

# 2003-04 COLLEGE ANNUAL EFFECTIVENESS REPORT

Results\_College Plan of Action\_0304

COLLEGE ANNUAL GOAL	MAJOR OBJECTIVE	SUCCESS FACTOR	RESULTS / IMPROVEMENTS / CHANGES
<p>1. Provide collaborative arrangements with area secondary schools to give high school students the opportunity to receive college credits. (Related to Institutional Goals 1&amp;10)</p>	<p>* Respond to outreach needs through collaboration, marketing, and planning</p>	<p>I. EDUCATIONAL PROGRAMS Effectiveness Indicators: Assessment of Academic Programs Program Review Articulation Agreements Art</p> <p>III. SUPPORT SERVICES Effectiveness Indicators: Access and equity Recruitment</p> <p>IV. COLLABORATION Effectiveness Indicators: Dual Enrollment</p> <p>V. ACCESSIBILITY Effectiveness Indicators: Accessibility to Citizens of Area</p> <p>VI. ADMINISTRATION/RESOURCES Effectiveness Indicators: Cooperative Planning Mission Focus</p>	<p>Results and Improvements Made:</p> <ol style="list-style-type: none"> <li>1. Increased total outreach enrollment by 22 percent from Fall 2002 to Fall 2003</li> <li>2. Increased by 57 percent since 2002-03 the number of dual enrollment students served in local high schools</li> <li>3. Increased by 21 percent the number of students served and by 18 percent the number of sections offered at the Kershaw County Campus and the DuBose Center since 2002-03</li> <li>4. Collaborated with secondary guidance counselors, principals, and career center directors to promote articulation opportunities in the four-county area</li> <li>5. Sustained flexible scheduling at off site locations including Saturday class offerings at the DuBose Center and Kershaw County Campus</li> <li>6. Developed dual enrollment orientation and resource materials for faculty members teaching dual enrollment courses</li> <li>7. Continued program at Turbeville Correctional Institute in Engineering Graphics and expanded general education course offerings at the facility</li> <li>8. Implemented new dual enrollment program with Sumter School District Two which resulted in a total enrollment of 80 students at two high schools in Sumter School District Two</li> <li>9. Initiated process for dual enrollment offerings with the Kershaw County School District for Fall 2004 resulting in the scheduling of four courses for the 2004-05 academic year</li> <li>10. Added two technical courses (EGR 104 and EGT 106) to the dual enrollment roster of courses in Sumter School District Two and at the DuBose Center</li> <li>11. Offered Chemistry and Biology at the DuBose Center and Astronomy at the Kershaw Campus</li> <li>12. Provided facilities for AARP tax assistance in the library</li> <li>13. Implemented new Heavy Equipment Certificate at Turbeville Correctional Institute</li> </ol> <p>Future Improvements:</p> <ol style="list-style-type: none"> <li>1. Continue to develop quality programs and services at offsite locations</li> <li>2. Continue to offer quality dual enrollment activities and courses in secondary schools</li> <li>3. Assess all dual enrollment procedures</li> <li>4. Assess course offering patterns at offsite and satellite locations to serve students more effectively</li> <li>5. Assess articulation processes to better serve secondary students</li> <li>6. Offer continued services and resources to support dual enrollment faculty</li> <li>7. Offer new and continued special workforce programs upon request of business and industry</li> <li>8. Expand dual enrollment opportunities in technical courses to secondary schools</li> </ol>

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<p>2. Provide expanded distributed learning course offerings and alternative scheduling opportunities to improve service area access to postsecondary education. (Related to Institutional Goals 1, 8, 12)</p>	<p>* Provide a comprehensive distance education program</p> <p>* Create and offer non-credit open enrollment programs and seminars to meet the needs of business and industry</p> <p>* Improve and enhance the life of citizens of the service area by offering a variety of personal interest courses</p> <p>* Explore a variety of delivery modes in order to increase access of ETC courses to environmental professionals</p>	<p>I. EDUCATIONAL PROGRAMS Effectiveness Indicators: Assessment of Academic Programs Program Review</p> <p>II. STUDENT OUTCOMES Effectiveness Indicators: Retention Rates</p> <p>III. SUPPORT SERVICES Effectiveness Indicators: Client Satisfaction Quality of Programs and Services Access and Equity Library Resources and Services</p> <p>L Marketing</p> <p>IV. COLLABORATION Effectiveness Indicators: Community Outreach Support of Economic Development</p> <p>V. ACCESSIBILITY Effectiveness Indicators: Accessibility to Citizens of Area Outreach Locations/Services</p> <p>VI. ADMINISTRATION/RESOURCES Effectiveness Indicators: Facility Development/Use Development and Use of Technology Cooperative Planning</p>	<p>Results and Improvements Made:</p> <ol style="list-style-type: none"> <li>1. Expanded distance education course offerings since 2002-03 by 20 percent in sections offered and by 14 percent in number of students served</li> <li>2. Maintained focus group of faculty to develop online courses for each upcoming semester to expand offerings where appropriate</li> <li>3. Evaluated the effectiveness of distance course offerings through online evaluations shared with faculty and supervisors for continuous improvement</li> <li>4. Provided extensive and systematic training for distance education faculty members for development and delivery of distance courses</li> <li>5. Delivered distance courses in the Health Sciences curriculum through the Tandberg equipment connection to Building 600 and the DuBose Center simultaneously resulting in service to 72 students concurrently</li> <li>6. Utilized "Distance Learning Guidelines" for the development and delivery of online courses, compensation, loading, and release time for full-time faculty members</li> <li>7. Maintained the distance education training and resource room for faculty and students</li> <li>8. Developed "Quality Standards" for online courses and utilized these standards in evaluating online courses</li> <li>9. Identified equipment needs and procured new computers for faculty teaching online courses</li> <li>10. Developed "Online Learning Assessment" to help students and advisors assess student skills for taking online courses</li> <li>11. Marketed online courses by listing them in the semester schedule and newspaper ads; created a flyer for distribution to area business and industry promoting the convenience of online courses</li> <li>12. Provided orientation for students enrolled in distance courses at Main Campus and outreach locations each semester</li> <li>13. Provided technical support for students and faculty using WebCT, e-mail, and telephone</li> <li>14. Maintained a retention rate of 80 percent in online courses</li> <li>15. Delivered an online Electronics course</li> <li>16. Provided funding to faculty through Perkins to develop and deliver distance courses</li> <li>17. Offered over 250 ED-to-Go non-credit courses</li> <li>18. Utilized regional facilities to offer non-credit personal interest courses in each county of the College's service area in three consecutive terms</li> <li>19. Increased efforts by Continuing Education to collaborate with AMT, Adult Ed, SCMEP, Special Schools, and CCTC Community Outreach to increase non-credit outreach offerings</li> </ol> <p>Future Improvements:</p> <ol style="list-style-type: none"> <li>1. Continue to assess the number of distance courses and expand course offerings where appropriate</li> <li>2. Review results of distance education course evaluations and improve instruction</li> <li>3. Continue to schedule regular training opportunities for distance education faculty members</li> <li>4. Review and revise Distance Education Guidelines for relevancy and maintain quality standards for distance education delivery</li> <li>5. Continue systematic equipment purchases and upgrades for distance facilities</li> </ol>

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			<ol style="list-style-type: none"> <li>6. Promote enrollment in distance education courses to prospective students through marketing initiatives</li> <li>7. Provide information to all academic advisors on the requirements for enrollment in distance education courses and implement new enrollment requirements related to completion of developmental education courses</li> <li>8. Evaluate the effectiveness of student orientation and revise content</li> <li>9. Continue to offer a variety of Ed-to-Go non-credit courses</li> <li>10. Continue to create and offer a variety of non-credit personal interest activities to meet the needs of the College's service area citizens</li> <li>11. Increase ETC courses via distance learning in two states</li> </ol>
<p><b>3. Direct distribution of the College's limited funding to maximize productivity and efficiency in achieving the College mission.</b> (Related to Institutional Goals 4, 6, 7, 9)</p>	<ul style="list-style-type: none"> <li>* Monitor and manage the College budget and other resources in response to reduced funding without negatively impacting College programs</li> <li>* Secure and manage budgetary resources</li> <li>* Continue process for effective review and revision of college policies and procedures related to Business Affairs</li> <li>* Coordinate and provide professional development opportunities for College personnel</li> <li>* Provide continuing education (CE) resources and support to the College's Industrial and Engineering Technology Division</li> </ul>	<p>III. SUPPORT SERVICES Effectiveness Indicators: Quality of Programs and Services</p> <p>IV. COLLABORATION Effectiveness Indicators: Community Outreach Support of Economic Development</p> <p>V. ACCESSIBILITY Effectiveness Indicators: Accessibility to Citizens of Area Outreach Locations/Services</p> <p>VI. ADMINISTRATION/RESOURCES Effectiveness Indicators: Ratio of Admin to Academic Costs Facility Development/Use Management of Resources Development and Use of Technology Cooperative Planning Professional Development Program</p>	<p>Results and Improvements Made:</p> <ol style="list-style-type: none"> <li>1. Managed the College budget with state budget cuts of 11 percent in FY 04 cumulative 31 percent over four years) and prevented cuts in instructional programs through effective management of new funds from enrollment growth and tuition increases</li> <li>2. Implemented College salary compensation plan in FY 04 providing a 2.5- 3.0 percent merit increase and a Christmas bonus to employees, in a year when no State funding was available for salary increases</li> <li>3. Obtained procurement certification of \$25,000 (up from \$5,000), which decreases processing time for procurements between \$5,000 and \$25,000</li> <li>4. Achieved outstanding audit results from the annual inventory audit and the external audit, both receiving no findings or recommendations</li> <li>5. Increased Bookstore sales and profit from the previous year</li> <li>6. Sold old Mitel SX 200 telephone system, yielding \$9,250 for the College</li> <li>7. Developed and submitted a RUS grant proposal that did not receive funding</li> <li>8. Developed budget requests through College planning process</li> <li>9. Purchased total of \$270,880 in equipment for Academic and Student Affairs Division</li> <li>10. Added nine smart classrooms (six permanent and three portable)</li> <li>11. Utilized Perkins funding to support Academic and Student Affairs' programs/services</li> <li>12. Submitted USDA RUS grant proposal with Sumter District Two, Lee County, Sumter District 17 for technology access and integration with secondary system - did not receive approval</li> <li>13. Applied for and received PACE grant award of \$10,000 from Cooper Tools</li> <li>14. Applied for and received First Steps Grant of \$2,380 for the Early Childhood Development Department in support of the T.E.A.C.H. Early Childhood Scholarship Project</li> <li>15. Reviewed and revised College's Directives in Sections 3 and 4, as a result of the fall registration critique and various other factors</li> <li>16. Reviewed and revised approximately one-half of Directives in Section 5</li> <li>17. Reviewed and revised sections of the College's Procurement Manual and the Environmental Health and Safety Manual</li> <li>18. Provided funds for employees to attend external professional development programs, including faculty tuition reimbursement</li> <li>19. Offered/participated in numerous professional development activities such as New Employee Orientation; Personnel Policies and Procedures update; Faculty Updates; Adjunct Faculty Orientations; Supervisor Training; and Safety &amp; College Emergency Response</li> </ol>

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			<p>Training (via the Web)</p> <ol style="list-style-type: none"> <li>20. Wrote a grant proposal (CE) for the College industrial division</li> <li>21. Identified at least three types of equipment used in non-credit courses that could be used in credit industrial programs</li> <li>22. Referred non-credit students for enrollment in credit courses, including IMT and EEM</li> <li>23. Due to the College's acquisition of SCT Banner, planned FOCUS training became obsolete</li> </ol> <p>Future Improvements:</p> <ol style="list-style-type: none"> <li>1. Identify equipment needs and submit budgetary request to upgrade classroom facilities</li> <li>2. Submit grant requests for Perkins, PACE, and TRIO grants to develop alternative funding sources</li> <li>3. Submit 2004-05 budgetary requests to support programs and services based on needs identified as a result of the planning and evaluation process</li> <li>4. Review and revise second half of College Directives in Section 5</li> <li>5. Complete the review of the College's Procurement Manual</li> <li>6. Complete the review of the College's Environmental Health and Safety Manual</li> <li>7. Develop and re-submit RUS grant proposal</li> </ol>
<p><b>4. Provide new technical/ industrial programs designed specifically for service area business and industry to meet the demands of the current divergent and volatile economy.</b> (Related to Institutional Goals 1, 8, 9)</p>	<ul style="list-style-type: none"> <li>* Maintain current academic programs in order to meet the needs of business and industry</li> <li>* Offer existing and develop new continuing education (CE) contract training programs to meet known needs of business, industry, and other organizations in the four-county service area</li> <li>* Focus on enhancing workforce skills in the four-county area by offering CE non-credit training</li> <li>* Serve as a state Innovative Technology Training (ITT) Resource Center in the area of environmental training through the Environmental Training Center (ETC)</li> </ul>	<p>I. EDUCATIONAL PROGRAMS Effectiveness Indicators: Assessment of Academic Programs Program Review Employer Feedback Advisory Committee Feedback</p> <p>II. STUDENT OUTCOMES Effectiveness Indicators: Retention Rates</p> <p>III. SUPPORT SERVICES Effectiveness Indicators: Client Satisfaction Quality of Programs and Services Access and Equity Library Resources and Services Marketing</p> <p>IV. COLLABORATION Effectiveness Indicators: Community Outreach Support of Economic Development</p> <p>V. ACCESSIBILITY Effectiveness Indicators:</p>	<p>Results and Improvements Made:</p> <ol style="list-style-type: none"> <li>1. Held advisory committee meetings for all programs and utilized results of recommendations</li> <li>2. Revised individual course competencies in Health Sciences, Business, General Education, and Industrial and Engineering Technology</li> <li>3. Increased the CISCO course offerings and training for faculty</li> <li>4. Prepared for implementation of the Medical Assisting Diploma program for Fall 2004</li> <li>5. Recommended implementation of five new programs: Certificate in Advanced Air Conditioning and Heating, Certificate in Environmental/Natural Resources Mapping, Certificate in Heavy Equipment Operator, Certificate in Infant and Toddler Care, and Certificate in Network Security Professional</li> <li>6. Compiled summary report and used the results of the findings of the Employer Survey for continuous improvement</li> <li>7. Completed all scheduled academic program reviews and evaluated results</li> <li>8. Performed at least 40 needs assessments (CE)</li> <li>9. Developed and provided 35 CE training contracts for new or existing clients/customers</li> <li>10. Offered four satellite CE training programs to multi-companies</li> <li>11. Expanded EZA program by ten percent and presented concept to three new companies</li> <li>12. Developed 12 new contracted programs, including Culinary Team Building, Leadership, Supervision, Communications</li> <li>13. Offered at least two apprenticeship programs designed specifically for service-area industry</li> <li>14. Employed a variety of CE testing methodologies, including WorkKeys, and Nocti, for testing at least 100 individuals</li> <li>15. Developed expert CE OJT for at least two companies</li> <li>16. Profiled twenty industrial jobs using WorkKeys</li> <li>17. Managed WIA contract to ensure support of workforce with non-credit training and case management functions and supported 50 students</li> </ol>

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		Accessibility to Citizens of Area Outreach Locations/Services  VI. ADMINISTRATION/RESOURCES Effectiveness Indicators: Facility Development/Use Development and Use of Technology Cooperative Planning	18. Developed and offered three non-credit Industrial Job Readiness Programs, serving at least 50 students 19. Created and offered a large variety of non-credit open enrollment programs and seminars to meet the needs of business and industry 20. Provided environmental resource services, open enrollment and contract courses, and ongoing training to environmental professions and other technical colleges 21. Provided technical assistance and on-site training to small wastewater treatment facilities identified as having compliance problems through the 104g grant program 22. Offered two ETC courses via distance learning in two states 23. Established two ETC collaborative relationships in the industrial, municipal, education, and regulatory communities  Future Improvements: 1. Develop new credit and non-credit courses and programs in response to the needs of business and industry 2. Continue to offer effective and applicable existing credit and non-credit courses and programs 3. Provide additional technical assistance and on-site training to small wastewater treatment facilities 4. Make improvements in academic programs based on program reviews and employee and advisory committee feedback
5. Deploy applicable portions of the College's Facilities Master Plan and appropriate deferred maintenance actions as funding becomes available. (Related to Institutional Goals 5, 7)	* Provide and maintain College facilities (buildings and grounds) that are safe, attractive, and efficiently operated	VI. ADMINISTRATION/RESOURCES Effectiveness Indicators: Management of Resources Facility Development/Use Development and Use of Technology Cooperative Planning	Results and Improvements Made: 1. Completed HVAC renovations on building 700 (ETC) and 900 (Shaw Center) 2. Conducted various renovations and refurbishment projects to improve the appearance or functionality of the campus, including: <ul style="list-style-type: none"> <li>• Replaced four oversized HVAC units on Bldg 500 with smaller units to resolve ongoing humidity problem</li> <li>• Removed tile from Bldg 400, refurbished existing terrazzo flooring underneath, and added terrazzo to concrete</li> <li>• Repaved sections of parking lots at main campus</li> <li>• Painted various areas in Bldgs 100, 200, 400, 500, and 600</li> <li>• Replaced carpet in Bldg 700</li> <li>• Renovated welding lab in Bldg 400 to create space for HVAC lab</li> <li>• Created designated smoking areas on campus and purchased two smoking shelters</li> <li>• Replaced auditorium chairs in Bldg 700</li> </ul> 3. Decreased energy consumption per square foot to 46.06 kBtu versus an average of 74.20 for non-residential SC Colleges, attaining a ranking of 4 <sup>th</sup> lowest of 21 institutions  Future Improvements: 1. Continue deployment of applicable portions of the College's Facilities Master Plan and appropriate deferred maintenance actions as funding becomes available



















