5. Incentives Program	Expanded seminar offerings in Scotland County.  Offer "Green" Seminars	Goal(a): 3, 4, 8 Initiative: 4, 5	\$30,000

		(Professional Development Certificates.			
Increase the number of clients by 25%	Follow-up contacts with documentation and reports from the systems' office  Reports from GATE project	Recorded input from media release on success stories and advertising SBC services quarterly  GATE presence in ESCs	Increase service to more potential start-ups while contributing to service area economic development.  Help displaced workers re-invent themselves.	Goal(s): 3, 4, 8 Initiative 5	
Offer two sessions of REAL Rapid Response to increase small business startups	Enrollment and follow-up Start up classes and counseling to meet mandatory requirements from the state system.	Survey Students and market the program with local media	At least two startups out of the class.  Promoting economic development in the service area.	Goal(s): 3, 4, 8 Initiative: 5	\$2,000
Collaborate with other departments to integrate Entrepreneurial programs within programs	Documented programs illustrating content outlines	Meeting with Directors and VP to determine best fit	Provide students the opportunity to gain needed knowledge for business start-up	Goal(s): 3, 4, 8 Initiative: 5	5,000

### Student Development Area

#### Vice President for Student Development:

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Continue the implementation process for WebAdvisor.	Students will register via WebAdvisor by Spring Semester, 2010	--Nursing students will register summer semester for fall classes on WebAdvisor live.	--Students will have access to schedule their classes on their time once they have seen an advisor and been	CSF 6, 7 SD Initiative 1	

		--Currently enrolled students will register for spring classes on WebAdvisor.	given their PIN to enter into the system. --Lines during current enrollment should decrease and staff should be freed up to continue day to day services.		
Complete the reorganization of the Student Development Office, separating the admissions and registration functions.	Student survey should indicate an 85% satisfaction rate with each function.	Job duties will be reassigned. Current RCC part-time employee will be shifted from Continuing Education to Admissions.	Registration process for students will be more efficient and better organized. Services will be provided in a timely manner. Student needs will be better served.	CSF 6, 7	
Make the transition to implementation of new Post 9/11, Chapter 33 VA education benefits.	VA student survey should indicate an 85% satisfaction rate with services received.	--VA Students will receive accurate information on options available to them. --VA education certifications will be both timely and accurate.	--VA students will know where to locate accurate and reliable information. --VA students will be informed and able to choose the education option which is most advantageous to them.	CSF 6, 7	

**ADA:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Community awareness of RCC's commitment to the disabled population.	Participation in Scotland County's Special Olympics.	To serve as a volunteer with the Special Olympics.	New recruiting possibility.	Goal #4 Represent RCC in its service area in programs, projects, committees and meetings related to special populations.	Free

**Admissions & Enrollment Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Increased usage of the RCC Early Warning System	Counselor Referral Form	More encouragement from Department of Instruction to utilize tools available to instructors to assist students.	Retention will improve. Students will receive timely assist in coping with the everyday rigors of academic life. Instructors will receive assistance in managing students who may not be prepared in dealing with the stressors of college and “real” life.	CSF #'s 3-7	\$0
Students will be satisfied with the services provided by the Admissions Office	-Student survey should show a 80% satisfaction rate with the services provided through the office -Student survey should show 80% participation using college’s website to retrieve information	--Use student emails to disseminate material regarding vital student information. --Utilize areas on the RCC website and Channel 21 to announcing upcoming events and deadlines. --Continue to send faculty/staff information that is mailed to students and ask Leadership Team to support this communication.	--Students will be eased into checking email accounts through RCC for vital information. --We should begin to see a decrease in cost of postage and printing due to using electronic means of communication --Information will be timely and student will know where to go to get answers to their questions.	CSF # 6	
Dislocated workers who have completed Career Readiness through Con. Ed. Will receive Academic and Career Planning and Placement	At least 25 students will complete career assessments.  Students will complete needs survey.	Students will complete career planning and placement assessments.  Students will receive all appropriate academic reinforcement when necessary.	Increased retention of dislocated workers.  More participation in the Career Planning and Placement Center.  Better career and academic	CSF #'s 4-7	\$2040

counseling to increase their employability skills.		Students will be referred to college representatives during visits as well as the Career/College Fair.	development and guidance.		
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**Counseling Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Dislocated workers who have completed Career Readiness through Con. Ed. Will receive Academic and Career Planning and Placement counseling to increase their employability skills.	At least 25 students will complete career assessments.  Students will complete needs survey.	Students will complete career planning and placement assessments.  Students will receive all appropriate academic reinforcement when necessary.  Students will be referred to college representatives during visits as well as the Career/College Fair.	Increased retention of dislocated workers.  More participation in the Career Planning and Placement Center.  Better career and academic development and guidance.	CSF #'s 4-7	\$2040
Increased usage of the RCC Early Warning System	Counselor Referral Form	More encouragement from Department of Instruction to utilize tools available to instructors to assist students.	Retention will improve. Students will receive timely assist in coping with the everyday rigors of academic life.  Instructors will receive assistance in managing students who may not be prepared in dealing with the stressors of college and "real" life.	CSF #'s 3-7	\$0

**Financial Aid Division:**

Expected	Source of Outcome	Supporting Activities	Expected Improvements	Linkage	Cost
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Outcomes	Measurement				
Work toward the implementation of financial aid setup with WebAdvisor.	Annual Student and Faculty/Staff Surveys will indicate a 92% Satisfaction rate with the timeliness and useful of information presented by the Financial Aid Office.	Students will be able to review financial aid status; print needed forms; view Financial Aid Award Letters at their convenience.	Students may view their financial aid accounts without calling or coming in. They will not have to wait on correspondence from the Financial Aid Office. This will be more convenient for the student. Also, there will be a major savings to the College in postage costs.	Critical Success Factor #6	\$0
Remain up-to-date with changes in federal and state financial aid program regulations through NASFAA membership.	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 an 89% satisfaction rate with the assistance received from the FAO.	Membership in NASFAA will keep the FAO up-to-date with the ever-changing laws and regulations that govern the student aid programs. Travel restrictions may prohibit the FAO staff from attending needed training. NASFAA membership will provide a resource for webinars and online training and timely information.	Goal #4	\$840

**Recruiting Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Have the Prospect file up and running	Be able to track a prospect from first contact to enrollment	Need an assistant to help enter information	Increased enrollment from contacts	Goal 7	\$43,000 (Assistant)
Make site visits to 10% more business, industry, and agencies	Record of visits	Will need help in increasing visits	Improved image of RCC in our service area and possible increased enrollment	Goal #7	Assistant
Increase concurrent enrollment/Huskins	Enrollment Data	Will need to train someone to help with	Increased enrollment	Goal #7	Assistant

10%		recruiting and coordinating dual enrollment classes			
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**Registrar:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Students will be satisfied with the services provided by the Admissions and Records Office	<ul style="list-style-type: none"> <li>-Student survey should show a 92% satisfaction rate with the services provided through the office</li> <li>-Student survey should show 90% participation using college's website to retrieve information</li> </ul>	<ul style="list-style-type: none"> <li>--Use student emails to disseminate material regarding vital student information.</li> <li>--Utilize areas on the RCC website and Channel 21 to announcing upcoming events and deadlines.</li> <li>--Continue to send faculty/staff information that is mailed to students and ask Leadership Team to support this communication.</li> <li>--</li> </ul>	<ul style="list-style-type: none"> <li>--Students will be eased into checking email accounts through RCC for vital information.</li> <li>--We should begin to see a decrease in cost of postage and printing due to using electronic means of communication</li> <li>--Information will be timely and student will know where to go to get answers to their questions.</li> </ul>	Goal 2	
Full implementation of WebAdvisor for students, faculty, staff	<ul style="list-style-type: none"> <li>--60% of students will register via WebAdvisor by Spring Semester, 2010</li> <li>--Faculty will enter grades into WebAdvisor for Fall, 2009</li> </ul>	<ul style="list-style-type: none"> <li>--Nursing students will register summer semester for fall classes on WebAdvisor live.</li> <li>--Currently enrolled students will register for spring classes on WebAdvisor.</li> <li>--Faculty training will be held in August, 2009.</li> </ul>	<ul style="list-style-type: none"> <li>--Students will have access to schedule their classes on their time once they have seen an advisor and been given their PIN to enter into the system.</li> <li>--Lines during current enrollment should decrease and staff should be freed up to continue day to day services.</li> <li>--Grades should be received more timely with instructors having the ability to enter them as they finish exams.</li> </ul>	Goal 2	

**Administration Area**

**Executive Vice President:**

Expected Outcome	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Improve financial and operational internal controls	No internal control related findings in the Program or Financial Audits	<ol style="list-style-type: none"> <li>1. Implement the EAGLE program through the Office of State Controller</li> <li>2. Identify a team to review identity theft risks as part of the Red Flag program.</li> <li>3. Implement required changes in financial aid procedures</li> </ol>	Increased control and security over college resources and assets and reduced risk of	#9	
Develop/allocate space to enhance student learning and facilitate delivery of educational programs.	Completion and acceptance of the new building in Scotland County	Support the City of Laurinburg and coordinate with the designer on the construction of the new building	Increased learning opportunities in Scotland County and expanded space in the Grimsley Building	#9	
RCC will be in full compliance with all SACS requirements	No recommendations on the Fifth Year Interim Report or the Substantive Change Prospecti	Complete and submit the reports with input and collaboration from college faculty and staff.	The College will not have to respond to recommendations or be at risk of sanction from SACS. We will also be better prepared for the process of reaffirming our accreditation	#9	

**Auditorium Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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.	Cultural events will be offered each year by Presenting the DeWitt Series and also the Cole Community Series.	Offering expanded and reasonable priced Concerts, citizens of both counties will have the opportunity to attend a cultural event at the Cole Auditorium.	Goal #7	\$230,000.00

**Facility Services Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
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 restroom cleanliness.	Monitor closely the weekly usage of cleaning schedules and ensure proper cleaning techniques and chemicals are used.	95% faculty/staff/students will perceive restrooms cleanliness improved.	Area Initiative #1; Goal #1	
Faculty/Staff will perceive the classrooms and offices to be comfortable, A/C and heating.	Annual Faculty/Staff survey will indicate 95% satisfaction with classroom and office comfort levels.	Monitor classroom and offices during early morning arrival to balance and ensure all areas are heated and cooled properly before faculty/staff/students arrive. Install better and more accurate HVAC controls.	95% of those surveyed will perceived RCC as comfortable.	Area Initiative #1; Goal #9	
Faculty/Staff will perceive the	Annual Faculty/Staff survey will indicate 95%	Reschedule cleaning routine to clean	95% faculty/staff/students will perceive classrooms clean and	Area Initiative	

bathrooms/classrooms as clean and well maintained	satisfaction with restroom/classroom cleanliness	classrooms after early college programs vacant classrooms.	well maintained.	#1; Goal #9	
Faculty/Staff will perceive the campus to be safe.	Faculty/Staff survey will indicate 95% satisfaction with campus safety.	Enlist the Safety and Health Committee to further identify areas where RCC may improve safety.	95% faculty/staff/students will perceive RCC safe.	Area Initiatives 1,2 Goal # 9	
Reevaluate present RCC energy policy and improve on energy savings.	Monitor and compare annual energy bills in reducing energy costs and consumption.	Monitor utility costs and compare monthly bills to hold down energy consumption. Install better and more accurate HVAC controls.	Lower energy consumption.	Area Initiatives 1,2 Goal # 9	\$96,000

**Financial Services Division:**

<b>Expected Outcomes</b>	<b>Source of Outcome Measurement</b>	<b>Supporting Activities</b>	<b>Expected Improvements</b>	<b>Linkage</b>	<b>Cost</b>
1. Receive no exceptions or findings in State Audit Report or Program Audit Report.	State Audit Report	Review and update all internal controls.  Attend community college financial institute training for CC controllers.  Review mapping of general accounts to financial statements.  Update Business Office section of Business Continuity Plan.	Improved internal controls compliance with State Auditor and State Controller.  Improve the efficiency and effectiveness in Business Office procedures.	<b>Institutional #9</b>	N/A
2. Optimize available financial resources.	Key processes documented.	Document procedures of major workflows and who performs the procedures in the business office to		<b>Institutional #2</b>	N/A

		<p>improve efficiency.</p> <p>Document all inputs and outputs of each workflow.</p> <p>Cross-train personnel in the Business Office.</p> <p>Improve continuity of key processes in the Business Office.</p> <p>Recycling products/resources through the purchasing office.</p>			
3. Assist in EAGLE Implementation	Documentation of Financial Controls and Processes for Internal Controls	<p>Narratives</p> <p>Flowcharts</p> <p>Testing of Narratives &amp; Flowcharts</p> <p>Identifying Risks</p> <p>Mitigation of Risks</p>	Compliance with directives from the State Legislature	<b>Institutional #9</b>	N/A

**Information Technology Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Implement E-Commerce in Datatel to enhance online registration within WebAdvisor.	90% of students choosing to register online will indicate satisfaction with the services provided.	Download and install the E-procurement software for the NCCCSO repository after BO has established contractual agreements with bank.	Students utilizing the online registration processes will no longer have to come to the campus to make payments for classes.	3&4	TBD
Develop details and costs with wiring vendors to provide	100% of infrastructure cabling types, location and quantities will be	Conduct vendor walk throughs and put out for bid.	College voice and data network services will be accessible in offices and labs	3&4	TBD

voice and data in the new Scotland Center Project.	specified within the time frames identified by project coordinators.		throughout the facility.		
Examine the PCI compliance standards between Datatel Colleague and the Bookstore POS.	100% of PCI checklist activities will be investigated and implementations put in place where needed.	Check Datatel, Firewall, Credit Card systems and other systems as identified within the PCI compliance checklist. Perform scanning activities.	College will be approved for CC payments and clients making such payment transaction can be assured their CC information safe.	3&4	TBD
Establish wireless hotspots in Cole auditorium and Student Center.	100% of students and Cole auditorium clients will indicate satisfaction with wireless networking access provided.	Acquire bids and specifications for an appropriate delivery and control of wireless networks.	Students and other clients gain expanded network access for college and other network applications.	3&4	\$20000 + TWC monthly costs TBD

**Print & Reproduction Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
Employees will be satisfied with the appearance of materials received from the Reproduction Division	The Annual Services Survey will indicate 97% satisfaction	Encourage accessibility of color printing and use of graphic software. Train additional personnel and administrative assistants to print on high speed copiers.	Documents will be completed accurately and more appealing for both the students and public	Goal #9	
Employees survey will express satisfaction with the timeliness of service in the Reproduction Division	The Annual Services Survey will indicate 97% satisfaction	Enhanced efficiency in scheduling of services and additional training of personnel	Improvement of job prioritization and scheduling of daily request	Goal #9	
Employees survey will express satisfaction with the timely manner in	The Annual Services Survey will indicate 95% satisfaction	Inform faculty/staff of supplies available for their use to improve their daily tasks	Critical supplies will be readily available or ordered for the faculty/staff to perform their daily duties in a	Goal #9	

which supplies are dispersed from the Reproduction Division			more efficient manner		
Employees survey will express satisfaction with the equipment available on the Teaching Stations located within the RCC campuses.	The Annual Services Survey will indicate 95% satisfaction	Training for facility/staff on the proper use of equipment. Teaching stations equipment is working properly and serviced in a timely manner for peak efficiency.	Faculty/staff efficiency increases with the proper use of teaching station equipment	Goal #9	

**Institutional Effectiveness Division:**

Expected Outcomes	Source of Outcome Measurement	Supporting Activities	Expected Improvements	Linkage	Cost
1. Help ensure RCC's Planning and Assessment System is meaningful, effective, user friendly.	Attain a 92% satisfaction rate on the Annual Services Satisfaction Survey for the Planning and Assessment System (system is meaningful, effective, user friendly).	Attend conferences /workshops/classes for professional development; participate and network in the CCPRO; conduct Annual Planning Training sessions for instructional and non-instructional areas as well as one-on-one training and consultation sessions; assist with implementing new 7 year Strategic Plan and merging with current Annual Planning Process; better align with SACS expectations by assisting with completion of 5 Year Interim Report.	Increase faculty and staff awareness and understanding of accountability and how the system supports this responsibility and enhances their mission of making RCC a learning college, focused on the needs of the student.	Institutional Goal #10	\$2,500 - pending budget issues

2. Achieve a high level of satisfaction with RCC's faculty and staff regarding IE Office's image and services.	Attain a 95% satisfaction rate on the Annual Services Satisfaction Survey for the IE Office (office personnel are friendly/courteous, professional, provide good customer service).	Attend conferences/workshops/classes for professional development; participate and network in the CCPRO; respond to phone calls, emails, and work requests as soon as possible based on current workload.	Increase faculty and staff respect and appreciation of the IE Office and in turn the Planning and Assessment System.	Institutional Goal #10	Tied to first outcome cost
3. Provide useful, pertinent data to help management make improved decisions regarding programs and services.	Attain a 95% satisfaction rate on the Annual Services Satisfaction Survey from faculty and staff in regards to data collection and analysis.	Hire Data Coordinator/Researcher to support Director of IE; collect, catalog, and analyze data from students, community, and RCC faculty and staff; provide processed, analyzed data to faculty and staff for program and service improvement.	Improved data analysis and decision making through systematic approach to collecting information; improved program and services quality; improved communication channels; strengthened image within the community; thus, increased student enrollment and community involvement.	Institutional Goal #10; CSF Performance Measures	\$35,000 - pending budget issues and administrative approval
4. Help maintain compliance with NCCCS and SACS guidelines and requirements.	Receive no findings from the 2009-10 NCCCS Program Audit related to the planning and IE functions; submit 5 Year Interim Report and Prospectus that is acceptable to SACS and meets criteria without recommendations.	Attend annual SACS conference; assist senior management with submitting 5 Year Interim Report and Prospectus to SACS.	Strengthen RCC's image within the community and within the CC System, as well as the UNC System; receive funding for creating new programs, enhancing existing programs, implementing new technology, etc.; comply with SACS Core Requirements, Comprehensive Standards, and Federal Requirements - striving for continuous improvement in regards to student learning.	Institutional Goal #10; CSF Performance Measures	\$1,000 - pending budget issues
5. Help meet 100% of all of NCCCS report due dates.	Attain 100% reporting requirements met listed on 2008-09 NCCCS Annual Reporting Plan.	Hire Data Coordinator/Researcher to support Director of IE; ensure all RCC required reports sent to the NCCCS	Continue to communicate report requirements, submission deadlines, etc. and any changes in order for the College to remain in	CSF Performance Measures	Tied to third outcome cost

		are completed by the appropriate due date as listed on the NCCCS website.	compliance and avoid penalties.		
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