



Strategic Plan 2000-2003

Second Annual Progress Report
2001-2002

Prepared by
The Office of Institutional Research and Planning
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Dalton State College Strategic Plan, 2000-2003

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This Annual Progress Report of Dalton State College's Strategic Plan is available on the Institutional Research web page:

<http://www.daltonstate.edu/irp/stratplan.htm>

Preface

With the 2001-2002 year, the College entered the second stage of its *2000-2003 Strategic Plan*. It was another hectic year with some new goals being adopted to address critical issues facing the College. In all, a total of 53 goals were adopted for implementation. New goals addressed issues related to compliance with new system-wide accounting procedures (PeopleSoft), the new Bachelor of Social Work (BSW) program, community services, and institutional effectiveness. In this second year of implementation, about 120 objectives or action plans were adopted to address goals. At the end of the planning period, 85 or almost 75 percent of the adopted action plans have been fully or partially completed. The uncompleted and partially completed action plans have been integrated into the next planning cycle. The following is a summary of the significant progress achieved during the second cycle (2001-2002) of the College's *2000-2003 Strategic Plan*.

- The Office of Enrollment Services continued to offer more online services to students. Beginning with the summer term of 2002, grades were no longer mailed to students. Instead, students accessed their grades online. This option is faster than traditional mail and is less costly to the College. Students can also access their transcripts online and print unofficial copies from the web. The College printed 18 percent fewer transcripts this year after implementing the online option.
- The College began work on an online degree audit program, Curriculum Advising and Program Planning (CAPP). Several members of the College staff received training from SCT and worked on building the program in house. Division chairs participated in catalog reviews with the enrollment services staff to assure accurate data. CAPP should be operational by the spring of 2003.
- The HOPE transfer evaluation process was automated. The process formerly involved manual work by both financial aid and admissions personnel. Now, all transfer work is articulated in Banner and staff members can review HOPE eligibility on their Banner screens. Automation of the process saves work and results in a faster evaluation for students.
- Policies and procedures, including a formal strategic plan for the DSC Foundation through 2003, were developed and incorporated into the College's strategic plan. Bylaws for the DSC Alumni Association were also created and officers for the new Board of Directors were recruited.
- Related to information technology implementation on campus, the batch disbursement of financial aid in the form of electronic transfer of loan funds was effected during the 2001-2002 school year. In the past, after financial aid students registered they went to the financial aid office to have their aid disbursed. This often resulted in long lines and delays of an hour or more. Now, aid is batch disbursed several times a day and students may go online after they register to determine if their aid has been processed. This shortens the time a student must wait for a student loan to be processed.
- The new student orientation program continued to evolve as new ideas were explored and implemented. The goal of providing a positive first campus experience is foremost. A team of student orientation leaders, under the supervision of the academic support services coordinator, now plans, implements, and evaluates the process for modifications and improvements.

- The Practical Nursing program was extensively revised and updated - anticipating that the revisions will significantly improve the program retention of students through graduation.
- The Humanities Division successfully completed a Regents' Hispanic Initiative project entitled "Steps-to-College", an intensive five-week ESL summer school program for local Latino secondary school students. Sixty students enrolled and expressed plans to advance to college.
- Several courses were revised and offered by divisions to address a College goal that graduates be equipped with technology skills they will need when they leave DSC. As well, the Division of Business Administration wrote and established curriculum for the Bachelor's of Business Administration in Management and the Bachelor's of Science in Marketing Systems.

Following is a summary report of the progress achieved by divisions and departments during the second cycle (2001-2002) of the College's three-year (2000-2003) strategic plan.

Annual Reports by Divisions, Departments, and Units

ACADEMIC AFFAIRS

Goal 0090

Conduct more aggressive faculty recruitment and searches through the use of a more rigorous screening process to develop and to sustain a faculty of the highest quality and excellence in teaching.

Objective 010

Part time faculty must provide three current letters of reference so that their application meets the same standards as full time faculty.

Outcome Measurement & Assessment Strategy (OMAS) 01

50% of new part time faculty will provide three current letters-of reference before the end of their first term of teaching.

Assessment strategy: faculty personnel files in Academic Affairs Office.

Evaluation

50% of new part time faculty provided three current letters of reference before the end of their first term of teaching.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be Integrated Into next planning cycle: N/A

Benefits to agency: N/A

Objective 020

Applicants seeking full time faculty positions will conduct a teaching demonstration as part of the selection process so that faculty selection committees can better insure that new faculty hires meet the college's standard of excellence.

OMAS 01

100% of new full time faculty hires will conduct teaching demonstrations. Assessment strategy.

Selection Committees will evaluate teaching demonstrations.

Evaluation

100% of new full time faculty hired conducted teaching demonstrations.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be Integrated Into next planning cycle: N/A

Benefits to agency: N/A

Objective 030

Dalton State College will advertise selected new faculty positions in discipline specific national journals in addition to normal advertisements in order to deliver more effective instruction in all college majors.

OMAS 01

25% of all new faculty hiring announcements will be published in discipline specific national journals to provide a broader base of job applicants. Assessment Strategy. Purchase requisitions. In appropriate college divisions records.

Evaluation

25% of all new faculty hiring announcements were published in discipline specific national journals to provide a broader base of job applicants.

ACADEMIC AFFAIRS (Cont'd)

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be Integrated Into next planning cycle: Minor. The college will continue to utilize this method while seeking qualified applicants for vacant full time teaching positions.

Benefits to agency: Major. This announcement procedure will ensure that more applicants for the college's full time teaching positions come from a nationwide applicant pool rather than a regional pool of prospective candidates. This will insure that the college will continue to hire the best available personnel, and raise the overall professionalism of the college's faculty.

Goal 0200

Coordinate the process of academic advising between student affairs and academic affairs to achieve an Integrated and improved advising process for students.

Objective 010

Dalton State College will establish an Ad Hoc Committee on Advisement in order to provide a more effective advising process of students.

OMAS 01

The Ad Hoc Committee meets periodically to discuss measures the college can institute to improve the advisement process. Faculty and students will make better use of advisement time available. Assessment Strategy. Published recommendations distributed to faculty.

Evaluation

The Ad Hoc Committee met periodically to discuss measures the college can institute to improve the advisement process. Faculty and students made better use of advisement time available. The New Student Orientation Program is continually revised each year to meet needs of college. Emphasis for the past years program was student retention. The Program includes using student orientation leaders from ACE Center along with the Faculty and Staff Mentors. Ad Hoc Advising Committee meets each term to discuss the advising process. The emphasis of the AY was to identify the commonly occurring advisement errors. These errors were published in "Advisement Pointers" and issued to all academic advisors. The New Student Orientation program will be evaluated and appropriate changes made for AY 2002-2003. Ad Hoc Advising Committee will continue to meet each term or as needed. The Committee is considering establishing regular semester divisional workshops for all advisors.

Impact on Unit Performance: Advisement process needs improvement.

Impact on Agency Goal Attainment: An Improved advisement process and a continuing updated and revised mentoring program offers the college a major payoff in the area of retention.

Effect to be Integrated Into next planning cycle: Ad Hoc Committee meetings will concentrate on developing a system which eliminates advisement errors to the widest extent possible. The Ad Hoc Advising Committee will continue to meet each term or as needed. The Committee is considering establishing regular semester divisional workshops for all advisors.

Benefits to agency: Elimination of advising errors will vastly improve the college's retention rate.

Goal 0320

Investigate additional programs of study in associate degree and certificate programs to meet the needs of the service area.

ACADEMIC AFFAIRS (Cont'd)

Objective 010

Dalton State College will meet with focus advisory groups from business, industry, and educational groups to identify additional programs of study for the college in order to better meet service area needs.

OMAS 01

Meetings with these focus advisory groups will add additional degree and certificate programs of study to the college's offerings, as well as discontinue unneeded programs. Assessment Strategy. Draft reports from meetings.

Evaluation

Meetings with these focus advisory groups will add additional degree and certificate programs of study to the college's offerings, as well as discontinue unneeded programs. Assessment Strategy. Draft reports from meetings. Dalton State College received approval from the Board of Regents to offer the B.B.A. in Management and the B.S.W. in Social Work. New A.A.S. degrees approved during academic year 2001-2002 include Computer Networking and Service Technology, Industrial Electrical and Electronic Technology, and Manufacturing Technology. The college also received approval to offer a certificate programs in Computer Networking and Service Technology, Industrial Electrical and Electronic Technology, Law Enforcement, and Manufacturing Technology. The college received approval to offer mini-certificates in A Plus Certification, Basic Machinist, Industrial Safety Specialist, Information Technology Plus Specialist, Multi-cultural Healthcare Management Specialist, Multi-cultural Manufacturing Specialist, Multi-cultural Office Specialist. Retail Business Management, Small Business Management, and Small Business Record Keeping. The Bachelor of Education in Middle School Education was considered, and remains an active Interest of Dalton State College, in possible collaboration with the State University of West Georgia.

Impact on Unit Performance: Exemplary.

Impact on Agency Goal Attainment: Exemplary.

Effect to be Integrated Into next planning cycle: Major. New programs of study will be heavily advertised for recruitment of new students. New program offerings will continue to be researched and submitted for approval consideration from the Board of Regents.

Benefits to agency: Major. Four year programs of study offers immediate growth potential for the college while meeting much of the needs of the college's service area for a local baccalaureate program. Updated and revised technical programs of study represent an opportunity for the college to meet the ever increasing local and state demand for a well-trained technologically proficient work force.

Goal 0470

Implement a timely review of programs of study to monitor progress and to improve programs in response to findings and recommendations of the reviews.

Objective 010

Dalton State College has established the Academic Program Review Committee (APR) to create a comprehensive program review plan for all degree programs not reviewed by PAR or by national ac crediting/licensure agencies.

OMAS 01

33% of all academic programs will be reviewed annually by APR, or by PAR, or by discipline required national accrediting/licensure agencies. Implementation will begin Fall, 2001.

ACADEMIC AFFAIRS (Cont'd)

Evaluation

Beginning Fall 2001, the Bachelor of Science in Operations Management program will be reviewed by APR.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

Goal 0730

Advance the skills and knowledge base of the faculty in teaching a diverse student population.

Objective 010

Workshops with selected faculty will be conducted to assess classroom teaching and learning to deliver more effective instruction.

OMAS 01

25% of faculty will participate in workshops.

Evaluation

The Academic Affairs Office supports and encourages, primarily through division chairs, the utilization of institutional faculty development funds to advance their skills and discipline knowledge base through attendance at professional conferences, seminars and workshops. Hispanic Initiative funding supports an outreach program called "Steps to College" in which some college faculty and staff interacted with the emerging Hispanic community in the college's service area.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Exemplary.

Effect to be integrated into next planning cycle: Major. Faculty professional development remains an important mission of the college. Funding will be required to support this-effort;- regardless of budgetary concerns. Faculty-interaction-with the college's constituent groups through community service remains a high visibility effort.

Benefits to agency: Major. Continued faculty professional development and community service enhance the college's connection with its service area, and supports the college's recruitment and retention programs.

Goal 0980

Provide opportunities for middle and secondary school faculty and administration to exchange ideas and information with DSC faculty and staff to prepare students for higher education in the College's service area.

Objective 010

Dalton State College will establish partnerships with service area secondary schools to allow exchange of ideas and information between the respective faculties.

ACADEMIC AFFAIRS (Cont'd)

OMAS 01

Two partnerships will be established by Dalton State College each academic year with service area secondary schools which consist of open discussions between faculty members teaching in similar disciplines to find common grounds of interest.

Assessment Strategy. Comments and Suggestions solicited from participants and maintained kept in DSC Academic Affairs Office.

Evaluation

The Vice President for Academic Affairs serves on the School Council of Dalton Middle School. Through this position, Dalton Middle School students, faculty, and parents interact with the college to emphasize the importance of post secondary education. In addition, DMS students have visited the DSC campus. The Hispanic Initiative provided stipends for ten middle school instructors to become "points of contact" for DSC to identify Hispanic students considering post secondary education. These identified students attended Steps To College, a summer outreach program. This program allows students to improve their English skills while working on content in math, science, language arts, and the social studies to prepare them for the High School graduation examination. The PREP Program continues to provide a summer experience for middle and secondary school students regardless of race to emphasize the importance of secondary education both to the individual student as well as the State of Georgia. In conjunction with the bi-annual "Saturday of Stars," the Academic Affairs Office presents a parents program which details the importance of post secondary education. Attendance of parents has steadily increased since the introduction of the program.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Exemplary.

Effect to be Integrated into next planning cycle: Major. Programs which connect the college with area middle schools and high schools remains an important mission of the college. Programs such as the Hispanic Initiative and PREP will continue to be high visibility post secondary programs supported by the college's resources.

Benefits to agency: Major. Future student recruitment is built around programs similar to these. Renewed efforts and similar new projects will remain part of the college's mission.

ACADEMIC & CAREER ENHANCEMENT CENTER

Goal 0170

Establish a co-operative education program to provide workplace experience for students in order to increase the job placement rates of DSC graduates.

Objective 010

Increase the number of student Co-op placements by 75% for the 2000-2001 academic year.

OMAS 01

Determine the number of student Co-op placements completed during the 2000-2001 academic year.

Evaluation

Begin data collection of the number of student Co-op placements to determine if the goal of 75% was met.

Impact on Unit Performance: The Cooperative Education and Career Services Coordinator, as well as the Cooperative Education Campus Committee, developed guidelines for the program.

Impact on Agency Goal Attainment: The program was implemented during the summer of 2000. Two students were accepted into the program and were employed in the Cooperative Education program for the summer, 2000. Eight additional students were employed in a Co-op placement during the fall and spring semesters.

Effect to be integrated into next planning cycle: Continue-to-increase the number of students that apply, are accepted, and employed in the Cooperative Education program each semester.

Benefits to agency: Fifty percent of the students enrolled in the Cooperative Education program during the 2000-2001 academic year were employed within one month of their graduation from Dalton State College.

Objective 020

Establish a place for tracking the employment record of students who were enrolled in the Co-op Program after graduation from Dalton State College.

OMAS 01

Establish with the Office of Institutional Research a plan for tracking students after their graduation from Dalton State College.

Evaluation

A plan will be in place beginning fall, 2001.

Impact on Unit Performance: At this time, a plan is being completed so that the data can be collected during spring, 2002.

Impact on Agency Goal Attainment: Since the first group of students graduated in May, 2001, data is still in the process of being collected and will serve as a benchmark for future data collection and analysis.

Effect to be integrated into next planning cycle: The plan will be established and will be included in the ACE Center Assessment Record Book. Data for the 2001 graduates will be included with an annual update for future Co-op graduates. After the benchmark data is collected, an analysis can be done to determine any trends in employment history of students.

Benefits to agency: Data collected will give employment history information to the Co-op Director, Co-op Committee and individual divisions about students who have participated in the experience.

ACADEMIC & CAREER ENHANCEMENT CENTER (Cont'd)

Goal 0260

Increase visibility of academic support facilities to better inform students about available resources on campus.

Objective 010

During New Student Orientation, include a segment about academic support facilities and services on Dalton State College campus.

OMAS 01

Include in the evaluation survey given to all students who participated in Orientation an opportunity to evaluate the segment on academic support services and facilities.

Evaluation

The student evaluations of Orientation will address the effectiveness of information they received about academic support facilities and services on the Dalton State College campus.

Impact on Unit Performance: As more students become aware of the availability of academic support facilities and resources, the information should have a positive impact on retention.

Impact on Agency Goal Attainment: The Academic Support Services Coordinator, and the Student Orientation Leaders prepared a presentation to be used for all Orientation sessions beginning May, 2001.

Effect to be integrated into next planning cycle: Based upon the student evaluations, modifications will be made to future presentations if deemed necessary.

Benefits to agency: The presentation will strengthen the importance of academic support facilities and resources. By giving an overview, it describes the role that the ACE Center can play in helping students meet their goals. The Student Orientation leader making the presentation gives a strong student perspective.

Objective 020

Provide each new student with a handout about academic support facilities and services as part of the Orientation packet.

OMAS 01

Develop and include in each New Student Orientation packet a handout about academic support services and facilities.

Evaluation

Development and distribution in each Orientation packet of a handout about academic support facilities and services.

Impact on Unit Performance: The handout should serve as a future resource for students as they seek academic support services at Dalton State College.

Impact on Agency Goal Attainment: An attractive handout was developed by the Academic Support Services Coordinator and the Student Orientation leaders noting information that would be beneficial to Dalton State College students about academic support services and facilities. Students commented that this was a helpful addition to the Orientation Packet.

Effect to be integrated into next planning cycle: Future Orientation packets will include the handout with appropriate modifications as needed.

Benefits to agency: This handout provides an opportunity to link Student Support Services and Academic Services and Facilities. The information is in an easy and accessible format for students.

ACADEMIC & CAREER ENHANCEMENT CENTER (Cont'd)

Goal 0630

Upgrade institutional capacity to deal with various student disabilities to comply with ADA requirements and to improve handicapped access for students.

Objective 010

Provide training for students with disabilities in accessing and using effectively adaptive/assistive technology.

OMAS 01

Provide several training opportunities for students with disabilities to learn to utilize the adaptive/assistive technology available at Dalton State College.

Evaluation

The number of students that responded to the individual invitation mailed to them about the training opportunities and availability of adaptive/assistive technology.

Impact on Unit Performance: For the first time, a work study student was employed during the 2000-2001 academic year for 19 hours per week to open the adaptive/assistive technology lab for students to receive training and utilize the equipment.

Impact on Agency Goal Attainment: A small number of students participated in the training. The students who participated did use the equipment on a limited basis. Several faculty members who have a disability did inquire about the adaptive lab and did request demonstrations of the equipment.

Effect to be integrated into next planning cycle: Publicize and more actively recruit students to use the adaptive/assistive technology lab and the training opportunities that are available.

Benefits to agency: 1) After visiting with other University of Georgia Regents System colleges and universities, the staff realized the limited number of students utilizing assistive/adaptive technology labs is a concern in all other Disability Support Services offices. 2) The challenge of educating students with disabilities involves their realizing the importance and value gained from assistive/adaptive technology. Such understanding is not conquered in one year; program needs to continue and be more proactive.

Objective 020

Develop and administer a survey for students and faculty to evaluate awareness and ways to improve service and facilities for students who are disabled.

OMAS 01

A survey to students and faculty will be developed to evaluate awareness and ways to improve service and facilities for students who are disabled.

Evaluation

The number of students and faculty who completed and returned each of the surveys; an analysis of the percentage of students and faculty that were satisfied or very satisfied with the service and facilities.

Impact on Unit Performance: The survey was developed and administered during the spring semester. Sixty-five surveys were sent to faculty; 46% were completed and returned; 73.5 % of faculty that completed surveys were satisfied or very satisfied. Ninety surveys were sent to students; 10.6% were completed and returned; 93.5% of students that completed surveys were satisfied or very satisfied.

ACADEMIC & CAREER ENHANCEMENT CENTER (Cont'd)

Impact on Agency Goal Attainment: This was the first time that students and faculty were given an opportunity to evaluate and give feedback about Disability Support Services at Dalton State College. The feedback from students and faculty will be utilized in improving the quality of services for the 2001-2002 academic year.

Effect to be integrated into next planning cycle: The data collected will serve as a benchmark in determining areas of disability services that could be improved to more effectively serve students with disabilities. The survey will be conducted on a yearly basis for three years to see if any trends do exist that need to be more carefully addressed.

Benefits to agency: The caseload of disability support services is increasing each year; consequently, the number of faculty, students and reasonable accommodation agreements is rapidly growing. As the program increases, it is critical to keep a pulse on the quality of services being provided by the Disability Support Services Staff. Areas that need to be addressed in 2001-2002 include securing note takers for students. This was the area of greatest concern to faculty.

Goal 0710

Conduct periodic campus safety reviews to ensure compliance with ADA requirements and to assess and improve student satisfaction concerning student safety.

Objective 010

Begin an annual review of the Dalton State College campus to insure compliance with ADA requirements. This will be done with the Director of Plant Operations and Vice President for Fiscal Affairs.

OMAS 01

Do an annual review of the Dalton State College Campus to insure compliance with ADA Compliance. This will be done by the ACE Center staff (Disability Support Services) and the Director of Plant Operations

Evaluation

Annual review of the physical facilities of the Dalton State college campus to insure compliance with ADA requirements. Do an annual review of the Dalton State College Campus to insure compliance with ADA Compliance. This will be done by the ACE Center staff (Disability Support Services) and the Director of Plant Operations

Impact on Unit Performance: The Director of the ACE Center, the Disability Support Services Facilitator, and the Director of Plant Operations did the first annual review of buildings, classroom and restroom access, sidewalks, elevators, and parking areas. Dalton State College is in compliance and continues to upgrade and respond to needs as requested.

Impact on Agency Goal Attainment: The implementation of an annual review of the facilities on the Dalton State College established a procedure for a systematic review.

Effect to be integrated into next planning cycle: Continue to collaborate with the Physical Plant Director and the Vice President for Fiscal Affairs in conducting an annual review during the spring semester of each academic year.

Benefits to agency: The annual review gives the Disability Support Services staff and the Physical Plant staff the opportunity to dialogue about the ADA as it relates to issues and the most effective way that the needs of students with disabilities can be met at Dalton State College. Additionally, a more cohesive relationship is established so that during the year, if other issues arise, they can be resolved efficiently and effectively.

ACADEMIC & CAREER ENHANCEMENT CENTER (Cont'd)

Objective 020

A student workbook/survey will be developed and given to students registered in Disability Support Services Office to determine satisfaction with campus safety.

OMAS 01

Develop and administer a student survey to students who are registered in Disability Support Services to determine satisfaction with campus safety.

Evaluation

The number of students who completed and returned the survey; the percentage of students who were satisfied or very satisfied with campus safety.

Impact on Unit Performance: The survey was developed and administered during spring semester: 90 surveys were sent to students; 5.5% were completed and returned; 100% of those who returned the surveys were satisfied or very satisfied. The students wrote in the following suggestions: additional handicap parking spaces are needed; DSC is doing an excellent job in relation to students with disabilities.

Impact on Agency Goal Attainment: This was the first time that a survey was administered to students with disabilities. The data collected, especially regarding parking, will be evaluated. This comment is often heard informally. Now that concrete data does exist it gives an avenue to address the concern.

Effect to be integrated into next planning cycle: The data collected will serve as a benchmark in determining satisfaction of students with disabilities regarding campus safety. Write-in suggestions will be evaluated by the Disability Support Services Facilitator, the Physical Plant Director, the ACE Center Director, and the V.P. for Fiscal Affairs. The feasibility of the suggestions will be studied and implemented if deemed appropriate. A brochure will be developed by the Disability Support Services Facilitator to give to students about campus access and safety issues beginning in January, 2002.

Benefits to agency: 1) Provides an opportunity for students to give input about campus safety issues; 2) Provides a communication opportunity for Disability Support Services staff and the Physical Plant staff to dialogue about current ADA issues to ensure that Dalton State College keeps current with ADA compliance issues.

COMPUTING & INFORMATION SERVICES

Goal 0750

Publish on the College's Web site information regarding technology classes, statewide seminars, and links to outside sources to equip faculty and staff with the technological knowledge and skills they need to be more effective in their job performance.

Objective 010

Useful technology web sites will be identified to equip faculty and staff with the technological knowledge they need to be more effective in their job performance.

OMAS 01

At least 20 web site links will be identified and posted to assist faculty and staff with the technological knowledge they need to be more effective in their job performance. Assessment Strategy: Links will be posted on the OCIS website.

Evaluation

Twenty-seven web site links were identified and posted to assist faculty and staff with the technological knowledge they need to be more effective in their job performance.

Impact on Unit Performance: Minimal impact on the department.

Impact on Agency Goal Attainment: The Goal was attained by publishing on the College's Web site information regarding technology classes, statewide seminars, and links to outside sources to equip faculty and staff with the technological knowledge and skills they need to be more effective in their job performance.

Effect to be integrated into next planning cycle: Beneficial web sites will continue to be identified and made available to the faculty and staff.

Benefits to agency: Faculty and Staff are better informed of technology classes, statewide seminars, and links to outside sources via the web.

Goal 0760

Develop a technology master plan in concert with the University System to guide and to support the technological needs of the College.

Objective 010

The University System of Georgia's Technology Master Plan will be obtained and reviewed to determine the scope and direction of DSC's Technology Master Plan.

OMAS 01

The University System of Georgia's Technology Master Plan will be obtained and reviewed to determine the scope and direction of DSC's Technology Master Plan.

Evaluation

The University System of Georgia's Technology Master Plan was obtained and reviewed. However, there was consensus at the University System level and among the ACIT membership that the USG Technology Master Plan and the accompanying Campus Planning Templates were not adequate planning instruments for the USG and its individual institutions.

Impact on Unit Performance: The USG Technology Master Plan and the accompanying Campus Planning Templates are not adequate planning instruments for the USG and its individual institutions.

Impact on Agency Goal Attainment: The USG Technology Master Plan and the accompanying Campus Planning Templates are not adequate planning instruments for the USG and its individual institutions.

COMPUTING & INFORMATION SERVICES (Cont'd)

Effect to be integrated into next planning cycle: None

Benefits to agency: None.

Objective 020

DSC's Draft Technology Master Plan will be compared with the University System of Georgia's Technology Master Plan to ensure that DSC's plan is consistent with the University System's plan.

OMAS 01

The Technology Master Plan for DSC will be drafted and evaluated to ensure that DSC's plan is consistent with the University System of Georgia's plan.

Evaluation

The University System of Georgia's Technology Master Plan was obtained and reviewed. However, there was consensus at the University System level and among the ACIT membership that the USG Technology Master Plan and the accompanying Campus Planning Templates were not adequate planning instruments for the USG and its individual institutions. Dalton State College's Technology Master Plan will be a by product of the DSC Strategic Planning process. Impact on Unit Performance: Dalton State College's Technology Master Plan will be a by product of the DSC Strategic Planning process.

Impact on Agency Goal Attainment: Dalton State College's Technology Master Plan will be a by product of the DSC Strategic Planning process.

Effect to be integrated into next planning cycle: None. Dalton State College's Technology Master Plan will be a by product of the DSC Strategic Planning process.

Benefits to agency: None.

Goal 0770

Provide faculty seminars and workshops to equip them with the technology skills for developing and providing online learning to students.

Objective 010

Feedback from the faculty will be solicited to determine which seminars and workshops are beneficial.

OMAS 01

All faculty and staff will receive notices from OCIS regarding what seminars and workshops should be offered via email.

Evaluation

All faculty and staff received notices from OCIS regarding what seminars and workshops should be offered via email. These notices asked for suggestions regarding what classes should be offered and suggested times. These notices also solicited assistance from faculty and staff for leading training sessions. Based on the response, OCIS produced a semester training calendar for faculty and staff to use to select appropriate training sessions.

Impact on Unit Performance: Faculty/Staff training is part of what OCIS is. Soliciting input on which seminars and workshops to offer is a routine function and poses no undue burden on the department.

Impact on Agency Goal Attainment: Necessary in order that the appropriate seminars and workshops are offered.

Effect to be integrated into next planning cycle: This will be an ongoing need and will be integrated into the next planning cycle.

Benefits to agency: The needs of the faculty and staff are being met.

COMPUTING & INFORMATION SERVICES (Cont'd)

Objective 020

Workshops and seminars will be scheduled in sufficient numbers to ensure adequate participation.

OMAS 01

About 60 workshops and seminars will be offered for faculty and staff on a wide variety of subjects and varying dates via a training calendar which is published by OCIS and posted on the web.

Evaluation

Eighty workshops and seminars were offered for faculty and staff on a wide variety of subjects. About 60 workshops and seminars will be offered for faculty and staff on a wide variety of subjects and varying dates via a training calendar which is published by OCIS and posted on the web.

Impact on Unit Performance: This training is a routine function of OCIS. The number of training workshops offered no undue burden on the department.

Impact on Agency Goal Attainment: By providing an adequate number of classes offered on a variety of dates, faculty and staff are able to attend the training classes.

Effect to be integrated into next planning cycle: The number of training classes offered was good. We will be offering the same number next year.

Benefits to agency: By making sure that an adequate number of training sessions are offered, more faculty and staff are able to participate.

Goal 0780

Provide secure remote access that will allow faculty and staff to work off-campus via access to the College's computing systems.

Objective 010

The appropriate network protocols, network operating systems, and security measures will be investigated and employed that will allow faculty and staff to work off-campus via access to the College's computing systems.

OMAS 01

The appropriate network protocols, network operating systems, and security measures will be investigated to determine the applications and processes that can be employed to allow faculty and staff to work remotely via access to the College's computing systems.

Evaluation

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

OMAS 02

The applications and processes that will allow faculty and staff to work off-campus via access to the College's computing systems will be identified and implemented.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

COMPUTING & INFORMATION SERVICES (Cont'd)

Goal 0820

Connect Internet services to the Catoosa Center to centralize all College computer operations.

Objective 010

Internet services will be connected to the Catoosa Center to centralize all College computer operations.

OMAS 01

Internet connectivity at the Catoosa Center will be provided as part of the College's centralized computer system by contracting this service to a local service provider. A record of the contract for service provided is maintained by OCIS and Fiscal Affairs.

Evaluation

Internet connectivity at the Catoosa Center was provided as part of the College's centralized computer system by contracting this service with NexLec.

Impact on Unit Performance: Impact was minimal because the service was outsourced.

Impact on Agency Goal Attainment: Extending the College's computing operations to the Catoosa Center was achieved by providing this connection.

Effect to be integrated into next planning cycle: This project was completed during this planning cycle and will not be forwarded to the next planning cycle.

Benefits to agency: Allowed the college to extend its outreach into this area and insure that the level of service provided to these off-campus students is on par with those offered on the main campus.

Goal 0840

Review instructional products (hardware and software) to support instruction and enhance student learning.

Objective 010

Training in WebCT will be offered to all faculty to support instruction and enhance student learning.

OMAS 01

Five WebCT workshops will be offered to faculty to support instruction and enhance student learning. Assessment Strategy: Class participation records will be kept by OCIS.

Evaluation

Eight WebCT workshops were offered to faculty to support instruction and enhance student learning. Based on class participation and attendance in Fall 2000, OCIS determined that, beginning Spring 2001, overview classes of the WebCT product would be offered and creation of the actual online course would be individualized with the instructor.

Impact on Unit Performance: WebCT training is part of who OCIS is. This is part of our regular training schedule. This poses no undue burden to the department.

Impact on Agency Goal Attainment: Allowed faculty to use WebCT to support their instruction and enhance the student learning experience.

Effect to be integrated into next planning cycle: This will be an ongoing need and will be continued next year.

Benefits to agency: Faculty are able to enhance classroom instruction by providing online support for their classes.

COMPUTING & INFORMATION SERVICES (Cont'd)

Goal 0860 Expand student access to campus computing to promote widespread use and acquisition of computer technology skills by DSC students.

Objective 010

Banner Web for Students will be deployed to increase the use of technology in performing administrative tasks.

OMAS 01

Ten students will participate in an experimental online registration and fee payment.

Assessment Strategy: The vice president for Enrollment Services recruited students to participate in the experiment.

Evaluation

Five of the ten students participated in an experimental online registration and fee payment. Even though only half of the students participated, the objective of the experiment, which was to test the online registration and fee payment process, was successful. Beginning Fall 2001, students who meet certain criteria (e.g. satisfied CPC requirements, attained a set amount of credit hours) as established by enrollment services.

Impact on Unit Performance: Required much preparation and development time in order to ensure that the software would function as needed.

Impact on Agency Goal Attainment: Testing the system by these 10 students demonstrated what possible problems could be encountered and that the system would be ready when the rest of the student body is given access to Banner Web.

Effect to be integrated into next planning cycle: OCIS will need to evaluate the amount of student training sessions to offer. We will also need to look at how well the system performs when the student body as a whole begins using the system.

Benefits to agency: Provides better customer service to the students by allowing them to have control over their information. Reduces administrative paperwork.

Goal 1030

Implement PeopleSoft financial software system in compliance with new system-wide accounting procedures.

Objective 010

OCIS personnel will be identified to participate in the successful implementation of PeopleSoft.

Benefit: OCIS expertise will be necessary for a successful implementation.

OMAS 01

One OCIS staff member will be identified as the main support person for the implementation of PeopleSoft. Assessment Strategy: OCIS director will assign proper personnel.

Evaluation

One OCIS staff member was assigned as the main support person for the implementation of PeopleSoft. The next phase of OCIS support for this project will be identified in the next planning cycle.

Impact on Unit Performance: The week long training sessions that the support person was required to attend did at times place a burden on the department. Overall the impact to the department has not been prohibitive.

Impact on Agency Goal Attainment: Having a technical support person on board during this implementation has insured its success.

COMPUTING & INFORMATION SERVICES (Cont'd)

Effect to be integrated into next planning cycle: Level of technical support required will continue to be evaluated.

Benefits to agency: Major. Insures a successful implementation of the Peoplesoft system.

Objective 020

OCIS personnel will install the PeopleSoft software on the designated file server and desktops.

Benefit: Proper server and desktop setup will ensure successful implementation of the PeopleSoft project.

OMAS 01

A successful installation of the Peoplesoft software will be loaded on the campus server as well as user desktops. Assessment Strategy: The business office personnel verified the server and desktop installations were successful.

Evaluation

A successful installation of the Peoplesoft software was loaded on the campus server as well as user desktops.

Impact on Unit Performance: Software installation has not placed an undue burden on the department.

Impact on Agency Goal Attainment: A successful installation of the software was necessary for a successful implementation of the system.

Effect to be integrated into next planning cycle: The software installation will continue to be upgraded and enhanced.

Benefits to agency: Allows the College to utilize the Peoplesoft system.

Objective 030

OCIS will apply any necessary upgrades to the Peoplesoft software.

OMAS 01

OCIS will apply any necessary upgrades to the Peoplesoft software.

Evaluation

OCIS applied all necessary upgrades to the Peoplesoft software.

Impact on Unit Performance: Software installation has not placed an undue burden on the department.

Impact on Agency Goal Attainment: A successful installation of the software was necessary for a successful implementation of the system.

Effect to be integrated into next planning cycle: The Peoplesoft system will continue to be supported and maintained by OCIS.

Benefits to agency: Allows DSC to use the Peoplesoft system.

Goal 7000

OCIS will respond to requests for service in four hours or less

Objective 010

The response time for service requests will not exceed four hours.

Condition: Personnel availability and emergency situations which may take priority.

Benefit: Better customer service.

OMAS 01

Thirty percent of faculty and staff will indicate that OCIS responded to their requests for assistance in one hour or less as measured by an OCIS Satisfaction Survey.

COMPUTING & INFORMATION SERVICES (Cont'd)

Evaluation

Thirty-three percent of faculty and staff indicated that OCIS responded to their requests for assistance in one hour or less as measured by an OCIS Satisfaction Survey.

Impact on Unit Performance: OCIS is more aware of the time to respond to requests. This does not impose any undue burden on the department.

Impact on Agency Goal Attainment: Thirty-three percent of faculty and staff indicated that OCIS responded to their requests for assistance in one hour or less as measured by an OCIS Satisfaction Survey.

Effect to be integrated into next planning cycle: OCIS will continue to evaluate its response time to service requests.

Benefits to agency: Improved customer service relations and reduced downtime from the reported problems.

Goal 7030

Users will be satisfied with OCIS services.

Objective 010

The Dalton State College community will be satisfied with OCIS services.

OMAS 01

Seventy-five percent of faculty and staff will be satisfied with services provided by OCIS as measured by an OCIS Satisfaction Survey.

Evaluation

Eighty percent of faculty and staff indicated that they were very satisfied or satisfied with services provided by OCIS as measured by an OCIS Satisfaction Survey.

Impact on Unit Performance: Improved moral and efficiency within the department. Improved OCIS's relationship to the campus community.

Impact on Agency Goal Attainment: Eighty percent of faculty and staff indicated that they were very satisfied or satisfied with services provided by OCIS as measured by an OCIS Satisfaction Survey.

Effect to be integrated into next planning cycle: How satisfied the campus is with the service that OCIS provides will continue to be evaluated.

Benefits to agency: Dalton State College community receives better technical support.

Goal 7060

OCIS will implement a web-based help desk system to aid faculty and staff in requesting services from OCIS.

Objective 010

OCIS Personnel will be assigned to the installation and setup of the web-based helpdesk.

OMAS 01

One OCIS staff member will be identified to install and setup the new web-based helpdesk.

Assessment Strategy: OCIS Director will assign proper personnel.

Evaluation

Micah Breedlove was assigned to set up and configure the helpdesk software.

Impact on Unit Performance: Installation of the software is necessary in order to utilize the system.

Impact on Agency Goal Attainment: Installation of the software is necessary in order to utilize the system.

COMPUTING & INFORMATION SERVICES (Cont'd)

Effect to be integrated into next planning cycle: Maintenance of the system will be ongoing but not strategic in nature.

Benefits to agency: Installation of the software is necessary in order to utilize the system.

Objective 020

OCIS will provide training for the use of the helpdesk.

OMAS 01

At least 15 helpdesk training classes will be offered during Spring 2002 semester. These classes will be advertised via OCIS's training calendar that is posted on the web.

Evaluation

OCIS has decided to utilize the helpdesk system internally. After the system has been used for at least one year, OCIS will reevaluate the benefits of making it available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, adequate training will be scheduled and provided.

Impact on Unit Performance: Training for faculty and staff will not be necessary until it has been determined that the system should be made available to the faculty and staff.

Impact on Agency Goal Attainment: Training for faculty and staff will not be necessary until it has been determined that the system should be made available to the faculty and staff.

Effect to be integrated into next planning cycle: OCIS will reevaluate the possible benefits of making the helpdesk available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, adequate training will be scheduled and provided.

Benefits to agency: None.

Goal 7070

OCIS will implement a web-based help desk system to inform faculty and staff on the status of their service requests.

Objective 010

OCIS Personnel will be assigned to the installation and setup of the web-based helpdesk.

OMAS 01

One OCIS staff member will be identified to install and setup the new web-based helpdesk.

Assessment Strategy: OCIS Director will assign proper personnel.

Evaluation

Micah Breedlove has been assigned to install and configure the helpdesk software.

Impact on Unit Performance: Installation of the software is necessary in order to utilize the system.

Impact on Agency Goal Attainment: Installation of the software is necessary in order to utilize the system.

Effect to be integrated into next planning cycle: Maintenance of the system will be ongoing but not strategic in nature.

Benefits to agency: Installation of the software is necessary in order to utilize the system.

Objective 020

OCIS will provide training for the use of the helpdesk.

COMPUTING & INFORMATION SERVICES (Cont'd)

OMAS 01

At least 15 helpdesk training classes will be offered during Spring 2002 semester. These classes will be advertised via OCIS's training calendar that is posted on the web.

Evaluation

OCIS has decided to utilize the helpdesk system internally. After the system has been used for at least one year, OCIS will reevaluate the benefits of making it available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, adequate training will be scheduled and provided.

Impact on Unit Performance: Training for faculty and staff will not be necessary until it has been determined that the system should be made available to the faculty and staff.

Impact on Agency Goal Attainment: Training for faculty and staff will not be necessary until it has been determined that the system should be made available to the faculty and staff.

Effect to be integrated into next planning cycle: OCIS will reevaluate the possible benefits of making the helpdesk available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, adequate training will be scheduled and provided.

Benefits to agency: None.

Objective 030

OCIS will provide a hyperlink to the new helpdesk from the OCIS website to assist faculty and staff in tracking the progress of their service requests.

OMAS 01

A hyperlink from the OCIS web site will be added to assist faculty and staff in tracking the progress of their service requests.

Assessment Strategy: Faculty will report on the OCIS Satisfaction Survey that accessing the helpdesk was easy.

Evaluation

OCIS has decided to utilize the helpdesk system internally. After the system has been used for at least one year, OCIS will reevaluate the benefits of making it available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, a hyperlink to the helpdesk will be added from the OCIS website.

Impact on Unit Performance: If after reevaluation it is determined that the campus would benefit from making this system available, a hyperlink to the helpdesk will be added from the OCIS website.

Impact on Agency Goal Attainment: If after reevaluation it is determined that the campus would benefit from making this system available, a hyperlink to the helpdesk will be added from the OCIS website.

Effect to be integrated into next planning cycle: Minor. If after reevaluation it is determined that the campus would benefit from making this system available, a hyperlink to the helpdesk will be added from the OCIS website.

Benefits to agency: Minor.

Goal 7080

OCIS will implement a web-based help desk system to provide a means to measure its performance and productivity.

Objective 010

OCIS personnel will be dedicated to the setup and configuration of the new helpdesk.

COMPUTING & INFORMATION SERVICES (Cont'd)

OMAS 01

One OCIS staff member will be identified to install and setup the new web-based helpdesk.

Assessment Strategy: OCIS Director will assign proper personnel.

Evaluation

Micah Breedlove was assigned to install and configure the helpdesk software.

Impact on Unit Performance: Installation of the software is necessary in order to utilize the system.

Impact on Agency Goal Attainment: Installation of the software is necessary in order to utilize the system.

Effect to be integrated into next planning cycle: None. Maintenance of the system will be ongoing but not strategic in nature.

Benefits to agency: Installation of the software is necessary in order to utilize the system.

Objective 020

OCIS will provide training to the College Community on the use of the new helpdesk.

OMAS 01

At least 15 helpdesk training classes will be offered during Spring 2002 semester. These classes will be advertised via OCIS's training calendar that is posted on the web.

Evaluation

OCIS has decided to utilize the helpdesk system internally. After the system has been used for at least one year, OCIS will reevaluate the benefits of making it available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, adequate training will be scheduled and provided.

Impact on Unit Performance: Training for faculty and staff will not be necessary until it has been determined that the system should be made available to the faculty and staff.

Impact on Agency Goal Attainment: Training for faculty and staff will not be necessary until it has been determined that the system should be made available to the faculty and staff.

Effect to be integrated into next planning cycle: OCIS will reevaluate the possible benefits of making the helpdesk available to the faculty and staff. If after reevaluation it is determined that the campus would benefit from making this system available, adequate training will be scheduled and provided.

Benefits to agency: N/A

Objective 030

OCIS will extract data from the helpdesk database to assess its productivity and performance.

OMAS 01

OCIS will accurately report the number and type of service calls received, the average length of time taken to respond, and the time taken to resolve the request for service from the data gathered by the helpdesk.

Evaluation

The helpdesk system implementation was postponed until Fall 2002. OCIS will extract data from the helpdesk database to assess its productivity and performance once sufficient data has been collected.

Impact on Unit Performance: Extracting and assessing the helpdesk data will provide the primary means for OCIS to assess its productivity.

Impact on Agency Goal Attainment: Extracting and analyzing the helpdesk data will provide the primary means for OCIS to assess its productivity.

Effect to be integrated into next planning cycle: The need to extract and analyze this data will be ongoing.

Benefits to agency: Major. OCIS will be a better department.

CONTINUING EDUCATION

Goal 0010

Conduct targeted surveys of agencies, organizations, community groups (e.g., Hispanic population), and business organizations to determine the need and scope of programs that should be added to the College's offerings.

Objective 010

Community and business organizations will be surveyed to indicate various course topics that they think, should be added to Continuing Education's overall programs.

OMAS 01

At least 25 companies and organizations will respond to the survey and at least 20 will indicate areas that they need training.

Evaluation

22 companies and organizations responded to the survey. The survey was used to gauge the interests of local businesses in taking the many on-line courses provided by Continuing Education. 20 companies indicated areas that they need training. The majority of companies indicated interest in Microsoft Powerpoint, Excel, Word and Basic Supervision. 7 companies expressed areas of interest that are not currently available on-line, such as Safety (OSHA), Microsoft Project, Drug Free Workplace, ISO9000, Leadership Skills, and Banking & Finance. In 1999-2000 employees from about 10 companies took on-line classes compared with about 35 in 2000-2001.

Impact on Unit Performance: The needs assessment survey sent to businesses and organizations focused on Continuing Education's on-line class offerings. This survey was done to coincide with a previous needs assessment survey to businesses regarding their professional development needs that could be met through CE's public offerings and contract training.

Impact on Agency Goal Attainment: A survey of agencies, organizations, community groups (e.g., Hispanic population), and business organizations, to determine the need and scope of programs that should be added to the CE's on-line offerings, was administered. The results of the on-line survey are significant because it demonstrates the growing need for a various delivery methods of CE programs, including on-line. Through on-line classes CE is able to offer programs previously unable to provide.

Effect to be integrated into next planning cycle: It has yet to be determined if another survey will be administered to the community and businesses regarding the scope of CE's offerings.

Benefits to agency: From the response to the survey and the increase in participation from businesses and organizations in CE's on-line programs CE is looking for other on-line program opportunities.

Goal 0410

Increase the number of continuing education classes taught in Spanish.

Objective: 010

Programs taught in Spanish will be offered in order to better serve the multi-cultural community and bring community awareness to the Center's programs. Subject to instructor availability.

OMAS: 01

At least five programs taught in Spanish will be offered and or added to the course listing to better serve the needs of DSC's multi-cultural community. Subject to Instructor and material availability.

CONTINUING EDUCATION (Cont'd)

Evaluation

Three new programs taught in Spanish were added to the course listing in order to better serve the needs of DSC's multi-cultural community. These courses were introduction to Computers, How to Start a Business and Defensive Driving. ESL courses were also taught in English to a diverse group of participants from many countries.

Impact on Unit Performance: Three new courses were offered in Spanish. Two of these classes made and one cancelled due to lack of enrollments. The greater impact to CE was not the classes taught in Spanish, which were a minor success, but the English as A Second Language (ESL) course. This class not only meets the needs of the Hispanic Community but people of other cultural backgrounds.

Impact on Agency Goal Attainment: The Continuing Education division offered three new classes taught in Spanish in addition to the ESL classes that were available for credit or non-credit.

Effect to be integrated into next planning cycle: ESL will continue to be offered as well as classes taught on-line in Spanish.

Benefits to agency: The ESL class allows the College to reach people in the community from various cultural backgrounds and where English is not their native language. The on-line offerings will allow CE to reach participants outside our immediate DSC community as well as offer a greater variety of classes taught in Spanish. With the on-line classes CE will not have to make any investment.

Objective 020

English As A Second Language courses will be offered in order to better serve the needs of the College's service area.

OMAS 01

At least two English as a Second language courses will be offered.

Evaluation

In 2001-2002 nine English as a Second language courses were offered to better serve the needs of the multi-cultural community. A portion of these classes were taught in concert with for credit students while other courses were exclusively continuing education programs.

Impact on Unit Performance: The English As A Second Language (ESL) courses were again a huge success as many of them were over subscribed. These classes not only meet the needs of the Latino community but people of other cultural backgrounds.

Impact on Agency Goal Attainment: Continuing Education increased the number of course offerings in ESL.

Effect to be integrated into next planning cycle: ESL will continued to be offered.

Benefits to agency: The ESL courses allow the College to reach people of various cultural backgrounds where English is not their native language.

Objective: 030

Programs taught in Spanish will be offered to better serve the multi-cultural community and bring community awareness to the Center's programs. Subject to instructor availability.

OMAS: 01

At least six Continuing Education courses will be taught in Spanish. These courses will assist in meeting the educational needs of the growing multi-cultural Dalton State College community.

CONTINUING EDUCATION (Cont'd)

Evaluation

Continuing Education offered ten on-line courses and one on-site class, taught in Spanish. CE also offered the course Writing in Spanish. These courses are designed to meet the educational needs of the growing multi-cultural Dalton State College community.

Impact on Unit Performance: Previous history of classes taught in Spanish, on-site, were only marginally successful. Thus Continuing Education determined to switch the focus from on-site courses taught in Spanish to on-line classes. Currently there are ten courses available on-line that are taught in Spanish.

Impact on Agency Goal Attainment: The Continuing Education Division is now offering ten classes taught in Spanish on-line.

Effect to be integrated into next planning cycle: Continuing Education will continue to offer courses on-line taught in Spanish.

Benefits to agency: The on-line course offerings will allow Continuing Education to reach participants outside the immediate DSC community as well as offer a greater variety of classes taught in Spanish.

Goal 0420

Expand the foreign language offerings in languages (other than French and Spanish) offered through Continuing Education.

Objective 010

Foreign language classes will be added to the course offerings to provide a greater variety of programs and attract new clientele. Subject to instructor availability

OMAS 01

Three foreign language classes will be added to the continuing education program and be publicized in the Compass, a quarterly publication of the Center. Subject to availability of instructors.

Evaluation

Three foreign language classes, other than French and Spanish, were offered as part of the continuing education program and were publicized in the Compass, a quarterly publication of the Center. The courses offered were Russian and Japanese and German.

Impact on Unit Performance: The Russian and Japanese classes were held with minimal enrollments. The French class did not have enough participants enrolled to hold the class. A German class was offered but did not have enough enrolled to have the class. Although a variety of foreign language classes have been offered to the public Spanish continued to be the most popular and have the greatest number of participants.

Impact on Agency Goal Attainment: CE contributed the College's growing number of foreign language programs.

Effect to be integrated into next planning cycle: Continuing Education will continue to offer foreign language classes other than Spanish.

Benefits to agency: It contributed the growing number of foreign language programs offered by the College. The enrollment growth potential as a result of these additional foreign language offerings will be positive in the long run. Some of the additional foreign language offerings were added as a result of comments made on student evaluations, for possible future courses.

Objective 020

Foreign language classes, other than French and Spanish, will be added to the course offerings to provide a wider selection of language programs. Subject to instructor availability.

CONTINUING EDUCATION (Cont'd)

OMAS 01

Three foreign language classes, other than French and Spanish, will be offered through Continuing Education.

Evaluation

Five foreign language classes, other than French and Spanish, were offered through Continuing Education. The language courses offered were Japanese, Italian and Russian.

Impact on Unit Performance: The Russian and Japanese classes were held with minimal enrollments. The Italian class did not have enough participants enrolled to hold the class. Although a variety of foreign language classes haven been offered to the public Spanish continues to be the most popular and have the greatest number of participants.

Impact on Agency Goal Attainment: CE contributed to the College's growing number of foreign language programs.

Effect to be integrated into next planning cycle: Continuing Education will continue to offer foreign language courses other than French and Spanish.

Benefits to agency: It contributed to the growing number of foreign language programs offered by the College. The enrollment growth potential as a result of these additional foreign language offerings will have a positive impact in the long run. Some of the additional foreign language offerings were added as a result of suggestions made on student evaluations for possible future courses.

Goal 0520

Increase the number of faculty and staff who take advantage of the tuition reimbursement program to obtain terminal and advanced degrees.

Objective 010

Continuing Education staff members will take advantage of tuition remission/ reimbursement in order to obtain advanced degrees and for job-related professional development courses.

OMAS 01

Four Continuing Education staff members will take advantage of the tuition remission/ reimbursement program.

Evaluation

Two Continuing Education staff members took advantage of the tuition remission program. Three other staff members participated in tuition reimbursement for job-related professional development courses. These programs were the Vice President for Economic Development 2002-2003 Conference, Georgia Adult Education Annual Conference - Changes and Trends in Adult Education, and Elderhostel Coordinators Regional Meeting.

Impact on Unit Performance: Continuing Education met the goal of four staff members participating in the tuition remission program. Other staff members took professional development courses and utilized tuition reimbursement.

Impact on Agency Goal Attainment: Through participation in these programs Continuing Education assisted the College in attaining its goal of increased participation in the tuition remission/ reimbursement program.

Effect to be integrated into next planning cycle: Continuing Education staff members will continue to participate in both the tuition remission/ reimbursement program.

Benefits to agency: The tuition remission/ reimbursement program allows Continuing Education staff members to continue their education either toward a degree or for professional development to enhance their job knowledge and skills.

CONTINUING EDUCATION (Cont'd)

Goal 0740

Expand cultural activities that enrich and value diversity in the College and community.

Objective 010

Cultural activities and programs will be added to Continuing Education's programs in order to enhance the understanding of the culturally diverse market that DSC serves.

OMAS 01

At least 3 programs such as Communication Across Cultures and Spanish for Health Care Providers will be offered to promote our culturally diverse community and better provide services for our growing international population in Northwest Georgia.

Evaluation

Three cultural awareness programs were offered through Continuing Education. Communication Across Cultures, Spanish for Health Care Providers and Caring for Patients from Different Cultures were offered to the public. These programs were designed to promote awareness of our culturally diverse community and better provide services for our growing international population in Northwest Georgia. Continuing Education also participated in the Dalton State Family Day. The goal of Family Day was to bring the culturally diverse community on campus to showcase the scope of the College's programs. Community organizations were also represented to help make the community aware of the various services available. One of the objectives of Family Day is to expose people of various cultures to Dalton State College.

Impact on Unit Performance: Two of the three cultural awareness programs were not held due to lack of participation. The program, Caring for Patients of Different Cultures had a very good response with 45 participants. DSC Family Day drew people of varying cultural backgrounds to the campus. From the success of these program it is evident that support organizations in the community feel an impact from the changing cultural make-up of the community. Continuing Education will continue to offer programs to better serve the multi-cultural community.

Impact on Agency Goal Attainment: Continuing Education assisted the College efforts to expand the cultural activities. CE offered 3 programs in order to address the needs of the multi-cultural community. Also DSC held Family Day designed to enrich and value diversity in the College and community.

Effect to be integrated into next planning cycle: Continuing Education will again offer cultural diversity classes as well as add a Spanish writing course.

Benefits to agency: The goal to expand cultural activities that enrich and value diversity in the College and community was met through various programs offered. Also Continuing Education worked in conjunction with the Blue Ridge Area Health Education Center (AHEC) to offer the program Caring for Patients from Different Cultures.

Objective 020

Cultural activities and programs will be added to Continuing Education's programs in order to enhance the understanding of the culturally diverse market that DSC serves.

OMAS 01

At least 3 programs will be offered that will promote cultural understanding and better serve the needs of the multi-cultural Dalton State College community.

Evaluation

Four programs were offered that promoted cultural understanding. These were developed to better serve the needs of the multi-cultural Dalton State College community. These courses were Spanish for Kids - Cultural Understanding, Diversity Awareness and Spanish language training for a bank and a health related organization.

CONTINUING EDUCATION (Cont'd)

Impact on Unit Performance: Two of the four programs were cancelled due to lack of enrollment. Continuing Education will continue to offer programs to serve the multi-cultural community.

Impact on Agency Goal Attainment: Continuing Education assisted the College efforts to expand the cultural activities. CE offered four programs developed to better address the needs of the multi-cultural community.

Effect to be integrated into next planning cycle: Continuing Education will continue to offer cultural diversity classes.

Benefits to agency: The goal to expand cultural activities that enrich and value diversity in the College and community was met through various programs offered.

Goal 0900

Develop innovative e-commerce courses to provide customized training and industry-specific courses for the community.

Objective 010

E-commerce courses to provide customized training and industry-specific courses will be added to the current availability of programs. Subject to instructor availability.

OMAS 01

50% growth of e-commerce classes will be offered to enhance the e-commerce courses currently available as well as to allow businesses to keep up in this technological age.

Evaluation

An e-commerce class was added to the course listing in Fall 2000. In addition e-commerce courses are now offered on-line. Web page design classes are available on-line as well as through CE's public courses. These courses are designed to assist participants in using new technology to promote or conduct e-business.

Impact on Unit Performance: Although E-commerce courses to provide customized training and industry-specific courses were not added to the current availability of programs CE did offer a general e-commerce course and other courses that do impact e-commerce, such as web page design.

Impact on Agency Goal Attainment: Continuing Education did not develop innovative e-commerce courses to provide customized training and industry-specific courses for the community.

Effect to be integrated into next planning cycle: Continuing Education will partner with third party vendors to provide IT training. The industry within the DSC market has indicated an inadequate supply of IT professionals.

Benefits to agency: Continuing Education began looking at various ways to provide E-commerce courses which are industry-specific.

Objective 020

E-commerce courses will be added to Continuing Education's current list of programs.

OMAS 01

At least 3 E-commerce programs will be offered to enhance the current course offerings and better serve the business and industry in the Dalton State College community.

Evaluation

Thirteen relating to E-commerce programs were available to the Dalton State College community. The courses offered were a combination of on-site and on-line.

CONTINUING EDUCATION (Cont'd)

Impact on Unit Performance: Continuing Education met and exceeded the objective of offering at least three e-commerce courses.

Impact on Agency Goal Attainment: Continuing Education did develop e-commerce related courses such as Web Page and Advanced Web Page design. CE also joint marketed courses in Flash and Dreamweaver. On-line courses were also offered in a variety of e-commerce topics.

Effect to be integrated into next planning cycle: CE will continue to offer the same variety of e-commerce related courses.

Benefits to agency: Continue Education will continue to explore and promote e-commerce related courses which will benefit the DSC community.

Objective 030

Provide customized training and industry-specific courses for the Northwest Georgia business community.

OMAS 01

At least 5 customized program contracts (credit and/ or non credit) will be secured with businesses in the Northwest Georgia area.

Evaluation

Marketing of customized training programs resulted in nine firms participating in mini-certificates in Management. This added approximately 200 students to the enrollment at Dalton State College.

Impact on Unit Performance: Continuing Education's marketing efforts of customized training resulted in nine firms participating in mini-certificates in Management. This added approximately 200 students to the enrollment at Dalton State College.

Impact on Agency Goal Attainment: These marketing efforts enhanced DSC's status as a provider of programs for specific needs of industry regardless of programs being credit or non-credit.

Effect to be integrated into next planning cycle: Continuing Education will continue to market customized training and industry-specific programs.

Benefits to agency: Through these efforts DSC has enhanced its image as a provider of industry-specific programs.

Goal 7010

The College community will be satisfied with the programs and services provided by Continuing Education as measured by survey administered by the Institutional Research Office.

Objective 010

College staff will express satisfaction with the programs and services offered by Continuing Education

OMAS 01

65% of staff will express satisfaction with the programs and services offered by Continuing Education

Evaluation

77% of staff expressed satisfaction with the programs and services offered by Continuing Education.

Impact on Unit Performance: The College staff expressed satisfaction with the programs and services offered by Continuing Education. CE anticipated a lower satisfaction rate of around 65%. The survey results indicated that DSC staff had a 77% satisfaction rate with the programs and services offered through CE.

CONTINUING EDUCATION (Cont'd)

Impact on Agency Goal Attainment: The survey which was administered by the Institutional Research Office indicated that DSC staff are satisfied with the programs and services provided through CE. This indicator measures part of the College community and their level of satisfaction.

Effect to be integrated into next planning cycle: Continuing Education will continue to expand its programs and services. CE will look at various ways to improve its current offerings in order to increase the level of satisfaction from the DSC staff. CE may also survey staff for suggestions for improvement. CE will also encourage staff to take courses. One way this will be done is through the staff development committee. CE believes that through program participation staff members will have a better understanding of CE's services and therefore a higher satisfaction rate.

Benefits to agency: The results of the survey indicates that the College staff is satisfied with the overall programs and services offered by Continuing Education. CE will use these results to strive for satisfaction of all college staff members.

Objective 020

College faculty will express satisfaction with the programs and services offered by Continuing Education.

OMAS 01

80% of faculty will express satisfaction with the programs and services offered by Continuing Education.

Evaluation

93% of faculty expressed satisfaction with the programs and services offered by Continuing Education.

Impact on Unit Performance: 93% of the College faculty did express satisfaction with the programs and services offered by Continuing Education. The satisfaction rate was higher than anticipated.

Impact on Agency Goal Attainment: The college faculty satisfaction rate with CE's services did assist the college in the attainment of the goal that the college community will be satisfied with the programs and services offered through CE.

Effect to be integrated into next planning cycle: Continuing Education will continue to improve the programs and services offered in order to increase the satisfaction rate of college faculty. With the overwhelming rate of faculty satisfaction with CE programs and services CE hopes to continue to involve more and more faculty in CE programs. CE believes this is the best way for faculty to understand the programs and services available.

Benefits to agency: The survey indicated an overwhelming percentage of College faculty satisfaction with the programs and services offered by Continuing Education.

Goal 7020

The number of programs and services will increase.

Objective 010

The number of contract services provided to business and industry will increase.

OMAS 01

The number of contract training provided to business and industry will increase by 10%.

Evaluation

The number of contract training provided to business and industry increased from 48 in 1999-2000 to 53 in 2000-2001. Contract training was provided to 13 different businesses. A variety of courses and seminars were conducted: 35 - Supervisory and management development, 3 - computer training, 7- Spanish languages, 4 - ergonomic, and 4 certification review courses.

CONTINUING EDUCATION (Cont'd)

Impact on Unit Performance: The number of contract services provided to business and industry did increase over the past year from 48 to 53. The greater impact was not as much how contract training services were provided but the variety of businesses and organization that requested contract training from CE.

Impact on Agency Goal Attainment: CE contributed to the College's goal, to increase the number of programs and services, through contract training efforts.

Effect to be integrated into next planning cycle: CE will continue to network and develop relationships with various businesses and organization. CE will also develop new and innovative programs to be offered through the contract training area.

Benefits to agency: Through the continued growth of contract training CE is able to expose a greater number of businesses and organizations as well as there employees to the services and programs available through Continuing Education.

Objective 020

The type of courses offered through Elderhostel will increase.

OMAS 01

The type of courses offered through Elderhostel will increase by 25%.

Evaluation

Elderhostel headquarter staff prefer for the sites to offer programs that pertain to their geographic region. The DSC Elderhostel will continue to offer programs about the Civil War, the Cherokee Indian, and the Appalachian Mountains. Although these programs are usually a good draw the coordinator is aware that there must be a good variety of programs in order to draw new participants as well as past participants back to the Dalton State College program. Examples of topics added in 2000 - 2001 to the Elderhostel program repertoire are: Jane Austen, Romantics and Realists, Humor: Southern Fried, Murder and Moonshine, Bravo Broadway, and the Presidents; Jefferson, Roosevelt, and Carter. These new courses represent a 25% increase in the Elderhostel topics previously offered.

Impact on Unit Performance: The Elderhostel coordinator was pleased with the positive response the new programs received. These responses reiterated the importance of continually assessing the program topics and the addition of new subjects.

Impact on Agency Goal Attainment: The Elderhostel program contributed to the College's goal to increase the number of programs and services.

Effect to be integrated into next planning cycle: The Elderhostel coordinator will continue to look for new topics to offer.

Benefits to agency: Major. Through the Elderhostel program the College is exposed to people across the nation.

Objective 030

The variety of public programs (eg. Kids College, On-line courses, computer training, professional development, personal growth, and licensure) will grow.

OMAS 01

There will be a 20% increase in the variety of public programs offered by Continuing Education.

Evaluation

Impact on Unit Performance: The variety of public programs (eg. Kids College, On-line courses, computer training, professional development, personal growth, and licensure) had a tremendous growth in 2000-2001. The public program offering grew by 20% over the last year. The greatest impact was seen through the on-line offerings growth from approximately 35 courses available

CONTINUING EDUCATION (Cont'd)

on-line each month to 75 per month. These on-line and new public programs enabled CE to reach new clients.

Impact on Agency Goal Attainment: The increase in CE's public and on-line courses contribute to the College's goal to number of programs and services.

Effect to be integrated into next planning cycle: Continuing Education staff will continue to assess the programs that are offered.

Benefits to agency: Continuing Education determined that the variety of public programs (eg. Kids College, On-line courses, computer training, professional development, personal growth, and licensure) is more important than just the number of programs offered. Continuing Education also realized the importance of delivering programs in various manners and formats to meet the needs of the DSC community.

Goal 7030

Expand the number and variety of certification and license review programs offered through Continuing Education.

Objective 010

Certification and license review programs and seminars will be added to Continuing Education course offerings. These courses will be developed in order to better serve those clients required to have continuing education credits as well as those seeking certification.

OMAS 01

At least 5 additional certification and licensure review and/ or renewal courses will be offered through Continuing Education in order to assist participants in securing a certification status or maintaining there current license.

Evaluation

Eleven additional certification and licensure review and/ or renewal courses were offered through Continuing Education in order to assist participants in securing a certification status or maintaining there current license.

Impact on Unit Performance: Eleven additional certification and licensure review and/ or renewal courses were offered through Continuing Education in order to assist participants in securing a certification status or maintaining there current license. Courses included medical, legal, safety and management related topics.

Impact on Agency Goal Attainment: Exemplary. Continuing Education expanded the number and variety of certification and license review programs offered which enabled Dalton State College to meet the needs of people in the community seeking certification.

Effect to be integrated into next planning cycle: Continuing Education will continue to offer a variety of certification and license review courses based on the needs of the community which DSC serves.

Benefits to agency: Through the efforts of Continuing Education to offer a variety of license review and certification courses Dalton State College is able to better meet and serve the needs of the community.

Goal 7040

Increase the number of collaborative programs offered through Continuing Education. Collaborative programs are defined as programs that are joint sponsored with governmental and non-profit agencies, professional associations, etc.

CONTINUING EDUCATION (Cont'd)

Objective 010

Continuing Education will add programs that are joint sponsored, with area agencies and organizations, to its course offerings. This collaborative effort will serve as an outreach to the sponsoring agency's members and to the general public.

OMAS 01

At least four collaborative programs will be offered through continuing education. Through these collaborative efforts Continuing Education will be better able to reach targeted audiences.

Evaluation

Collaborative programing resulted in 75 courses being offered through continuing education. Continuing Education worked with four agencies in developing these courses.

Impact on Unit Performance: Collaborative programing resulted in 75 courses being offered in the fields of personal enrichment, Social Work, and in promoting personal wellness.

Impact on Agency Goal Attainment: Continuing Education was able to partner with various agencies as the agencies were able to provide expertise in programs which had not been offered prior to the partnership arrangements. DSC assisted in the marketing and logistics for these courses.

Effect to be integrated into next planning cycle: Continuing Education will continue with the current partnerships and explore methods to expand future partnership arrangements.

Benefits to agency: Through these partnerships Continuing Education was able to enhance the variety of programming offered that would of otherwise not been available through CE to the community we serve. These courses also contributed to the College's Continuing Education Units which are used in formula funding.

Goal 7050

Expand the program offerings on weekends.

Objective 010

Continuing Education Saturday class offerings will be expanded in order to deliver a greater variety of programs and schedule alternatives to the Dalton State College community.

OMAS 01

At least five programs will be offered on the weekends in order to better serve the Dalton State College community.

Evaluation

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

Goal 7060

Increase the number of new Continuing Education programs offered.

Objective 010

Continuing Education will add new programs to its course offerings in order to enhance the variety of classes and better serve the DSC community.

CONTINUING EDUCATION (Cont'd)

OMAS 01

Ten programs will be scheduled that have not been offered in the past three years.

Evaluation

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

Goal 7070

Increase the number and variety of safety related programs offered.

Objective 010

Safety related programs (credit or non credit) will be developed and marketed to clients not currently engaged in DSC on-going safety programs.

OMAS 01

In order to better serve the needs of industry which DSC serves a total of five new programs or new clients for existing programs will be offered.

Evaluation:

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

DERRELL C. ROBERTS LIBRARY

Goal 0590

Complete library expansion and remodeling to enhance the teaching and scholarly missions of the College.

Objective 010

The Library Director will oversee planning and budget projections for shifting library collections and furniture to the new addition in late 2001 and back throughout the expanded facilities in spring 2002. Communicate planning to Plant Director, VPFA, Purchasing Director, and Blaine Construction Company project manager.

OMAS 01

In 2001-02, the Director will report projected timeline and cost assessments to relevant colleagues and coordinate moving plans with the contractor, in order to complete the building and renovation project by late spring 2002.

Evaluation

Library staff worked with campus units to surplus obsolete items and those to be replaced in Spring 2002. Other USG library directors were contacted for past moving experiences and suggested vendors. The Purchasing Director was consulted and joined the Library Director in meeting with vendors of furniture, library stack moving equipment, and traditional office moves. Library staff was polled for preferences in office furnishings and arrangements--both temporary and more permanent. Project meetings every two weeks kept the Plant Director and contractor informed. The VPFA has been given a report on anticipated costs and scheduling of moves and for purchases of furnishings.

Impact on Unit Performance: As the first move to temporary quarters approaches in late Fall 2001, the Library is on track and prepared for placement of collections and services in the west wing. Even in reduced square footage, staff expect to meet the teaching and scholarly missions of the College.

Impact on Agency Goal Attainment: Construction is five months ahead of the contracted schedule.

Effect to be integrated into next planning cycle: In Spring 2002 furniture and equipment for the expanded and remodeled space was purchased and delivered. Movers for loaded book stacks and for stored materials were hired and carried out a second move. Between April 8 and 19, 2002, collections, service support items and office furnishings were relocated and the renovated library building reopened to the campus April 22, 2002.

Benefits to agency: The Roberts Library renovation and expansion is complete, approximately doubling library space for the campus and surrounding community. A marked increase in usage is already in evidence.

Goal 0600

Evaluate library holdings on a regular basis to guide ongoing and future growth.

Objective 010

In 2001-02, librarians will monitor the need to weed and update Nursing holdings to achieve and maintain currency in materials.

DERRELL C. ROBERTS LIBRARY (Cont'd)

OMAS 01

Publication dates of books and videos will fall within a five-year window. The Roberts Library Weeding Policy will guide librarians in removal of older materials. Older materials dealing with historical treatment of a subject may be retained. Nursing faculty will suggest new additions to circulating, reference, and media materials.

Evaluation

Building upon earlier pruning in 2000-2001, four librarians weeded materials in accord with the Nursing Division's policy specifications. To maintain currency, 593 titles were withdrawn; 243 new books and 37 new media items were added.

Impact on Unit Performance: Nursing holdings are stronger and more used after pruning; 414 nursing books circulated this year, an increase of 45% above the 285 items borrowed from the Rs last year.

Impact on Agency Goal Attainment: Currency and support for all health programs were greatly enhanced.

Effect to be integrated into next planning cycle: The Library will continue to collaborate with Nursing and Allied Health faculty for curricular resources.

Benefits to agency: Collection development suggestions from faculty subject specialists enrich the Library's holdings.

Objective 020

In 2001-02, librarians will link new purchases (aside from faculty requests) to the areas with highest circulation within the Library of Congress classification system.

OMAS 01

Monitor changes in areas of highest circulation compared to 2000-01; for that year, they were American History (E's), all literature (P's), and Nursing (R's).

Evaluation

While the highest circulating areas of 2000-2001 (American History, Literature, and Nursing) held strong, there were several areas of new interest and high usage for 2001-2002. These can be tied in most but not all cases to new degree programs. Psychology was popular and 47 titles were added in the BFs. Economics and Commerce were significantly used; 144 new titles were purchased for HD and HF's. Social Work classes made use of the HV's; 146 additions are on those shelves. Education had renewed interest; 62 new titles in the LB's were added. Math was another surprise usage area; 43 additions helped there. Lastly, RC's for Nursing have 98 new titles on the shelves for 2001-2002.

Impact on Unit Performance: As planned, new purchases reflected areas of the collections being used the most.

Impact on Agency Goal Attainment: Roberts Library supports the educational programs of the College, as indicated by students . locating and checking out library resources for new degree programs and courses. Faculty surveyed in March 2002 indicated that 93% of respondents believed the Library strongly supported the curriculum (2001-2002 Faculty Survey Results, p. 15).

Effect to be integrated into next planning cycle: Roberts Library staff will continue to tie acquisitions to the curriculum and to high areas of circulation.

Benefits to agency: The Library's collections are current and relevant to courses being taught at DSC.

Goal 0610

Strengthen all collections and add resources to support new academic programs.

DERRELL C. ROBERTS LIBRARY (Cont'd)

Objective 010

In 2001-02, the Library will use the second part of an ETACT allocation (\$40,000) to add new resources for the new 4-year program in Social Work.

OMAS 01

ETACT funds to provide new BSW resources will be allocated for books, e-resources, media, and other requests from faculty teaching in the program.

Evaluation

In 2001-2002, a second installment of ETACT funds (\$40,000) provided new BSW resources.

The Library Director and staff worked on new acquisitions, and the program director assisted with suggestions for acquisitions. ETACT funds to provide at least 200 new BSW resources were allocated for books, e-resources, media, and other requests from faculty teaching in the program.

Impact on Unit Performance: With 2001-2002 ETACT funds, the Library added 209 circulating books, 19 reference works, 1 journal subscription, 1 online journal article database, and 21 videotapes.

Impact on Agency Goal Attainment: The Library is supporting new BSW students and faculty.

The Social Work section upstairs had 151 books checked out this year. The Social Works Abstracts database is gaining usage since its debut in August 2001; 4 searches were run the first month it was licensed, 247 were run in June 2002.

Effect to be integrated into next planning cycle: Faculty and librarians will continue cooperative development of BSW resources.

Benefits to agency: Funds allocated to library acquisitions in Social Work directly support the curriculum.

Objective 020

In 2001-02, the Library will purchase resources for the new Marketing program.'

OMAS 01

At least \$5,000 of the regular acquisitions budget will be earmarked for Marketing titles. Track additions and their formats.

Evaluation

Impact on Unit Performance: Marketing and Business materials were heavily collected in 2001-2002. A total of 151 titles were purchased (print and media), as was a subscription to the online Emerald journal database, which has an international focus.

Impact on Agency Goal Attainment: Students and faculty used these new resources. From the HD and HF classification areas, 316 items were borrowed this year. Emerald online use has grown since its addition in January 2002; 66 searches were run on it and librarians will continue to publicize its availability.

Effect to be integrated into next planning cycle: Business and Marketing resources are well-stocked after three years of targeted acquisitions in these areas. In 2002-2003, Roberts Library will selectively acquire those items that faculty request and updates to reference works in this subject area.

Benefits to agency: In terms of library resources, the Business Administration Division is well-positioned to pursue its desired accreditation.

Goal 0850

Strengthen the library's bibliographic instruction program to increase faculty knowledge and use of electronic resources.

DERRELL C. ROBERTS LIBRARY (Cont'd)

Objective 010

In 2001-02, librarians will publicize and conduct 3 faculty workshops on electronic resources. Student assignments will reflect increased use of GALILEO and locally-leased e-resources. Use of these databases off-campus will also rise.

OMAS 01

In 2001-02, follow-up surveys at these workshops will measure faculty satisfaction rates of 93%. Data will also show increased usage of e-resources compared with 2000-01 rates.

Evaluation

Because of the two library moves and a lack of a training room here, only one faculty workshop was planned. No faculty signed up to attend. However, 8 faculty who heard orientations for their students and completed follow-up surveys indicated satisfaction rates of 99%. The GALILEO password for off-campus/home use was requested by 40 faculty, so it is safe to assume that faculty contributed to the high numbers of database searches (75,221) in 2001-2002.

Impact on Unit Performance: Between orientations for students heard by faculty and frequent e-mail updates from the Library, faculty are more familiar with virtual resources. Faculty are themselves using and assigning student use of the Library's e-resources.

Impact on Agency Goal Attainment: Faculty comfort levels with online resources increased thus contributing to overall computer literacy.

Effect to be integrated into next planning cycle: Librarians will continue to promote and train faculty in the effective use of e-resources.

Benefits to agency: The whole University System of Georgia is heavily invested in online library resources, so an informed faculty has a direct trickle-down effect to students.

Goal 0890

Strengthen the library's bibliographic instruction program to increase student knowledge and use of electronic resources.

Objective 010

In 2001-02, librarians will update PowerPoint tutorials and hands-on exercises for students using GALILEO and other online resources. Student proficiency in using these resources will improve and will be reflected in graded exercises with 95% accuracy rates following library orientations.

OMAS 01

Students in at least four English and DSCS classes will successfully complete a hands-on exercise after a library orientation session. Faculty and/or librarians will grade the exercises and report completion rates to the Library Director.

Evaluation

Students in a sampled English class successfully completed a pre- and a post-test during a library orientation session. Answers demonstrated 39% improvement. Data indicates increased student knowledge and use of virtual library resources on campus and from their homes.

Impact on Unit Performance: Statistics show a continued interest from students in passwords to licensed e-resources for home use. Outside of student-obtained passwords from the GIL library catalog (not trackable), Library staff gave out passwords at these rates in 2001-2002: GALILEO 718, GaleNet 89 times, ProQuest Nursing 81 times, Emerald 19 times, and Education Full-Text 57 times. Similarly, not all GALILEO databases could supply usage statistics this year, but at least 75,221 searches were performed in the 215 e-resources provided centrally and by DSC's Library. That usage demonstrates an increase of 116%.

DERRELL C. ROBERTS LIBRARY (Cont'd)

Impact on Agency Goal Attainment: The Library can claim partial credit in the 2002 Graduating Student Survey statistic (Survey Results, p. 12) that 88% of respondents agreed or strongly agreed that their DSC education resulted in their learning to gather data for research purposes from various sources including the computer and the Internet.

Effect to be integrated into next planning cycle: The Library will continue to demonstrate and teach online searching skills. Student learning will be impacted more directly now that a wireless laptop/hands-on training space is available in the new west wing.

Benefits to agency: Students and faculty using virtual library resources on campus or remotely will increase their computer literacy and enhance information retrieval.

Goal 7000

In 2001-02, faculty and students will have 24/7 access to library e-resources.

Objective 010

In 2001-02, more faculty and students will use the off-campus passwords to access virtual library resources from home and from extended campus sites.

OMAS 01

In 2001 -02, data will indicate at least a 10% increase in the number of times the licensed database passwords were distributed this year compared to 2000-01.

Evaluation

Data referenced above indicated strong increases in the number of times passwords were distributed and databases used by students.

Impact on Unit Performance: Data shows an increased campus awareness of virtual library resources.

Impact on Agency Goal Attainment: Student and faculty comfort with electronic resources is growing.

Effect to be integrated into next planning cycle: The Library will continue to monitor e-resource usage as one of its annual statistics.

Benefits to agency: Increased information literacy benefits the whole campus and community.

Objective 020

In 2001-02, the Library will update its records of journal holdings reported online in the GOLD database on GALILEO. This project will more accurately reflect holdings in paper and microform.

OMAS 01

Report progress on updating of the GOLD records.

Evaluation

Lydia Knight and Lee Ann Cline inventoried all journal holdings. The GOLD database on GALILEO was updated online so citation-only databases correctly tie in with DSC Library holdings. A spreadsheet of all periodical holdings was also added to the Library's web pages in June 2002, as a stop-gap measure until all data is migrated to the Library's GIL online catalog.

Impact on Unit Performance: Citation databases on GALILEO are more useful to researchers when articles are not found in full-text online.

Impact on Agency Goal Attainment: The GOLD database should be updated at the local holdings level at least once a year. The major update gives DSC a solid baseline from which to move forward with minor updates in the future.

Effect to be integrated into next planning cycle: The staff will routinely adjust holdings data online as subscriptions change.

DERRELL C. ROBERTS LIBRARY (Cont'd)

Benefits to agency: The sharing of accurate journal holdings data benefits not only DSC students, faculty, and staff, but all researchers in the University System of Georgia who may request an article from our interlibrary loan office.

Objective 030

In 2001-02, the Library will review its home page to streamline resources for student use and to make room for links to newly licensed databases.

OMAS 01

Report changes made to Library web pages and the number of hits since August 7, 2001.

Evaluation

Impact on Unit Performance: Completed in late spring of 2002 with assistance from the OCIS webmaster.

Impact on Agency Goal Attainment: Staff and students are much happier with the new web pages for Roberts Library. The hit counter is up to 20,549 hits.

Effect to be integrated into next planning cycle: Minor updates will take place throughout 2002-2003.

Benefits to agency: Links to Library policies, floor plans, guides, interactive forms, an e-tutorial, all DSC Library Databases, GALILEO, GIL, and Spanish language resources, have all been made handy and are being used.

Goal 7020

Faculty will be satisfied with library orientation sessions and library services overall.

Objective 010

In 2001-02, survey results will reflect that 91% of faculty are be satisfied with the library orientation sessions given to their classes.

OMAS 01

In 2001-02, post-orientation surveys will show that at least 90% of faculty surveyed indicated that they were satisfied with the orientation classes, thought their students learned something new, and that the instructor's explanations were always clear.

Evaluation

Post-orientation surveys showed that 99% of faculty surveyed indicated that they were satisfied with the orientation classes, thought their students learned something new, and that the instructor's explanations were always clear.

Impact on Unit Performance: Faculty are more familiar with what librarians teach their students about library resources.

Impact on Agency Goal Attainment: Faculty information retrieval skills can keep pace with students' as technology rapidly changes research.

Effect to be integrated into next planning cycle: The Library will continue to monitor faculty feedback from orientations of their class groups and to assess their familiarity with electronic resources.

Benefits to agency: Faculty will be familiar with all types of library resources and contribute to students' information literacy by incorporating library resources into class assignments.

Objective 020

In 2001-02, the Library Committee will issue a faculty survey regarding library services.

OMAS 01

Data for the 2001-02 Faculty Survey will show at least a 91 % satisfaction rate with library services.

DERRELL C. ROBERTS LIBRARY (Cont'd)

Evaluation

The Library Committee issued a survey to faculty in October 2001, separate from the IRP survey of March 2002. The Library Committee's Survey results are referenced in the 2001-2002 Annual Report for Roberts Library; data on page 3 of those results showed a 94% satisfaction rate with library collections and services.

Impact on Unit Performance: The Library Committee's survey provided a snapshot from before completion of the renovation and addition to the building. It will offer a comparison for future surveys.

Impact on Agency Goal Attainment: The data can also be compared to survey results from the Office of Institutional Research. and Planning.

Effect to be integrated into next planning cycle: The Library will rely on IRP survey data in the next planning cycle.

Benefits to agency: A "before" and "after" perspective may prove useful in future assessment.

Goal 7030

All Library purchases will be made using the VISA Purchasing Card, as much as possible.

Objective 010

To simplify paperwork and to speed materials acquisitions, Library purchasing will migrate to use of the VISA Purchasing Cards, as much as is allowed by the office of the VPFA.

OMAS 01

In 2001-02, track the number of Library VISA purchases versus traditional purchase order acquisitions.

Evaluation

The Roberts Library staff now make 97% of Library purchases online with VISA Purchasing Cards.

Impact on Unit Performance: Acquisitions arrive at the Library more quickly than with the old purchase order procedure because staff can independently place orders and track them online. Amazon.com or Barnes & Noble online offer significant discounts on purchases and savings of shipping costs. Many vendors do likewise if a credit card is used immediately, instead of a purchase order with a check sometime in the future.

Impact on Agency Goal Attainment: Faculty are notified more quickly when items they have requested arrive and are cataloged.

Effect to be integrated into next planning cycle: The VISA Purchasing Card program is a success at the Roberts Library.

Benefits to agency: The College saves money and staff time because the ordering process is distributed across campus rather than limited to Fiscal Affairs.

ENROLLMENT & STUDENT SERVICES

Goal 0250

Implement the University System's new admission standards to comply with System requirements for admitting new students who are adequately prepared to succeed in college.

Objective 010

An admissions workshop will be offered to local guidance counselors to make both high school faculty and staff as well as students aware of the new admissions standards. High school personnel as well as prospective students will be well informed and prepared for the new admissions standards.

OMAS 01

Most area high school guidance counselors, both public and private, will attend the admissions workshop. Attendance will be taken. Must pick a favorable date.

Evaluation

An admissions workshop was offered to local private and public high school guidance counselors on December 14, 2000. A manual including the admissions section of the Academic Affairs Handbook was distributed to all attendees. Thirteen evaluations were collected with an average overall rating of 3.54 out of 4. Comments indicated that the session was very helpful.

Impact on Unit Performance: Providing valuable information that is beneficial to both the high school and the college.

Impact on Agency Goal Attainment: Helped prepare students for new standards.

Effect to be integrated into next planning cycle: None.

Benefits to agency: Improving the academic profile of incoming students.

Goal 0310

Develop college-wide criteria for evaluating and rewarding faculty and staff who assist in the college recruitment process.

Objective 010

Faculty and Staff will be given a tangible reward and public recognition for their participation in college events. To increase faculty and staff participation in recruiting events. Budget will need to allow for a new reward item annually.

OMAS 01

Over 60% of the faculty will earn a shirt for participating in a recruiting or community service event. A master list of distributed shirts will be maintained. Must have adequate supply of shirts.

Evaluation

A new shirt imprinted with a DSC logo was selected and 94 shirts were distributed during the 2000-2001 school year to faculty and staff members. Approximately 45% of DSC employees participated in a recruitment event during the year.

Impact on Unit Performance: Twofold - 1) Helps build a better relationship between Enrollment Services and faculty. 2) Enables DSC to have more exposure at recruitment events.

Impact on Agency Goal Attainment: Established a minimum criteria for reward.

Effect to be integrated into next planning cycle: Do we continue this practice? Is a new promotional offered every year?

Benefits to agency: Promotes feelings of unity and camaraderie.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Goal 0380

Recruit adult literacy and GED graduates into DSC programs.

Objective 010

Students enrolled in the Adult Literacy Program will be actively recruited by DSC. To increase the number of nontraditional students enrolled at DSC.

OMAS 01

An increase in adult literacy students who enroll at DSC. Compare numbers from Fall 2000 to Fall 2001. Must be able to identify students in BANNER.

Evaluation

The number of first-time non-traditional students enrolling at Dalton State College increased from 82 students in Fall 2000 to 82 students in Fall 2001

Impact on Unit Performance: Assists in increasing enrollment.

Impact on Agency Goal Attainment: More adult literacy students are enrolling in the college.

Effect to be integrated into next planning cycle: Expand efforts to recruit adult literacy students - especially the ESL students.

Benefits to agency: Increases diversity of the student body.

Objective 020

GED graduates will be actively recruited by DSC. To enroll more nontraditional students at DSC. Must make them aware of the limited paths for admission to the degree programs.

OMAS 01

An increase in GED graduates who enroll at DSC. Track the number of GED graduates who enroll Fall 2000 versus. Fall 2001. Must be able to track students in Banner.

Evaluation

The number of first-time students enrolling with a GED increased from 140 in the Fall of 2000 to 174 in the Fall of 2001.

Impact on Unit Performance: Helped in increasing enrollment.

Impact on Agency Goal Attainment: More GED graduates enrolled at DSC.

Effect to be integrated into next planning cycle: Continue to actively recruit GED graduates.

Benefits to agency: Increases diversity of the student population.

Goal 0790

Establish Web-based registration for students to enable them to register off-campus for classes in a timely and efficient manner.

Objective 010

Enrollment Services and other registration related units will meet to develop web registration policies and procedures. To ensure all processes are thought out and run parallel to regular registration. Will need to be developed before advance registration for Summer 01 and Fall01.

OMAS 01

All web registration policies and procedures will be presented at the Spring 2001 Faculty Meeting for final approval. Approval of procedures.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Evaluation

A web registration policy was developed in the Fall of 2000 and approved by Faculty at the December 2000 Dalton State College Faculty Meeting.

Impact on Unit Performance: Established a written policy to use as a reference.

Impact on Agency Goal Attainment: Step 1 in achieving the goal.

Effect to be integrated into next planning cycle: Will enable the college to roll out web registration for all eligible students. Must determine a way to automate the eligibility process.

Benefits to agency: Enable the college to move forward with new technologies.

Objective 020

Students will be selected to test the new web registration process for Summer 01 and Fall 01. To determine if the system works and what areas need to be improved upon. Policies and procedures must be established to go forward with the test.

OMAS 01 Some students will be selected to participate in web registration during the Summer '01 and Fall '01 advance registration period. Did students register via the web? Web registration must be ready to implement by April 2001.

Evaluation

The Bachelor's degree students were selected as the test population for web registration. Ten students elected to participate in the test. All 10 successfully registered for Summer 2001 and/or Fall 2001 and some students paid their fees by credit card as well.

Impact on Unit Performance: Students are able to perform certain registration functions without assistance from Enrollment Services.

Impact on Agency Goal Attainment: The goal has been proven feasible. Implementation will continue in the 2001-2002 year.

Effect to be integrated into next planning cycle: Training will be provided for all students to learn how to register using the web.

Benefits to agency: Increased student satisfaction with the registration process.

Goal 0880

Publish grades and other student academic information through a secure Web site to encourage computer literacy campus-wide.

Objective 010

Enrollment Services and OCIS will work together to determine what information will be available for students to access via the web. To give time and place convenience to students needing to access information. Should be available when the test registration occurs in April.

OMAS 01

Some web based modules will be available during the advance registration period in April 2001. Are students able to access the web during advance registration? The web registration system must be up and running by April 2001.

Evaluation

Fee payment, transcript and schedule printing options, and address changes were available during the web registration test period in April of 2001.

Impact on Unit Performance: Enables students to perform certain registration related tasks without the assistance of Enrollment Services.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Impact on Agency Goal Attainment: Encourages students to use the web to gain access to information.
Effect to be integrated into next planning cycle: Training opportunities will be provided to all students so they can learn how to navigate the web based applications.
Benefits to agency: Will improve student satisfaction with the institution.

Goal 0990

Enhance efforts to provide appropriate programming for public school (K-12) students to better inform and to better expose them to collegiate experiences and opportunities.

Objective 010

Guidance Counselors will be invited on campus to learn about admissions requirements and programs available to their students. To make accurate information available to students. Will need to offer these workshops as early in the academic year as possible.

OMAS 01

A comprehensive admission criteria workshop will be offered to all area public and private school guidance counselors. An evaluation will be distributed to the counselors in attendance. Will need to find the best time for counselors to attend.

Evaluation

An admissions workshop was held in December 2001. Suggestions from last year such as adding representatives from other university system schools were incorporated into the workshop. Comments indicated that the workshop was worthwhile and the changes were appreciated.

Impact on Unit Performance: Provided accurate information to guidance counselors to pass on to prospective students.

Impact on Agency Goal Attainment: Informed students through counselors of the collegiate opportunities available to them.

Effect to be integrated into next planning cycle: None.

Benefits to agency: Prevents some confusion and frustration for potential students.

Objective 020

High School seniors from the major feeder schools will be invited on campus for senior days. An opportunity for students to see what a college campus is like and to see what a college class is like. Space availability issues.

OMAS 01

All local high schools will participate in senior days at Dalton State College Fall 2001. Use roster of attending schools. Space issues as well as date availability.

Evaluation

Sixteen area high schools participated in Senior Days on the Dalton State College campus during the October 2001. Approximately 600 students had an opportunity to experience a typical college day during the week.

Impact on Unit Performance: Provides a captive audience for DSC recruitment opportunities.

Impact on Agency Goal Attainment: Exposes high school seniors to a typical college day.

Effect to be integrated into next planning cycle: Continue to offer Senior Days.

Benefits to agency: Major. Provides name recognition for the institution as well as increased enrollment.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Objective 030

VP for Enrollment Services will serve as a member of the Carpet Capital Consortium, and to interact with middle and high school teachers and counselors and determine their needs.

OMAS 01

Will attend most meetings of the Carpet Capital Consortium and be an active participant.

Evaluation

The Vice President for Enrollment Services served as a member of the Carpet Capital Consortium and on the Executive Committee during the 2001 - 2002 school year.

Impact on Unit Performance: Keeps the Enrollment Services staff informed of any changes in the School to Work and Tech Prep programs.

Impact on Agency Goal Attainment: Inadequate.

Effect to be integrated into next planning cycle: Continue to serve as a member of the consortium.

Benefits to agency: None.

Goal 1000

Increase secondary student participation in joint enrollment programs with DSC (e.g., post-secondary options) as a potential source of student recruitment and enrollment.

Objective 010

Assistant Director of Admissions will attempt to reach potential PSO students directly as well as through their guidance counselors. To develop a niche market.

OMAS 01

All PSO publications will be reviewed and revised before being distributed. Production of new publications.

Evaluation

A new PSO application and brochure were distributed to local high schools during the 2001-2002 school year.

Impact on Unit Performance: Provides Enrollment Services with up to date and accurate PSO publications.

Impact on Agency Goal Attainment: Have revised materials to go out and recruit with.

Effect to be integrated into next planning cycle: Use new materials in PSO recruiting activities.

Benefits to agency: New material provide a more professional image of the DSC PSO program.

Goal 1010

Develop better communication and collaboration with area public school systems, including informing students about the new academic admission requirements.

Objective 010

An admissions requirement workshop will be offered to all local guidance counselors. To better inform counselors so that they can properly advise their students. Must find appropriate date.

OMAS 01

All local public and private high school guidance counselors will be invited to attend an admissions requirement workshop. Number in attendance. Find a date without conflicts.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Evaluation

An admissions workshop was held in December 2001. Suggestions from last year such as adding representatives from other university system schools were incorporated into the workshop. Comments indicated that the workshop was worthwhile and the changes were appreciated.

Impact on Unit Performance: Gave the Enrollment Services Office an opportunity to interact with local guidance counselors as well as present valuable information to them.

Impact on Agency Goal Attainment: Opened lines of communication.

Effect to be integrated into next planning cycle: Talk with the counselors to see if they would like to see another workshop on another topic.

Benefits to agency: General awareness of DSC among the counselors as well as a good public relations tool.

Goal 1020

Promote the use of DSC as a meeting site for regional high school activities to expose and familiarize prospective students to the College.

Objective 010

Enrollment Services will bring prospective students on site for Senior Days to show potential students the benefits of attending DSC. Will need the cooperation of the local school system as well as space availability issues on campus.

OMAS 01

All local high schools will attend senior days at DSC Fall 2001.

Evaluation

Sixteen area high schools participated in Senior Days on the Dalton State College campus during the October 2001. Approximately 600 students had an opportunity to experience a typical college day during the week.

Impact on Unit Performance: Provides a captive audience for DSC recruitment activities.

Impact on Agency Goal Attainment: Senior Days showcases the DSC campus.

Effect to be integrated into next planning cycle: Continue to offer DSC Senior Days.

Benefits to agency: Name recognition and awareness among prospective students of the degree programs offered at DSC.

Objective 020

Enrollment Services staff will volunteer to help with high school events being offered on campus and well as providing DSC materials and promotionals. To encourage more students to attend DSC by showing them the benefits. Will need a budget for promotionals.

OMAS 01

Every high school or middle school event held on campus will be offered volunteer help or supplies from the Enrollment Services Office. Need adequate staff and promotional items.

Evaluation

Dalton State College Enrollment Services staff participated in two Saturday of Stars Prep programs. Dalton State College hosted the Hispanic Scholarship Fund Town Hall Meeting in November 2001. The participants distributed information on financial aid as well as college admission. Dalton State College provided promotional items for the Science Olympiad held during the Spring 2002 semester. Enrollment Services played an active role in the planning and production of the Summer 2002 Steps-To-College program for ESL middle and high school students.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Impact on Unit Performance: Gives Enrollment Services an opportunity to promote DSC.

Impact on Agency Goal Attainment: Encourages groups to use the campus by providing support and promotionals.

Effect to be integrated into next planning cycle: Continue to offer the same services.

Benefits to agency: Promotes name recognition as well as a feeling of goodwill toward the college.

Goal 7000

Faculty will be trained to utilize Banner Web for grade submission.

Objective 010

Enrollment Services and OCIS will offer training classes for faculty to learn to submit grades electronically. By submitting grades electronically, error rates should drop and convenience for faculty will improve. Will need to try on a test group first to ensure system is working properly.

OMAS 01

At least 50% of the faculty will submit grades electronically for the Spring 2001 semester. Track number of faculty trained during the academic year.

Evaluation

The Physical Education Department was selected as the test group for Banner Web grade submission in the Fall of 2000 B Session. The test group submitted with no problems and training was offered to all faculty during the rest of the academic year. Sixty percent of faculty submitted grades electronically for the Spring 2001 semester.

Impact on Unit Performance: Frees up staff to perform other duties as well as reduces grade entry errors.

Impact on Agency Goal Attainment: Inadequate.

Effect to be integrated into next planning cycle: Continue to encourage faculty to submit grades electronically.

Benefits to agency: None.

Goal 7010

More emphasis will be placed on recruiting prospective students with direct mailings.

Objective 010

High School Juniors and Seniors from feeder high schools will receive packets of information geared towards their point in the college search through the mail form DSC. To better inform local high school students of the opportunities at DSC. Will need to get mailing lists from local high schools.

OMAS 01

All local high school juniors and seniors will receive an information packet from DSC. Rosters of students from high schools. Getting information from high schools.

Evaluation

All local high schools submitted the names and addresses of juniors and seniors. All the names were entered in a database and a mailing was sent to graduating seniors in the Summer of 2001. During the 2001-2002 academic year mass mailings were sent to juniors and seniors.

Impact on Unit Performance: The process was started late and did not have the impact hoped for.

Impact on Agency Goal Attainment: Inadequate.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Effect to be integrated into next planning cycle: 2001-2001 will be the first full year of the direct mail cycle

Benefits to agency: None.

Objective 020

Enrollment Services and Public Relations will develop materials to be used in direct mailings. Target materials for specific requests.

OMAS 01

All degree programs will have a brochure for mailing as well as a general interest letter for prospective students. Production of publications. Will need cooperation from academic divisions.

Evaluation

Assisted Public Relations in developing information sheets for each major as well as a letter to be sent to prospective students from the division chairs. In 2001-2002 degree program sheets were developed for each major and trifold brochures were developed for the nursing, business, and social work programs.

Impact on Unit Performance: Pieces were developed late in the year and did not have an impact on recruiting or enrollment.

Impact on Agency Goal Attainment: Inadequate.

Effect to be integrated into next planning cycle: The publications will be used extensively in the 2001-2002 direct mail recruiting campaign.

Benefits to agency: None.

Goal 7020

A more effective system of records storage will be developed.

Objective 010

Enrollment Services will consolidate files on the wall as well as files in the vault into a more manageable system. All files will be properly stored and secure. Will need to determine the most appropriate filing system.

OMAS 01

All academic student records will be stored in a secure and convenient location. Installation of new filing system. Will need to find appropriate storage system.

Evaluation

A new filing system was purchased for the Enrollment Services vault in the Spring of 2001. The new filing system will accommodate all the files in the vault as well as those currently stored along the wall. When complete, all files will be stored in a secure, fireproof location. The move to the new file system was completed in the Fall of 2001.

Impact on Unit Performance: When complete will provide one location for permanent student record storage.

Impact on Agency Goal Attainment: Inadequate.

Effect to be integrated into next planning cycle: Transition of files will be completed.

Benefits to agency: None.

Objective 020

Enrollment Services will develop a records retention policy. To put in writing our business practices. Will need to follow University System policy and AACRAO guidelines.

ENROLLMENT & STUDENT SERVICES (Cont'd)

OMAS 01

All records retained by the Enrollment Services Office will be documented in the records retention policy.

Evaluation

A new records retention policy was developed in the Fall of 2001 in accordance with University System of Georgia policies as well as AACRAO guidelines. The policy is on file in the Enrollment Services Office.

Impact on Unit Performance: Puts a business practice in writing. provides for consistency in records maintenance.

Impact on Agency Goal Attainment: Inadequate.

Effect to be integrated into next planning cycle: Continue to follow policy.

Benefits to agency: None.

Objective: 030

Financial Aid will make use of a records scanning system. It will make locating a student's information faster.

OMAS: 01

All student financial. aid applications will be scanned upon receipt in the Financial Aid Office. Will need to install scanner.

Evaluation

Beginning with year 2001-2002 financial aid applications, all incoming paperwork is scanned into file magic. Counselors no longer have to pull paper files, thus speeding up the awarding process.

Impact on Unit Performance: Has speed up processing time and loss of documents.

Impact on Agency Goal Attainment: None.

Effect to be integrated into next planning cycle: Continue scanning all documents when received.

Benefits to agency: None.

Goal 7030

The records and financial aid needs of students enrolled at sites other than the main campus will be met.

Objective 010

An Enrollment Services representative will visit each of the three off campus locations each semester and talk with students about the services available to them and answer any questions they might have. To provide equivalent services to off campus students. Will need to schedule with the off campus coordinator and go in conjunction with the counseling staff.

OMAS 01

All off campus sites will be visited by a n Enrollment Services representative at least once a semester. Documentation of visits.

Evaluation

During both the Fall 2000 and Spring 2001 semesters, an Enrollment Services representative visited the Catoosa Center, Appalachian Technical College, and Coosa Valley Technical College to talk with Dalton State College students about the services available to them and to provide assistance with any problems they might be having.

Impact on Unit Performance: Improved awareness of services Enrollment Services provides to off campus students.

ENROLLMENT & STUDENT SERVICES (Cont'd)

Impact on Agency Goal Attainment: Inadequate.

Effect to be integrated into next planning cycle: Continue to offer the same services and increase offerings such as web training off campus.

Benefits to agency: None.

FISCAL AFFAIRS

Goal 0560

Develop more direct linkages between planning and budgeting in order to achieve the goal of incorporating strategic planning into the daily operations of every level of the College.

Objective 010

VP - Fiscal Affairs works with President to coordinate division and department needs as related to the 2000-2003 Strategic Plan.

OMAS 01

Information about the direct linkage between planning and budgeting will be clearer in the 2000-2003 Strategic Plan. There will be a new section on Linkage between planning and budgeting in the Strategic Plan.

Evaluation

Information about the direct linkage between planning and budgeting was made clearer and incorporated in the 2000-2003 Strategic Plan (see page 9). The FY '02 original budget included communication from divisions and departments for budget preparation (see FY '02 original budget working papers). This linkage will continue in subsequent college strategic plans and budget preparation. Information about the direct linkage between planning and budgeting was made clearer and incorporated in the 2000-2003 Strategic Plan (see page 9). The FY '02 original budget included communication from divisions and departments for budget preparation (see FY '02 original budget working papers). This linkage will continue in subsequent college strategic plans and budget preparation. The FY'03 original budget included communication from divisions and departments for budget preparation (see FY '03 original budget working papers)

Impact on Unit Performance: Goal was achieved.

Impact on Agency Goal Attainment: Strategic planning has been incorporated into the daily operations of every level of the college.

Effect to be integrated into next planning cycle: This is an ongoing process from fiscal year to fiscal year.

Benefits to agency: This completes the budget cycle/strategic planning process from top management to departments/divisions.

OMAS 02

All divisions and departments budgetary needs will be provided in the Strategic Plan.

Condition: Subject to available funding.

Evaluation

2000-2001: All divisions and departments budgetary requests were reviewed with the President through the Strategic Planning process and implemented where funding was appropriated for FY '02 for their respective plan goals.

Impact on Unit Performance: Establishes communication to divisions and departments of budgetary funding.

Impact on Agency Goal Attainment: All divisions and departments budgetary needs are provided.

Effect to be integrated into next planning cycle: This is an ongoing process from fiscal year to fiscal year.

Benefits to agency: Each division and departments needs are met according to their respective plan goals.

Goal 0590

Complete library expansion and remodeling to enhance the teaching and scholarly missions of the College.

FISCAL AFFAIRS (Cont'd)

Objective 010

VP - Fiscal Affairs will oversee the construction and renovation in conjunction with architect, GSFIC, and Library Director to complete Library expansion and remodeling.

OMAS 01

An expanded and renovated Library will begin construction by February 2001. Architects will submit a progress report to VP - Fiscal Affairs.

Evaluation

An expanded and renovated Library began construction in December 2000. Architects will continue to submit a progress report to VP - Fiscal Affairs until the project is completed during spring semester 2002. The construction for the new addition is ahead of schedule and once completed (early calendar year 2002) renovation of existing Library will begin. Library project was completed Spring Semester 2002.

Impact on Unit Performance: The Library project is ahead of schedule and will be completed by Spring Semester 2002. The goal was achieved.

Impact on Agency Goal Attainment: This project will provide additional resources to students, faculty, and staff. The completion of this project did provide additional resources to students, faculty, and staff.

Effect to be integrated into next planning cycle: VP - Fiscal Affairs will continue to monitor progress on the Library addition. Upon completion, renovation of existing Library will commence. VP- Fiscal Affairs will continue to monitor and expand resources as necessary.

Benefits to agency: The completion of the Library project will enhance the teaching and scholarly missions of the college.

Goal 0670

Upgrade the Catoosa Center's physical environment (e.g., parking, lighting, signage) to make it a safer environment for student learning.

Objective 010

VP - Fiscal Affairs will coordinate with Director of Evening and Extended Campus to erect signage and interior lighting at the Catoosa Center.

OMAS 01

A new signage and interior lighting at the Catoosa Center will be constructed before June 30, 2001. Director of Plant Operations will provide a report to VP - Fiscal Affairs on project completion.

Evaluation

The new signage and interior lighting at the Catoosa Center was not completed before June 30, 2001. Signage will be installed during September 2001. Additional parking was provided during FY '01. The college will continue to monitor and address the leased Catoosa Center building lighting. Director of Plant Operations will continue to provide a report to VP - Fiscal Affairs on project completion. Signage was installed in FY'02. The college will continue to monitor and address the leased Catoosa Center building lighting. Director of Plant Operations will continue to provide a report to VP - Fiscal Affairs on project completion.

Impact on Unit Performance: A new signage was installed during September 2001.

Impact on Agency Goal Attainment: Upon completion, the new signage will provide an attractive upgrade to Catoosa Center's physical environment.

Effect to be integrated into next planning cycle: The college will continue to monitor and address off campus environment and safety issues.

FISCAL AFFAIRS (Cont'd)

Benefits to agency: Upgrading physical environments of off campus facilities provide students a safer learning experience.

Goal 0680

Renovate Memorial Hall to make it more functional and attractive for College and community events.

Objective 010

VP - Fiscal Affairs will select architect and begin renovation of Memorial Hall to make it more functional and attractive.

OMAS: 01

A renovated Memorial Hall will be completed by Fall 2001. Architect provides progress reports to VP - Fiscal Affairs during renovation.

Evaluation

A renovated Memorial Hall was completed August 2001 within the budget.

Impact on Unit Performance: Major undertaking for the division.

Impact on Agency Goal Attainment: The goal was attained.

Effect to be integrated into next planning cycle: The project completed within budget. No additional major plans for further renovations.

Benefits to agency: The college acquired a more functional and attractive auditorium for college and community events.

Goal 0690

Provide additional space for student organizations to improve quality of campus life.

Objective 010

VP - Fiscal Affairs will coordinate with the President and Director of Student Activities to determine the feasibility of additional space requirements.

OMAS 01

A decision by the President and Director of Student Activities will be made regarding space needs/renovations. The President will inform VP - Fiscal Affairs about decision and any implications for funding.

Evaluation

A decision by the President and Director of Student Activities was made regarding space needs/renovations. The original faculty lounge and Student Activities office were exchanged and renovated during Spring Semester 2001 with minimal expenses.

Impact on Unit Performance: This goal was achieved by internal space management on campus.

Impact on Agency Goal Attainment: Space needs were met with minimal expenses.

Effect to be integrated into next planning cycle: Major. VP - Fiscal Affairs will continue to address space needs on campus.

Benefits to agency: This achievement improves the quality of campus life.

Goal 0700

Update Master Facilities Plan to guide the growth and improvements of the College's facilities.

FISCAL AFFAIRS (Cont'd)

Objective 010

VP - Fiscal Affairs will update and include Library expansion as part of the Physical Master Facilities Plan.

OMAS 01

An updated Physical Master Facilities Plan will include information about Library expansion and be reported as part of the 2000-2003 Strategic Plan.

Evaluation

The original Master Facilities Plan included information about the Library expansion and was reported as part of the 2000-2003 Strategic Plan. Efforts with the System Office during September 2001 to update the current Physical Master Facilities Plan are underway and a contract will be issued as related to the 2000-2003 Strategic Plan. The updated Physical Facilities Master Plan will include information on the Library expansion and renovation completion and other projects. It is expected that the updated Physical Master Facilities Plan will be completed by June 2002.

Impact on Unit Performance: Discussions related to the update of the Physical Master Facilities Plan are underway. The goal was achieved.

Impact on Agency Goal Attainment: This will enhance the campus both internally and externally.

Effect to be integrated into next planning cycle: A contract will be issued during FY 2002 as related to the 2000-2003 Strategic Plan.

Benefits to agency: This will allow us to accommodate enrollment and program growth.

Objective 020

VP - Fiscal Affairs will assist with the completion of the new Physical Plant Storage facility to increase storage area for the college.

OMAS 01

A new Physical Plant Storage facility will be completed before December 2000 as part of our Physical Master Facilities Plan.

Evaluation

A new Physical Plant Storage facility was completed July 2000.

Impact on Unit Performance: Storage needs were met with construction of new storage facility.

Impact on Agency Goal Attainment: This goal was achieved with minor expense.

Effect to be integrated into next planning cycle: The new Physical Plant Storage facility is completed.

Benefits to agency: This facility increased storage area for the campus.

Goal 0710

Conduct periodic campus safety reviews to ensure compliance with ADA requirements and to assess and improve student satisfaction concerning student safety.

Objective 010

VP - Fiscal Affairs will work with the ACE Center, Public Safety, and Plant Operations to construct additional handicapped parking on campus.

OMAS 01

Additional handicapped parking will be constructed on campus. Director of Plant Operations will report project completion to VP- Fiscal Affairs.

FISCAL AFFAIRS (Cont'd)

Evaluation

Additional handicapped parking was constructed in front of the new Liberal Arts and Technical buildings.

Impact on Unit Performance: There will still be some pressure to provide more parking spaces, especially in light of growing student enrollment and to accommodate more students with disabilities.

Impact on Agency Goal Attainment: The provision of adequate parking space to comply with ADA requirements will contribute to the attainment of this goal.

Effect to be integrated into next planning cycle: This goal is complete, but will continue to monitor parking to provide adequate spaces ensuring ADA compliance.

Benefits to agency: Additional handicap parking improves student safety and campus environment and ensures ADA compliance.

Objective 020

VP - Fiscal Affairs will approve the purchase of furniture for specialized instruction for students with special needs.

OMAS 01

Special furniture and equipment for special needs students will be purchased. Invoices on purchases will be on record.

Evaluation

Special furniture and equipment for special needs students was purchased for Memorial, Sequoya, Library, Student Center, Westcott, and Technical buildings. Invoices on purchases are on record at the Purchasing Department.

Impact on Unit Performance: Minimal.

Impact on Agency Goal Attainment: The goal was achieved with minimal costs with the purchase of special furniture and equipment for special needs students.

Effect to be integrated into next planning cycle: This will be ongoing as required.

Benefits to agency: Compliance with ADA requirements and provision of special furniture to accommodate disabled students on campus.

Goal 1030

Implement PeopleSoft financial software system in compliance with new system-wide accounting procedures.

Objective 010

The Fiscal Affairs staff will attend Peoplesoft training and workshops to prepare for implementation of Peoplesoft Financials.

OMAS 01

Peoplesoft Financials will be implemented with a live date of December 3, 2001 to comply with requirements from GASB and the University System Office.

Evaluation

The Fiscal Affairs office converted to Peoplesoft Financials in December 2001.

Impact on Unit Performance: The goal was achieved.

Impact on Agency Goal Attainment: Peoplesoft Financials does not promote efficiency in business operations.

Effect to be integrated into next planning cycle: To provide more flexibility in reporting by using query tool to write reports for departments on campus.

FISCAL AFFAIRS (Cont'd)

Benefits to agency: Few benefits attained by converting to Peoplesoft; however, we are able to comply with GAAP, GASB, and other reporting requirements that were unable to be produced in CUFA.

Goal 7000

Faculty, Staff, and Students will be satisfied with the operations of the Business Office.

Objective 010

Students will be satisfied with the Business Office.

OMAS 01

90% of students will be satisfied or very satisfied with the Business Office as indicated by the Graduating Student Survey.

Evaluation

88% of students were satisfied with the Business Office.

Impact on Unit Performance: The survey identified room for improvement.

Impact on Agency Goal Attainment: 88% of students are satisfied with the Business Office.

Effect to be integrated into next planning cycle: The Business Office will focus on improvement to attain goal of 90% satisfaction among students.

Benefits to agency: The Business Office will continue its respective goal to enhancing the overall mission of the college.

Objective 020

Staff will be satisfied with the services provided by the Fiscal Affairs division.

OMAS 01

90% of staff will be satisfied or very satisfied with the Business Office as indicated by the 2001-2002 Staff survey.

Evaluation

91 % of staff were satisfied or very satisfied with the Business Office as shown in the 2001-2002 Staff Survey.

Impact on Unit Performance: The goal was achieved

Impact on Agency Goal Attainment: DSC Staff is satisfied with Business Office operations.

Effect to be integrated into next planning cycle: The Business Office will continue to improve its operations.

Benefits to agency: The Business Office has achieved its goal.

Goal 7010

Faculty, Staff, and Students will be satisfied with the services provided by the Bookstore.

Objective 010

Students will be satisfied with the services provided by the Bookstore.

OMAS 01

90% of students will be satisfied or very satisfied with the Bookstore as indicated by the Graduating Students Survey.

Evaluation

86% of students were satisfied with services provided by the Bookstore.

Impact on Unit Performance: The survey identified room for improvement.

FISCAL AFFAIRS (Cont'd)

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: The Bookstore will focus on improvement to attain the goal of 90% satisfaction.

Benefits to agency: The Bookstore will continue its respective goal to enhancing the overall mission of the college.

Objective 020

Staff will be satisfied with services provided by the Bookstore.

OMAS 01

90% of staff will be satisfied or very satisfied with the Bookstore as indicated by the 2001-2002 Staff survey.

Evaluation

93% of staff were satisfied or very satisfied with the Bookstore as shown in the 2001-2002 Staff Survey.

Impact on Unit Performance: The goal was achieved.

Impact on Agency Goal Attainment: Staff is satisfied with Bookstore goods and services.

Effect to be integrated into next planning cycle: Bookstore will continue to improve.

Benefits to agency: Bookstore is a contributing factor in the success of the College's mission.

Goal 7020

Faculty, Staff, and Students will be satisfied with DSC Food Services.

Objective 010

Students will be satisfied with DSC Food Services.

OMAS 01

80% of students will be satisfied or very satisfied with Food Services as indicated by the Graduating Students Survey.

Evaluation

78% of students were satisfied with DSC Food Services.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: The survey identified room for improvement.

Effect to be integrated into next planning cycle: Food Services will focus on improvement to attain 80% satisfaction.

Benefits to agency: Food Services will continue its respective goal to enhancing the overall mission of the college.

Objective 020

Staff will be satisfied with DSC Food Services.

OMAS 01

80% of staff will be satisfied or very satisfied with Food Services as indicated by the 2001-2002 Staff survey.

Evaluation:

77% of staff were satisfied or very satisfied with the Food Services as shown in the 2001-2002 Staff Survey.

FISCAL AFFAIRS (Cont'd)

Impact on Unit Performance: The survey identified areas for improvement.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: Food Services will focus on improvement to attain 80% satisfaction.

Benefits to agency: Food Services will improve its respective goal to enhance the overall mission of the college.

Goal 7030

A Maintenance Plan for the upkeep of the College's physical facilities will be kept up-to-date.

Objective 010

DSC's Maintenance Plan will be revised and updated annually.

OMAS 01

A revised and updated Maintenance Plan will be produced for the college and presented to the Vice President for Fiscal Affairs.

Evaluation

A plan was presented and approved by the Vice President for Fiscal Affairs.

Impact on Unit Performance: The new policy has been implemented.

Impact on Agency Goal Attainment: Plant Operations will monitor this maintenance plan.

Effect to be integrated into next planning cycle: This is an ongoing process from year to year.

Benefits to agency: Maintaining this will ensure the college's physical facilities will be kept up to date.

Goal 7040

The Purchasing Card Program, including a training component, will be implemented for campus-wide use in 2001 and 2002.

Objective 010

The Purchasing Card Program, including a training component, will be implemented for campus-wide use in 2001 and 2002.

OMAS 01

A Purchasing Card Program will be implemented campus-wide and results reported to the Vice President for Fiscal Affairs.

Evaluation

The Purchasing Card was fully implemented during FY 2002.

Impact on Unit Performance: The goal was achieved.

Impact on Agency Goal Attainment: All areas on campus are using the P-Card for general purchases.

Effect to be integrated into next planning cycle: The Purchasing Department will continue to monitor the Purchasing Card operations to ensure good business practices and proper purchases.

Benefits to agency: The Purchasing Card program has decreased the number of requisitions in the Purchasing Department; however, purchasing card transactions have increased tremendously.

Goal 7050

The DSC Comprehensive Safety Plan will be kept up-to-date.

FISCAL AFFAIRS (Cont'd)

Objective 020

Staff will be satisfied with Campus security and safety.

OMAS 01

90% of staff will be satisfied or very satisfied with campus security as indicated by the 2001-2002 Staff survey.

Evaluation

98% of staff were satisfied or very satisfied with Public Safety as shown in the 2001-2002 Staff Survey.

Impact on Unit Performance: The goal was achieved.

Impact on Agency Goal Attainment: Staff feels the Public Safety department provides a safe environment.

Effect to be integrated into next planning cycle: Public Safety will continue to monitor and improve campus safety and security.

Benefits to agency: Public Safety provides a safe and secure working environment for staff, faculty and students.

Objective 030

The DSC Comprehensive Safety Plan will be revised and updated annually.

OMAS 01

A comprehensive Safety Plan will be updated and presented to the Vice President for Fiscal Affairs.

Evaluation

The DSC Comprehensive Safety Plan was revised for compliance in 2002.

Impact on Unit Performance: The goal was achieved.

Impact on Agency Goal Attainment: The new revised Comprehensive Safety Plan will ensure compliance.

Effect to be integrated into next planning cycle: The Comprehensive Safety Plan will be annually reviewed for necessary revisions.

Benefits to agency: The Comprehensive Safety Plan will ensure compliance and enhance the overall mission of the college.

Goal 7060

Procedures will be established to make the purchasing process on campus more efficient and user friendly.

Objective 010

Staff will be pleased with the Purchasing Department procedures.

OMAS 01

90% of staff will be satisfied or very satisfied with the Purchasing Department indicated by the 2001 -2002 Staff survey.

Evaluation

88% of staff were satisfied or very satisfied with the Purchasing Department as shown in the 2001-2002 Staff Survey.

Impact on Unit Performance: The survey provided areas of improvement.

Impact on Agency Goal Attainment: The purchasing department improves buying efficiency on campus.

Effect to be integrated into next planning cycle: The purchasing department will improve to attain goal of 90% satisfaction.

Benefits to agency: The purchasing department will improve satisfaction among staff concerning purchasing issues.

FISCAL AFFAIRS (Cont'd)*Goal 7070*

Plant Operations & Maintenance will maintain an environment conducive and supportive of teaching, learning, and outreach by maintenance and care of existing facilities and infrastructure and through new construction and renovation of existing facilities.

Objective 010

Staff will be satisfied with the campus physical facilities.

OMAS 01

90% of staff will be satisfied or very satisfied with physical facilities as indicated by the 2001-2002 Staff survey.

Evaluation:

94% of staff were satisfied or very satisfied with Plant Operations as shown in the 2001-2002 Staff Survey.

Impact on Unit Performance: The goal was achieved.

Impact on Agency Goal Attainment: Plant Operations & Maintenance maintained satisfactory physical facilities.

Effect to be integrated into next planning cycle: Plant Operations & Maintenance will continue to maintain facilities conducive to teaching & learning.

Benefits to agency: Plant Operations & Maintenance is a strong contribution to the college's overall mission.

HUMANITIES DIVISION

Goal 0020

Broaden and expand the English as a Second Language program to attract and to prepare non-English native speakers for success in DSC college programs.

Objective 010

The Division of Humanities will revise the ESL course offerings that will prepare students for English 1101. This revision will drop English 0800 (Beginning ESL) and English 0830 {Intermediate ESL} . These courses will be replaced with English 0930, (Low Intermediate ESL), and English 0950, (High Intermediate ESL). English 0860 will be renumbered to better fit the first two courses. These changes will broaden and expand the English as a Second Language program.

OMAS 01

The revision of the ESL courses will show a 10% increase in the number of ESL students enrolled in these courses, and 10% of the students will pass the College Preparatory Exam English (CPE) after completing English 0950--High Intermediate ESL.

Benefit: The adoption of the adapted curriculum will have a positive effect on the quality and the quantity of ESL students advancing into the academic programs of Dalton State College.

Evaluation

The Humanities Division voted in October, 2001, to drop Beginning ESL and Intermediate ESL, and the Division added the Low Intermediate ESL and High Intermediate ESL courses. The course changes have not produced any results, since they will become effective in Fall Semester, 2002.

Impact on Unit Performance: Nearly all ESL students have acquired at least basic English prior to entering Dalton State College. The vast majority have taken English courses in middle school and high school. Low Intermediate ESL classes should be more successful than Beginning ESL classes. Also, students completing Low Intermediate ESL, High Intermediate ESL, and Advanced ESL will be better prepared to succeed in English Composition.

Impact on Agency Goal Attainment: By matching proficiency level to the student population, the program will be better able to prepare ESL students for success in college programs.

Effect to be integrated into next planning cycle: If the adapted course sequence yields the anticipated results, the unit may investigate further, curricular innovations in subsequent years.

Benefits to agency: The adoption of the adapted curriculum will have a positive effect on the quality and the quantity of ESL students advancing into the academic programs of Dalton State College.

Objective 020

An ESL summer-school program will be developed for at-risk bilingual secondary students to help them pass the Georgia High School Examinations and to advance to college.

OMAS 01

Under the supervision of the Vice-President of Academic Affairs and under a grant that will be offered by the Board of Regents, the ESL program will provide Steps-to-College, an intensive five-week ESL summer-school program for local bilingual secondary students.

Evaluation

Sixty (60) bilingual secondary students enrolled in the Steps-to-College program in June, 2001. Dr. Monte Salyer oversaw the budget; acquired keys, snacks, and supplies; supervised five teaching assistants; and provided counsel to Ms. Judi Pontonio, who coordinated the curriculum; five instructors; the transportation program, and the forty-five (45) students who completed the program. Dr. Salyer produced and distributed to students and staff a Steps to College viewbook, including class activity photographs, college ESL class information and admissions materials. He

HUMANITIES DIVISION (Cont'd)

also produced an ESL brochure in both Spanish and English language versions. Students and instructors consistently expressed markedly positive attitudes toward Dalton State College. Ms. Pontonio reported that the twenty-odd bilingual Steps-to-College students she instructed studied well and planned to advance to college.

Impact on Unit Performance: The students in Steps-to-College are in the first, second, and third years of high school, so they are not yet ready to enter the College. However, they may well be serving as youthful advocates of the College in the bilingual community.

Impact on Agency Goal Attainment: Steps-to-College has changed the attitudes and goals of at least a number of local bilingual secondary students. In addition, several local middle school and high school ESOL instructors have acquired first-hand information regarding the College. These instructors also may serve as advocates of the College in the bilingual educational community.

Effect to be integrated into next planning cycle: A committee comprised of the President, two Vice-Presidents, a program coordinator, and two instructors is seeking to obtain a grant from a private foundation to fund not only Steps-to-College but also several other programs and services related to the college ESL program. Should funding be obtained, an improved version of Steps-to-College will be planned for Summer, 2002.

Benefits to agency: If Steps-to-College obtains adequate and sustained funding, the program soon may grow to yield substantial numbers of better-prepared bilingual students entering the College. Practically each of the students who successfully completed the program expressed the desire to enroll in the College at the earliest opportunity.

Goal 0090

Conduct more aggressive faculty recruitment and searches through the use of a more rigorous screening process to develop and to sustain a faculty of the highest quality and excellence in teaching.

Objective 010

The Vice-President of Academic Affairs will advertise in discipline-specific media to achieve targeted dissemination of the availability of faculty positions.

Benefit: More qualified people will become aware of faculty openings at the College.

OMAS 01

When requested by the Division Chairs, the Vice President of Academic Affairs will advertise in discipline-specific media. Division Chair files will show a 10% increase in applications.

Condition: Provided that there is a reasonable time to advertise before the position must be filled.

Evaluation

An English position was advertised in February, 2001. As requested by the Division Chair, the Vice-President of Academic Affairs advertised in discipline-specific media. The avenues of advertisement and the number of applications from those advertisements were as follows: Chronicle of Higher Education--10 applicants; MLA (Modern Language Association) Job List --5 applicants; Dalton State College Web Site--3 applicants; usual Dalton State College mail-out targets--0; University System of Georgia Applicant Clearing House--0; and there were 10 applicants who did not indicate their sources. Division Chair files show a 18% increase in applications from the new advertisement places--the MLA (Modern Language Association) Job List and the DSC Web Site (which cannot be considered discipline-specific).

Impact on Unit Performance: The premise was that a wider range of advertising in discipline-specific media will bring more applications from more qualified applicants than the more general avenues of advertisement. There was an 18% increase in applications from the new advertisement places.

HUMANITIES DIVISION (Cont'd)

Impact on Agency Goal Attainment: Twenty-eight people applied for the advertised job of Assistant Professor of English. The increase in applications (5 applications or 18%) from discipline-specific media is quite positive for a first effort.

Effect to be integrated into next planning cycle: Given our encouraging response, we will advertise future positions in discipline-specific media given reasonable time to advertise before the position must be filled.

Benefits to agency: Discovering and using discipline-specific media should have a positive effect on the quality and quantity of the applicant pool.

OMAS 02

All Division Chairs will contact three comparable institutions through phone calls, emails, and letters.

Evaluation

The Humanities Division chair surveyed all thirty-four Humanities chairs at all Georgia Board of Regents schools to ask about the avenues they employed when they had a job opening. Eight chairs responded by September 17, 2001, or 18%. The Humanities Chair has named the places where some advertise, following those places up in parentheses with a number indicating how many schools use that avenue.

1. Georgia Applicant Clearinghouse System (8);
2. Follow-up personal flyers to each person in the Clearinghouse who has registered in a Humanities area (6);
3. The Chronicle of Higher Education (8);
4. The MLA Job List (5);
5. 300 flyers to Academic Affairs officers at selected schools (1) 400 such flyers (1)

All Academic Affairs officers in the System (1)

6. Job trak.com (1); facultyjobs.com (1); ujobbank.com (1); pff@aacu.nw.dc.us (1); our own college website (3); one local Chamber of Commerce has a jobs listing area on its webpage (1); our own Human Resources website (1); division personnel are asked to advertise on the web through committees, chat rooms, list serves, or mailing lists (1); job descriptions are sent to minority faculty for their help (1); the local NAACP (1);
7. Publications--Women in Higher Education (1); Black Issues in Higher Education (2); Hispanic Outlook in Higher Education (2); Community College Times (2); Community College Week (1);
8. Flyers to all historically black colleges and universities or to graduate programs that have significant minority enrollments (1);
9. If we are hiring in a specific field, we send out information to Ph.D. programs that have specializations in that area (1).

Much if not most of the official advertising is handled by the Vice-President of Academic Affairs' Office.

Impact on Unit Performance: 1. All eight respondents, including the Division of Humanities at Dalton State College, use the Georgia Applicant Clearinghouse System and the Chronicle of Higher Education. 2. Six schools, including Dalton State College, follow-up personal flyers to each person in the Clearinghouse who had registered in a Humanities area. 3. The five respondents who also used the MLA Job List represented the next highest group. 4. Two schools at most used the other areas.

Impact on Agency Goal Attainment: The goal for this OMAS was attained. The Division chair was required to contact three comparable institutions. He got results from three comparable institutions and four other four-year colleges and universities.

Effect to be integrated into next planning cycle: The study will have no major effects except to confirm that we are doing an excellent job of advertising our job vacancies. We advertise in the top-four-listed avenues and several others as well.

Benefits to agency: We can be secure in the knowledge that we are in the mainstream of where we advertise our vacancies. We do even more job advertising than many larger schools.

HUMANITIES DIVISION (Cont'd)

Goal 0120

Publicize and enhance visibility of Study Abroad programs to increase student participation.

Objective 010

The Study Abroad programs will be publicized to inform the college community about the programs.

OMAS 01

Make at least 20 classroom presentations about study abroad opportunities to publicize Study Abroad programs on campus and in the community through having at least three articles about Study Abroad published in local papers; post flyers on hall bulletin boards; keep records of the classroom visits made; and keep records of how many students actually study abroad in each academic year.

Evaluation

Faculty members made 26 classroom presentations about Study Abroad opportunities, often using videos made of the programs in England and France to publicize Study Abroad programs on campus (Dr. Beth Biron--15 presentations; Dr. Frank Beesley--4 presentations; Dr. Rebecca Butler--2; Dr. Jack Waskey--5). In the community, there were two articles about Study Abroad published in the Dalton Daily Citizen-News, and a student-written article in the DSC student newspaper (The Roadrunner) explained the Study Abroad program. Flyers were posted on bulletin boards across campus, and large laminated posters with photographs from the countries to be visited were displayed in the Liberal Arts Building. While 21 students went to the office of the International Coordinator to pick up application forms for the various programs, only four actually applied. All four were accepted into the programs for which they applied.

Impact on Unit Performance: Since these objectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: Twenty-one students were interested enough in the programs to come by to pick up applications and discuss the programs with the International Coordinator. Over 100 flyers were picked up in classes and on display tables. The publicity goal was clearly met.

Effect to be integrated into next planning cycle: The same efforts to publicize the programs will be made next year, but there will be more effort to involve other faculty members in promoting the programs.

Benefits to agency: Both students and community members are becoming more aware of the Study Abroad programs offered. Not only have there been calls and comments about the program from community members, but, in response to one of the newspaper articles, one citizen sent a large check to the Dalton State College Foundation to be used to help fund the cost for Study Abroad students.

Objective 020

Faculty members will be made aware of the opportunities for students to study abroad.

OMAS 01

Make informative announcements at two faculty meetings to increase awareness of faculty members of the opportunities for students to study abroad. Distribute flyers and information to faculty members through campus mail; check minutes of faculty meetings to make sure announcements about Study Abroad programs were made, and document the numbers of flyers and memoranda that were distributed to faculty members through campus mail.

HUMANITIES DIVISION (Cont'd)

Evaluation

Informative announcements were made at two faculty meetings to increase awareness of faculty members of the opportunities for students to study abroad. Ten flyers and two brochures were distributed to faculty members who expressed interest in promoting the programs. Ten flyers were left in each classroom in which specific presentations were made. Flyers were not distributed to all faculty members because there were only a limited number available; instead, several e-mail messages were sent to the entire faculty urging them to talk to students about Study Abroad opportunities. Ms. Carol Treible made a presentation about Study Abroad opportunities at several freshman orientation sessions. Other information was sent to faculty members through campus mail. Minutes of the faculty meetings were checked to make sure announcements about Study Abroad programs were made. The numbers of flyers and memoranda were documented and distributed to faculty members through the campus mail.

Impact on Unit Performance: Since these objectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: All faculty members have heard about the Study Abroad programs. Some (not all) actively encouraged students to apply for the program. Information from student questionnaires administered in previous years have shown that discussions with individual faculty members who encouraged students to apply were the most effective recruiting strategies.

Effect to be integrated into next planning cycle: The International Coordinator will continue to encourage faculty members to talk to their students about studying abroad and will ask them to allow brief presentations in their classes.

Benefits to agency: Faculty members were made aware of the opportunities for students in the Study Abroad programs in order to increase student participation.

Objective 030

Faculty members will be recruited to volunteer to teach in the Study Abroad programs so that they will have strong motivation to recruit students.

OMAS 01

Schedule two seminar-type meetings to explain to faculty members the structure of study abroad programs and to encourage them to apply to participate. Engage faculty members in personal conversations to encourage them to participate in existing study abroad programs or to propose new international projects. Document the names of faculty members attending informational/motivational seminars.

Evaluation

The International Coordinator invited all faculty members to attend a seminar-type meeting on applying to teach in Study Abroad programs. Four faculty members attended that meeting; two others were unable to attend, but they asked for information and scheduled appointments to discuss the application process. The International Coordinator worked with faculty members interested in applying to teach in England, France, and Italy. She also sent e-mail messages encouraging other faculty members to apply and to keep interested professors apprised of pertinent deadlines. Faculty members were engaged in personal conversations to encourage them to participate in existing Study Abroad programs or to propose new international projects. Only one faculty member, Dr. Baogang Guo, actually turned in an application. He has applied to teach political science courses in France in 2002. Names of faculty members who attended the informational/motivational seminar were documented for future contact. The Coordinator sent e-mail messages to faculty members about various other international projects available to them. New international projects include: Dr. Tom Mullen, having participated in a faculty program in Cuba, scheduled a presentation on his analysis of the political situation in Cuba. Dr. Kent

HUMANITIES DIVISION (Cont'd)

Harrelson applied for and received a Fulbright grant to teach in England.

Impact on Unit Performance: Since these objectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: Interest was stimulated in faculty members who had never taught abroad before.

Effect to be integrated into next planning cycle: It is hoped that interested faculty will apply next year.

Benefits to agency: More faculty members than previously became aware of opportunities to teach abroad. Others were encouraged to apply for a variety of international programs.

OMAS 02

At least two faculty members will teach in the Study Abroad program each year. Records of faculty who teach in the Study Abroad programs will be kept.

Evaluation

Two faculty members were scheduled to participate in Study Abroad programs in Summer, 2001. Dr. Jack Waskey was to teach philosophy in a program in Greece, and Dr. Beth Biron was to direct the European Council's program in France. Dr. Biron will indeed direct the program in France, but Dr. Waskey's courses were cancelled for lack of enrollment.

Impact on Unit Performance: Since these objectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: Having a director for the program in France keeps Dalton State College in a leadership role in System-wide programs. It also means that students wishing to participate in the programs have direct access to a knowledgeable participant.

Effect to be integrated into next planning cycle: Dr. Biron will continue to direct the program in France in Summer, 2002. Other faculty members will be encouraged to apply to teach abroad.

Benefits to agency: Dalton State College maintains a vital role in international education across the state of Georgia.

Objective 040

Senior Administration will support faculty participation in collaborative Study Abroad programs and University System organizations related to Study Abroad.

OMAS 01

Establish a campus committee on International Education, giving the chairperson released time for planning and travel money to attend state-wide meetings related to study abroad. Annual reports and personnel records will be checked to verify that travel expenses and released time were provided for a campus representative to participate in Study Abroad promotion and planning.

Evaluation

A campus committee was established on International Education which meets regularly. The membership includes the College President, the Vice-President for Academic Affairs, the Vice-President for Fiscal Affairs, the chair of Humanities, the chair of Social Sciences, and one faculty member. The committee chairperson is given released time for planning and travel money to attend state-wide meetings related to Study Abroad and other international projects. Annual reports and personnel records were checked to verify that travel expenses and released time were provided for a campus representative to participate in study abroad promotion and planning.

Impact on Unit Performance: Since these objectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: Having a designated committee and committee chair to handle and promote international projects gives those projects emphasis on campus.

HUMANITIES DIVISION (Cont'd)

Effect to be integrated into next planning cycle: The committee will continue to monitor existing projects and consider new ones.

Benefits to agency: Dalton State College will steadily increase its efforts at "internationalization" of the campus community.

Objective 050

Students wishing to study abroad will be offered local scholarships to supplement scholarships offered by the Board of Regents.

OMAS 01

10% of students will receive scholarships for the Study Abroad program through the Dalton State College Foundation and the campus Financial Aid Office.

Condition: The Dalton State College Foundation and the campus Financial Aid office will set up additional scholarships for Study Abroad. This service will be verified through Foundation minutes and records that funds allocated for Study Abroad scholarships were increased, and Financial Aid Office records will show many students received scholarships for Study Abroad.

Evaluation

100% of students who applied to Study Abroad programs received scholarships through the Dalton State College Foundation and the campus Financial Aid Office.

Condition: The Dalton State College Foundation and the campus Financial Aid Office set up additional scholarships for Study Abroad. Dalton State College Foundation minutes and records verify that funds allocated for Study Abroad scholarships were increased; records in the Financial Aid Office document that three students received scholarships for Study Abroad programs. All four students accepted as participants in the Study Abroad programs for Summer, 2001, have received scholarships. Three students received \$1000 each from a combination of funds from the Board of Regents (\$750) and the Dalton State College Foundation (\$2250). The fourth student was chosen to receive a private scholarship donated by a Foundation member for the entire cost of participating in the program in France (\$3660).

Impact on Unit Performance: Since these objectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: As more students receive scholarships, more students who fear they cannot afford to study abroad will be encouraged to apply.

Effect to be integrated into next planning cycle: Dalton State College will continue to provide (and perhaps increase) the amount of funds used to supplement Regents' Scholarships.

Benefits to agency: As more students receive scholarships, more students will be empowered to study abroad.

Objective 060

Enrollments in the number of students who study abroad will be increased each year.

OMAS 01

At least 1 % of students at Dalton State College will participate in a Study Abroad program during their enrollment at the College. Keep records of how many Dalton State College students participate in Study Abroad programs each year.

HUMANITIES DIVISION (Cont'd)

Evaluation

Fewer than 1 % of the students at Dalton State College participated in a Study Abroad program during their enrollment at the College. The International Coordinator kept records of how many Dalton State College students participated in Study Abroad programs each year. With only four students participating in Study Abroad programs in 2001, Dalton State College fails to meet the goal of 1 % of students who enrolled and participated in such a program.

Impact on Unit Performance: Since these adjectives are established to include all Divisions of the College, the Unit shall be considered as the entire campus community or agency.

Impact on Agency Goal Attainment: While the enthusiasm of returning students can generate interest in other students who hear about the programs, much needs to be done to find out ways to increase the number of students studying abroad.

Effect to be integrated into next planning cycle: Returning students will be asked to help recruit other students for next year's Study Abroad programs, and recruiting efforts will continue.

Benefits to agency: It is hoped that Dalton State College can increase the percentage of its students to study abroad.

Goal 0300

Improve graduation rates and/or student goal attainment rates to meet College benchmark and University System standards.

Objective 010

Division Chairs will recommend that the Institutional Research office ascertain appropriate benchmarks for graduation rates and/or student goal attainment rates.

Benefit: College will meet institutional and USG (University System of Georgia) standards.

OMAS 01

A set of USG benchmarks from the Institutional Research and Planning Office will be compiled and distributed to the Division Chairs via hard-copy reports.

Condition: Availability of system data. Evaluation:

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

Goal 0520

Increase the number of faculty and staff who take advantage of the tuition reimbursement program to obtain terminal and advanced degrees.

Objective 010

Division Chairs will survey the faculty to determine the needs and desires for use of the tuition reimbursement program.

Condition: Interest of faculty.

Benefit: More faculty can afford to gain advanced/terminal degrees.

OMAS 01

At least five members of the faculty will indicate their desire to use the tuition reimbursement program as indicated in the results of a survey.

HUMANITIES DIVISION (Cont'd)

Evaluation

One faculty member indicated his desire for use of the tuition reimbursement program as indicated in the results survey.

Impact on Unit Performance: The Humanities Division was not greatly impacted because many division members already have an appropriate terminal degree or are at a point where pursuing more classes is not feasible.

Impact on Agency Goal Attainment: The goal was thoroughly discussed during a division meeting during Fall Semester, 2000. Division members had ample opportunity to receive information.

Effect to be integrated into next planning cycle: During the next planning cycle, information about the tuition remission program will be presented again at a division meeting, and the chair will continue to encourage participation in the program.

Benefits to agency: One member of the division currently utilizes the tuition remission plan; a second member will probably begin utilizing the plan in Summer, 2001.

Goal 0830

Develop Web page for each faculty which will contain syllabi, expanded course descriptions, instructor, and course information to provide a resource and deliver quick access of information to students.

Objective 010

Each faculty member will develop a Web Page that will contain syllabi, expanded course descriptions, instructor, and course information.

Benefit: This material will provide resource and quick access of information to students.

OMAS 01

All faculty members will develop a Web Page that will contain information about the courses taught. Faculty members will indicate in their annual reports to the Division Chair their progress in the development of the Web Pages.

Evaluation

Most faculty members developed a Web presence that contained information about the courses taught. Faculty members indicated in their annual reports to the Division Chair about the development of the Web Pages.

Impact on Unit Performance: Most faculty members have developed a Web Page that contain syllabi, expanded course descriptions, instructor, and course information.

Impact on Agency Goal Attainment: Students, faculty, and the community can now gain access to course materials.

Effect to be integrated into next planning cycle: As more faculty utilize their Web Pages in the classroom, more resources will become available.

Benefits to agency: The ultimate goal will be more student learning that can be applied after graduation.

Goal 0840

Review instructional products (hardware and software) to support instruction and enhance student learning.

HUMANITIES DIVISION (Cont'd)

Objective 010

The Humanities Division faculty will discuss the feasibility of creating a new interactive Division homepage where they will assemble Internet teaching resources in one convenient location.

Benefits: All Humanities faculty and students will have immediate access to current Humanities teaching resources in one easily accessible location.

OMAS 01

The Humanities Division faculty will be asked for input about items to be placed on the homepage and will establish protocols: for adding information according to any Dalton State College Web site guidelines, for making changes to and updating existing information on the site, and for maintaining the site; for creating and maintaining the site.

Condition: The Humanities faculty must agree to this homepage and must have a volunteer to guide this process.

The Humanities Division faculty will provide input about items to be placed on the homepage, for example links to:

1. Individual Humanities faculty homepages;
2. Humanities faculty e-mail addresses, office hour information, and teaching schedules;
3. the Writing Lab homepage;
4. downloadable and publishable forms for advising students (withdrawals, graduation checksheets, etc.);
5. the annual literary journals of works written by students published by the Division for students--The Exemplar, Small Town Rain; 6. a Humanities announcement/event posting bulletin board; 7. Humanities-related recommended resource sites and links; solicit Humanities faculty input also about organization of such an interactive site to make it user-friendly and practical (for example, one such suggestion might be to organize the site according to the specific fields in the Humanities to keep related materials and resources together--Literary Studies, Communication Studies, Reading, etc.), establish a protocol for adding information according to any Dalton State College Web site guidelines, for making changes to and updating existing information on the site, and for maintaining the site; create and maintain site.

Evaluation

An Interactive Technology Committee was formed (Beth Biron, Nancy Mason, Barbara Murray--chair, Sara Myers, Mary Nielsen), and it originated the idea of a new interactive homepage to replace the current non-interactive one. This idea was brought to the Humanities faculty's attention during the March 22, 2002, Division meeting. It was discussed by the Interactive Technology Committee during a Spring, 2002, meeting. Faculty members were asked for their ideas and input; the Interactive Technology Committee investigated appropriate protocols for such a Web site and offered a design that included suggestions from the faculty.

Impact on Unit Performance: Since this homepage will be accessible to people within the Dalton State College community and also nationally and internationally, the unit could be considered much larger than just the Humanities Division and its students.

Impact on Agency Goal Attainment: With many of our Humanities Division teaching materials readily accessible via the Internet and interactive, the goal of creating an interactive system to enhance teaching and student learning will be met.

Effect to be integrated into next planning cycle: Since this project is only in its initial launching stages, efforts will be continued into the next year, when the site should be up. Then efforts will be ongoing to keep the site updated, added to as new ideas become available, and maintained as an ongoing project of the Division.

HUMANITIES DIVISION (Cont'd)

Benefits to agency: Creating, adding to, updating, and maintaining such an interactive homepage that concentrates a large portion of teaching and learning resources from the Humanities Division should have a very positive effect on the quality of teaching and student learning.

Goal 0870

Integrate technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Objective 010

The Division of Humanities will offer several courses that will equip students with the technology skills they will require when they leave Dalton State College.

OMAS 01

Appropriate Humanities courses will be revised so that students will be equipped with the necessary technological skills.

Evaluation

Several sections of Communications 1110 (Fundamentals of Speech) and English 1101 (English Composition I) were revised to help students satisfy the computer literacy requirement. Humanities 2212 (Electronic Culture) also satisfies the computer literacy requirement. The computer sections of Communications 1110 and English 1101 normally fill up. The sections of Humanities 2212 make but are not filled to capacity.

Impact on Unit Performance: One-third of the Communications 1110 courses are computer sections during fall and spring semesters. One or two English 1101 sections are offered fall and spring semesters. One or two sections of Humanities 2212 are offered spring semester.

Impact on Agency Goal Attainment: Many Humanities courses make assignments that require the use of the computer and the internet. Communications 1110 (Fundamentals of Speech); English 1101 (English Composition I), and Humanities 2212 (Electronic Culture) are the only courses that allow students to satisfy the computer literacy requirement.

Effect to be integrated into next planning cycle: These courses will continue to be offered. Not a great deal of expansion in the number of computer sections is anticipated since offering such courses requires a class to be scheduled in a computer-equipped classroom, and such classrooms are in great demand from the Business and other divisions.

Benefits to agency: These courses have a positive effect on the quantity of courses offered by the College which allow a student to satisfy the computer literacy requirement.

Goal 0980

Provide opportunities for middle and secondary school faculty and administration to exchange ideas and information with DSC faculty and staff to prepare students for higher education in the College's service area.

Objective 010

The Dalton State College Division of Humanities will host a conference for secondary language arts faculty members to discuss ideas and teaching practices and to exchange information on how to better offer a "seamless transition" for our students. All service-area high school and middle school teachers will be invited. Seminars will be offered by both high school and college instructors in all humanities areas.

HUMANITIES DIVISION (Cont'd)

OMAS 01

A conference for secondary language arts faculty members will be hosted by the division to discuss ideas and teaching practices and to exchange information on how to better offer a "seamless transition" for our students. Letters to thank panel participants and evaluation reports will prove the conference was hosted.

Evaluation

A conference for secondary language arts faculty members (the "Connections Conference") was hosted October 27, 2000, by the division to discuss ideas and teaching practices and to exchange information on how to better offer a "seamless transition" for our students. Letters to thank panel participants and evaluation reports proved the conference was hosted.

Impact on Unit Performance: Because of their great involvement, the Humanities Division was significantly impacted. There were 67 people in attendance with 13 of the Division's full-time faculty members and one part-time faculty member leading seminars. An evaluative instrument was administered, and most respondents ranked the conference 4 or 5, the highest rankings available. Moreover, the written summary of comments on the conference's content was very positive. In fact, such comments as "More time in sessions needed" and "Only one hour for lunch would be better" suggest conference participants actually wanted more instructional/interactive time in the subjects being addressed in the sessions. 18 of 20 Humanities Division members attended the conference (90%).

Impact on Agency Goal Attainment: The goal was thoroughly discussed at several division meetings Fall Semester, 2000. In addition, all Humanities faculty members received brochures with information regarding the conference.

Effect to be integrated into next planning cycle: The results obtained from the evaluative instrument will be used to plan even more successful conferences in the future. The bonds that were formed between secondary and post-secondary teachers will be used in the planning stages for the next conference.

Benefits to agency: The conference provided opportunities for secondary school faculty and administration to exchange ideas and information with Dalton State College faculty and staff to prepare students for higher education in the College's service area. As a result of the conference, it is hoped that students will be better prepared for English courses when they enter Dalton State College.

INSTITUTIONAL ADVANCEMENT

Goal 0050

Increase percent of alumni who are active donors to support faculty and student scholarship and program activities.

Objective 010

The DSC Alumni Association will adopt a set of bylaws and will develop an Alumni Association Board of Directors to formalize a process for increasing alumni financial support and involvement .

OMAS 01

In 2001 the Dalton State College Alumni Association and its Board of Directors will establish a funding initiative to raise money from alumni to support DSC. The project's monetary goal, time frame established for the drive, and percent of alumni donating to the project will serve as a means to assess the project's effectiveness. Active participation by the Alumni Association Board of Directors, along with the Director of Institutional Advancement, will play a key role in the fundraising success with alumni.

Evaluation

In December 2001, the DSC Alumni Association bylaws were established and approved. In spring 2002, officers of the Alumni Association were recruited. Recruitment of the full Board of Directors will be completed by December 2002.

Impact on Unit Performance: This goal will be completed in fiscal year 2002-2003.

Impact on Agency Goal Attainment: This goal will be completed in fiscal year 2002-2003.

Effect to be integrated into next planning cycle: Major.

Benefits to agency: Major.

Goal 0060

Expand the alumni database significantly each year to assist with fundraising activities and other College special events that will advance the College's image and position in the community.

Objective 010

The DSC Alumni Association will add a minimum of 200 names each year to the database.

OMAS 01

By 200 names annually, the DSC Alumni Association database will grow through graduate records, web site responses, and other forms of communication. The records will be monitored in the database by class year to verify growth. This growth will occur provided there is some assistance given to the Director of Institutional Advancement via a student worker or other assistant.

Evaluation

270 names were added to the alumni database in 2001-2002.

Impact on Unit Performance: Achieved goal for 2001-2002

Impact on Agency Goal Attainment: Achieved goal for 2001-2002

Effect to be integrated into next planning cycle: Major.

Benefits to agency: Major.

INSTITUTIONAL RESEARCH & PLANNING

Goal 0220

Improve the College's retention rate by conducting a student needs assessment survey that will identify essential support services to help with admission and retention.

Objective 010

A survey of new and continuing students will be administered to determine factors that can assist with College student retention efforts.

OMAS 01

A Summary report of the survey will be prepared to aid with strategies concerning improving student retention. Assessment Strategy: Survey instrument and summarized report.

Evaluation

As part of a College-wide effort initiated by the Vice President of Academic Affairs, the Office of Institutional Research & Planning conducted a survey of new and continuing students in March, 2002 to canvass student opinions and suggestions on what it takes for them to stay in school. From an initial sample of 800 students from a total Spring 2002 enrollment of 3,625 students, the office randomly selected 34 classes representing 828 enrolled students. The survey had a response rate of 67%. In addition, the office participated in a follow-up focus group meeting with selected students to confirm and further define the issues and suggestions that emerged from the student survey responses. Thirty of the 34 students invited, 88%, participated. A report was prepared that summarized all student responses to the three questions on the survey. A summary of the report was provided to College decision-makers for attention and action.

Impact on Unit Performance: Student retention is a key issue for the College and the University System. The office's work in surveying students on the issue had a significant impact on the unit's activities. Lots of time was expended in recording, tabulating, and summarizing all student responses.

Impact on Agency Goal Attainment: The office's work contributed to finding strategies to address and improve student retention and graduation rates.

Effect to be integrated into next planning cycle: Improving the College's retention rate will be a long-term goal and will require the services of the Institutional Research office. The office will continue to gather and analyze student data on retention as well as conduct studies on why students do not persist - especially in light of new University System requirements that all System schools come up with and meet approved retention targets over the next several years. Thus, the office will continue to be involved in assessment activities and will be shown in its planning activities.

Benefits to agency: Survey responses provided the initial information on ways or strategies that will need to be implemented to improve the College's retention and graduation rates. Indeed, the information has provided the background for a Title III College proposal to address retention issues on campus.

Goal 0450

Implement COMPASS and coordinate with CAAP tests to assess student attainment of learning outcomes in Math, Reading, and Writing.

Objective 010

Students' COMPASS aggregate test results in Math, Reading, and Writing (for the 2000-2001 academic year) will be compiled and link with CAAP tests in Math and Reading to provide documentation that will allow DSC to analyze the gains in achievement for students who tested with COMPASS on entry and with CAAP upon completion.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Benefit: Provide assessment documentation for General Education learning outcomes. (Note: The College began administering the COMPASS tests for the first time with the Fall 2000 freshmen/new students. The tests were administered by Enrollment Services and Developmental Studies divisions. Test results will be provided to the Institutional Research office for assessment documentation and analysis.)

OMAS 01

A report summarizing aggregate COMPASS test scores for Math and Reading will be completed using an EXCEL-produced database developed by Developmental Studies.

Evaluation

A report summarizing aggregate COMPASS test scores for Math and Reading was completed using an EXCEL-produced database developed by Developmental Studies. The results will be disseminated to the College community, including posting on the Institutional Research office website on Institutional Effectiveness. Further analysis linking the COMPASS test scores with graduates CAAP test scores will be undertaken and reported in the Annual Report Card in subsequent years.

Impact on Unit Performance: Although the primary responsibility for administering the COMPASS tests rested with Admissions and Developmental Studies, the Institutional Research office still maintains responsibility in gathering the test scores and reporting as the College's institutional effectiveness efforts, especially in light of its linkage with the CAAP tests, which has been administered by the Institutional Research office. (Responsibility for administering the CAAP tests will be handed over to a new Testing Coordinator hired by the College to administer all tests on campus. Still, the Institutional Research office will receive test scores and report to the College community.) The monitoring and reporting of institutional effectiveness-related testing has and will continue to be a major part of the activities of the unit - having a greater impact on the office's activities. Students' COMPASS aggregate test results in Math, Reading, and Writing (for the 2000-2001 academic year) will be compiled and link with CAAP tests in Math and Reading to provide documentation that will allow DSC to analyze the gains in achievement for students who tested with COMPASS on entry and with CAAP upon completion. Benefit: Provide assessment documentation for General Education learning outcomes. Note: The College began administering the COMPASS tests for the first time with the Fall 2000 freshmen/new students. The tests were administered by Enrollment Services and Developmental Studies divisions. Test results will be provided to the Institutional Research office for assessment documentation and analysis.

Impact on Agency Goal Attainment: Coordinating COMPASS test scores with CAAP tests to assess student attainment of learning outcomes in Math, Reading, and Writing is a major College goal and the successful implementation of this activity will continue to have a greater impact on organization goal attainment.

Effect to be integrated into next planning cycle: Information gathered from the COMPASS and CAAP test scores will continue to be used in reporting on the College's Key Performance Indicators via the annual Accountability Report Card. Issues, problems and gaps regarding student achievement will be reported and channeled to the appropriate units for goal development and plan implementation.

Benefits to agency: Students' COMPASS aggregate test results in Math, Reading, and Writing - compiled and linked with CAAP tests in Math and Reading will provide documentation that will allow DSC to analyze the gains in achievement for students who tested with COMPASS on entry and with CAAP upon completion. This will provide assessment documentation for General Education learning outcomes, a key component of the College's institutional research efforts. Note: The College began administering the COMPASS tests for the first time with the Fall 2000 freshmen/new students. The tests were administered by Enrollment Services and Developmental

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Studies divisions. Test results will be provided to the Institutional Research office for assessment documentation and analysis.

Objective 020

The ACT Testing agency will be contacted to begin preliminary discussions on how the agency can assist the College with linking the COMPASS test scores (pre) and the CAAP test scores (post) to determine gains or lack thereof in percentage points between COMPASS and CAAP in Math and Reading.

OMAS 01

A report of the linkage between COMPASS and CAAP test scores will be prepared and a plan for reporting results will be established.

Assessment Strategy: Correspondence/Notes between DSC and ACT.

Evaluation

Based on telephone conversation with ACT, it was determined that it will be a while before a cohort of actual students who took the COMPASS (pre) and the CAAP (post) will be exactly matched to establish a reliable and valid linkage between COMPASS and CAAP test scores. Let us keep in mind that the COMPASS and CAAP tests are relatively new initiatives and will be awhile before the same students who took the COMPASS and CAPP can be matched for a successful linkage of test results. Fortunately ACT has in its database all DSC students who have taken both tests.

Impact on Unit Performance: No information to report as goal and objective has not been fully accomplished.

Impact on Agency Goal Attainment: No information to report as goal and objective has not been fully accomplished.

Effect to be integrated into next planning cycle: The office will continue its contact with ACT and decide the exact time that the linkage report can be produced.

Benefits to agency: No information to report as goal and objective has not been fully accomplished.

Goal 0480

Implement an institution-wide Institutional Effectiveness Plan by which the College measures improvement and holds itself accountable to its major stakeholders.

Objective 010

A general education outcomes assessment plan, including outcome assessment plans for individual courses in the Divisions of Humanities, Social Sciences, and Math & Natural Sciences as well as major area outcomes assessment plans for programs in the Divisions of Business, Nursing, and Technical will be developed and documented in the College's 2000-2003 Strategic Plan and in a DSC Institutional Effectiveness Handbook as part of a multi-faceted institutional effectiveness program at DSC. Benefit: Data to assess institutional effectiveness is routinely compiled and used to evaluate academic programs.

OMAS 01

All College divisions will produce Assessment Record Books detailing their learning outcomes assessment plans for the 2000-2001 academic year using assessment forms produced by the Institutional Research office.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Evaluation

The Nursing, Humanities and Social Sciences divisions have produced Assessment Record Books detailing their learning outcomes assessment plans. The divisions of Technical, Physical Education, Business & Technology, and Natural Sciences & Math continue to work on their outcomes assessment plan and will be ready during the 2001-2002 academic year. In May, 2001, the Vice President for Academic Affairs sent out a memo to all division chairs following a meeting with the President and the Director of Institutional Research. The memo communicated decisions taken to make faculty's assessment planning more efficient and less cumbersome. Key among them were a modified and simplified "Academic Outcomes Assessment Plan and Summary Report" to become the standard reporting format for all faculty to use, and classroom course assessment reporting activities shall be on a January - December calendar year and be formally reported every three years. The Institutional Research office is completing a Handbook of Institutional Effectiveness that will include all assessment activities, including all course learning outcomes.

Impact on Unit Performance: Implementing an institution-wide Institutional Effectiveness Plan by which the College measures improvement and holds itself accountable to its major stakeholders is a major undertaking by the Institutional Research office. The sheer magnitude of the project became apparent during the course of implementation. There was so much data to gather and analyze - not forgetting coordination with all units, departments and divisions of the College. This will be an activity that will continue in the foreseeable future - having a greater and positive impact on the activities of the Institutional Research office.

Impact on Agency Goal Attainment: The impact on organization goal attainment is major. A general education outcomes assessment plan is a key College goal and essential part of DSC's Institutional Effectiveness.

Effect to be integrated into next planning cycle: There is still work to be done to provide a comprehensive general education outcomes assessment plan for the College. The unit will continue to work with Divisions to develop comprehensive assessment plans and be documented in a DSC Institutional Effectiveness Handbook.

Benefits to agency: An ongoing and successful implementation of an institution-wide Institutional Effectiveness Plan will provide means by which the College can measure the progress of its planning and assessment activities and hold itself accountable to its major stakeholders.

Objective 020

A DSC "Handbook of Assessment and Institutional Effectiveness" will be prepared to assist with coordinating and documenting all assessment activities on campus. Benefit: The Handbook will provide a "one-stop" documentation and accessibility for all the College's assessment activities.

OMAS 01

A new handbook of assessment and institutional effectiveness will be completed for campus-wide adoption and use for assessment activities. The usefulness of document will be evaluated on a survey.

Evaluation

A new handbook of assessment and institutional effectiveness was started during the 2000-2001 year and because of the comprehensiveness of the document, the project will be completed for campus-wide adoption and use for assessment activities during the 2001-2002 planning year. The usefulness of document will be later evaluated on a survey of IRP functions and activities.

Impact on Unit Performance: Again, this is a major undertaking and its impact on unit performance is greater.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Impact on Agency Goal Attainment: The impact on College goal attainment is also major, as implementing an institution-wide Institutional Effectiveness Plan by which the College measures improvement and holds itself accountable is and will continue to be a significant goal.

Effect to be integrated into next planning cycle: The new handbook of assessment and institutional effectiveness which was started during the 2000-2001 year and because of its comprehensiveness could not be completed, will be carried forward and completed for campus-wide adoption and use for assessment activities during the 2001-2002 planning year.

Benefits to agency: The Handbook will provide a "one-stop" documentation and accessibility for all the College's assessment activities.

Objective 030

Student learning outcomes for all courses in the academic divisions will be compiled and completed and included in the DSC Handbook of Institutional Effectiveness.

OMAS 01

A report of all learning course outcomes will be completed for the Institutional Effectiveness Handbook.

Assessment Strategy: Report of learning course outcomes.

Evaluation

Working with all the academic division chairs, a report of all learning course and program outcomes was completed to be included in the College's Institutional Effectiveness Handbook. The College now has a complete listing of all student learning outcomes for every course and program on campus. Division chairs were instructed to be sure that all new courses and programs that come on board must have approved learning outcomes. As well, all learning outcomes must be part of student syllabi with immediate effect. An Assessment Notebook Checklist for Faculty was prepared to assist faculty prepare their annual Assessment Outcomes Plan Summary Report. A faculty committee with representation from each division has been established to review each faculty notebook for compliance with College's institutional effectiveness program.

Impact on Unit Performance: This project has been and continues to be a major undertaking by the office. It has involved working across the campus with all academic faculty to institute a program of student learning outcomes. It had sometimes being difficult experience - getting the cooperation and understanding of all to get the project going. The President and Vice President of Academic Affairs had to intervene on many occasions to stress the importance of the project and to get the support the office needs to carry out the project.

Impact on Agency Goal Attainment: The work done by the office has significantly contributed to an implementation of a college-wide institutional effectiveness program.

Effect to be integrated into next planning cycle: The institutional effectiveness program at DSC will be a permanent feature of college activities and various aspects of the program will continue to be integrated in the planning and assessment activities of the office.

Benefits to agency: The implementation of an institution-wide institutional effectiveness plan will enable the College measure the progress of its planning and assessment activities, improve its educational and educational support programs and services, meet SACS accreditation and legislative accountability requirements, and hold itself accountable to its major stakeholders.

Objective 040

Administrative objectives (outcomes) will be completed for all educational support (administrative) departments and be included in the DSC.

Institutional Effectiveness Handbook as well as the section on the 2000-2003 Strategic Plan with respect to institutional effectiveness.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

OMAS 01

A report of all administrative unit assessment plans, including administrative objectives (outcomes) will be completed for the Institutional Effectiveness Handbook and the 2000-2003 Strategic Plan.

Assessment Strategy: Report of all administrative unit objectives or outcomes.

Evaluation

Working with all administrative unit heads, a report of all administrative unit assessment plans, including administrative objectives (outcomes) was completed for the Institutional Effectiveness Handbook and included as part of the 2000-2003 Strategic Plan. The Office assisted units to prepare their Planning & Assessment Record Books to comply with College's institutional effectiveness program as it relates to administrative and educational support services. An Assessment Record Book Checklist for Administrative Staff was prepared to assist with this process. A review and enforcement of the process will be carried out by a faculty and administrative community.

Impact on Unit Performance: This project has been and continues to be a major undertaking by the office. It has involved working across the campus with all administrative staff to institute a program that will demonstrate the planning and evaluation of administrative and educational support services.

Impact on Agency Goal Attainment: The work done by the office has significantly contributed to an implementation of a college-wide institutional effectiveness program with respect to administrative and educational support services.

Effect to be integrated into next planning cycle: The institutional effectiveness program at DSC will be a permanent feature of college activities and various aspects of the program will continue to be integrated in the planning and assessment activities of the office.

Benefits to agency: The implementation of an institution-wide institutional effectiveness plan, which includes the planning and evaluation of administrative and educational support services will meet SACS accreditation requirements as well as improve its administrative support services.

Goal 0500

Develop benchmarks for the College's Key Performance Indicators to establish accountability measures to assess the various phases and steps in the College's strategic plan as well as measure overall institutional effectiveness.

Objective 010

Quantitative and qualitative performance measures will be developed with the assistance of the Institutional Effectiveness Committee to evaluate the College's institutional effectiveness program, i.e., provide documentation of whether DSC meeting is meeting its accountability goals.

Benefit: The College is participating in the University System's benchmarking and management review study that will identify appropriate national peer and aspirational comparator institutions and measure DSC's performance with that of these peer institutions against appropriate strategic performance indicators. The USG's identified strategic indicators closely matches DSC's key performance indicators; these two sets of standards will serve as baseline for subsequent studies by the USG and the College.

OMAS 01

About 40 quantitative and qualitative performance measures (benchmarks) will be completed and recommended for approval by the President and Strategic Planning Committee. Minutes of the Institutional Effectiveness Committee will record proceedings.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Evaluation

More than 200 quantitative and qualitative performance measures (benchmarks) were developed, completed and recommended for approval by the President and Strategic Planning Committee. At a meeting on March 13, 2001, the Director of Institutional Research and members of the Institutional Effectiveness Sub-Committee of the Strategic Planning Committee developed benchmarks for each of the 247 key performance indicators for the 2000-2003 planning period. Each key performance indicator was reviewed and a benchmark was determined. The benchmarks were then presented and approved at a meeting of the Strategic Planning Committee on April 25, 2001. Meeting minutes of the Strategic Planning Committee and the Institutional Effectiveness Sub-Committee recorded proceedings of this activity.

Impact on Unit Performance: DSC's accountability and institutional effectiveness project is a major responsibility of the Institutional Research unit. It is a project with a continuing major impact on the unit. Indeed, the development of the KPIs and the subsequent development of benchmarks for the 247 key performance indicators with the assistance of the Institutional Effectiveness Committee was a major project involving many on campus. Its impact on the unit's performance will continue to be greater as these key performance indicators are used to present an Annual Accountability Report Card for the College.

Impact on Agency Goal Attainment: Developing benchmarks for the College's Key Performance Indicators to establish accountability measures was a major College goal; thus the development of benchmarks for these key performance indicators was a major goal attainment.

Effect to be integrated into next planning cycle: Now that benchmarks have been developed for the College's Key Performance Indicators, the coming planning cycles for the Institutional Research office will document the production of the annual DSC Accountability Report Card. This will continue to be a key planning objective.

Benefits to agency: The College's Key Performance Indicators enables the institution to establish accountability measures to assess the various phases and steps in the College's strategic plan as well as measure overall institutional effectiveness. As well, with DSC participating in the University System's benchmarking and management review study that will identify appropriate national peer and aspirational comparator institutions, the key performance indicators will permit the College to measure its performance with that of these peer institutions against appropriate strategic performance indicators. Indeed, the University System's identified strategic indicators closely matches the College's key performance indicators; these two sets of standards will thus serve as baseline for subsequent studies by the USG and the College.

Objective 020

An annual "Institutional Effectiveness Report Card" will be produced starting 2001-2002 academic year to gauge how well the College is doing with respect to its institutional effectiveness as well as identifying potential strengths and weaknesses relative to its national peers.

Benefit: The Report Card will become the College's key document on assessment and institutional effectiveness.

OMAS 01

A new accountability report on the College's institutional effectiveness program will start production and be completed during the 2001-2002 academic year.

Condition: Other activities might preclude the development of the Report Card during the 2000-2001 planning year, and moved to the 2001-2002 planning period.

Evaluation

Other projects precluded the development of the Annual Report Card during the 2000-2001 planning year. However, benchmarks were developed for the key performance indicators and will be used as the basis for producing the DSC Annual Accountability Report Card during the 2001-2002 planning period.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Impact on Unit Performance: Impact was minor as project was began but not completed during the 2000-2001 planning cycle.

Impact on Agency Goal Attainment: Again, impact was minor as project not completed.

Effect to be integrated into next planning cycle: Because other projects precluded the development of the Annual Report Card during the 2000-2001 planning year, the project is being carried forward and will lead to the first production of the DSC Annual Accountability Report Card during the 2001-2002 planning period. The Report Card will be produced every year.

Benefits to agency: The College can continue to assess the various phases and steps in the College's strategic plan as well as measure overall institutional effectiveness. It will also use the results to make improvements where necessary. As well, the College will have the means to be accountable to its various stakeholders.

Objective 030

The first annual Accountability Report Card for DSC will be produced and published using the College's Key Performance Indicators as the accountability measures.

OMAS 01

A comprehensive Accountability Report Card will be prepared for the College and its stakeholders. This will be the first of annual accountability reports on the College's key performance indicators.

Evaluation

The first annual (2000-2001) comprehensive Accountability Report Card was prepared for the College and its stakeholders. Information for 189 key performance indicators was provided covering assessment in both educational and administrative support services.

Impact on Unit Performance: The compilation and gathering of information for 189 key performance indicators for the first time was a daunting task for the unit.

Impact on Agency Goal Attainment: The publication and dissemination of the Accountability Report Card fulfills a major goal requirement of the College's institutional effectiveness program.

Effect to be integrated into next planning cycle: The production of the Accountability Report Card for DSC will be an annual project and will therefore constitute a major, ongoing project.

Benefits to agency: For the first time the College has a comprehensive key performance indicators program that will measure and assess the various phases and steps in its strategic plan and institutional effectiveness.

Goal 0570

Conduct longitudinal studies to establish accountability measures and benchmarks for performance in such areas as student retention and graduation rates, and student, alumni and employer satisfaction rates.

Objective 010

A database report writer software (Crystal Reports) will be installed (with appropriate data elements developed by OCIS) on PC as a first step in conducting longitudinal studies for accountability.

OMAS 01

An efficient database management program will be in effect to assist with longitudinal accountability projects. A datawarehousing project initiated and completed by OCIS.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Evaluation

A datawarehousing project using Crystal Reports was initiated and completed by OCIS and presented to the Director of Institutional Research for implementation. However, other pressing projects precluded the director from going further with implementation. This is an important project for the IRP office and will be an ongoing activity for the next couple of years.

Impact on Unit Performance: No major activity took place because of other pressing projects.

Impact on Agency Goal Attainment: Goal was not completed.

Effect to be integrated into next planning cycle: OCIS installed the Crystal Reports software with the appropriate data elements. However, other projects precluded the director from going further with implementation. This is an important project for the IRP office and will be an ongoing activity for the next couple of years. There are still major data warehousing activities to be identified and developed for critical projects like Academic Program Review and Key Performance Indicators.

Benefits to agency: Project will assist in establishing accountability measures and benchmarks for performance in such areas as student retention and graduation rates, and student, alumni and employer satisfaction rates. A data warehousing plan using Crystal Reports will provide many benefits to the College in pursuit of this goal and objective.

Objective 020

All critical data elements will be identified for the DSC datawarehousing project using Crystal Reports. Condition: OCIS support will be required for this project.

OMAS 01

A detailed compilation of data needed for DSC accountability measures will be prepared for the datawarehouse. Assessment Strategy: Datawarehousing list for Crystal Reports.

Evaluation

A detailed compilation of data needed for DSC accountability measures has been prepared and was use for the first time as to prepare a comprehensive Fact & Figures book in 2001. Working with programmers in the Office of Computing & Information Services, additional data has been identified and will form the DSC datawarehouse project. The additional information will be used to expand the 2002 Fact Book. The plan at the moment is to identify all the data elements required and begin datawarehousing project with Crystal Reports or Oracle Reports.

Impact on Unit Performance: The identification and compilation of data for the DSC datawarehousing project was another in a string of major and enduring tasks for the office.

Impact on Agency Goal Attainment: Information gathered and analyzed will assist with studies on student retention and graduation rates and other ad hoc reports needed for policy and decision making.

Effect to be integrated into next planning cycle: The part of the project that calls for datawarehousing the data elements using Crystal Reports or Oracle Reports has not yet begun. This will be an ongoing project in the next few planning cycle years as it will involve the services and assistance of the office of computing services.

Benefits to agency: Informed policy and decision-making.

Goal 0960

Conduct a needs assessment survey of area two-year institutions to determine desirable four-year degree programs that will attract graduates of these institutions to attend DSC.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Objective 010

A survey will be developed and administered to students and administrators of local two-year schools to determine areas that DSC may consider as potential four-year degree programs.

Condition: The assistance of the Vice President for Academic Affairs will be required with the contact of administrators.

OMAS 01

A survey report of administrators and students will be prepared and used as a basis for decision-making.

Assessment Strategy: Survey instrument and summary report.

Evaluation

This objective did not materialize and therefore has no evaluation information to report. The office had relied on the Academic Vice President's office to provide information and access to local two-year school administrators for the survey administration to be carried out. This did not happen.

Impact on Unit Performance: No activity or information to report due to inaction of goal and objective.

Impact on Agency Goal Attainment: No activity or information to report due to inaction of goal and objective.

Effect to be integrated into next planning cycle: No activity or information to report due to inaction of goal and objective.

Benefits to agency: No activity or information to report due to inaction of goal and objective.

Goal 7000

Assist the campus SACS Self-Study Steering Committees to plan and coordinate activities and reports to begin the College's accreditation reaffirmation in 2003.

Objective 010

SACS committee memberships, in consultation with the Self-Study Director, will be proposed and recommended to the President to oversee the self study process, which will begin on February 1-2 with a "kickoff" visit from DSC's SACS liaison staff member.

OMAS 01

A fully functioning steering committees of faculty and staff will be in place by early January 2001 to oversee self-study process. Meetings and surveys inviting faculty and staff participation.

Evaluation

On November 22, 2000 the President sent an e-mail message to the College community announcing the formation of a steering committee and those occupying positions for the upcoming SACS self-study. This group of faculty and staff will oversee the self-study process, and began with a "kick-off" visit from DSC's SACS liaison, Dr. Don Crump, on February 1-2, 2001. The Director of Institutional Research was appointed as the main resource person for the steering committees with his responsibilities outlined in the DSC Self-Study Manual. The director will also be responsible for maintaining a website for DSC's Self-Study activities.

Impact on Unit Performance: The Self-Study project is a critical aspect of the College's reaffirmation process. The Institutional Research office has a major role to play with respect to data gathering and analysis, not to mention maintaining a DSC Self-Study Web site.

Impact on Agency Goal Attainment: Although this is a "local" goal, it contributes to an overall College goal of successfully meeting its reaccreditation and reaffirmation obligations.

Effect to be integrated into next planning cycle: Major. As a key resource person for the SACS Steering Committees as well as the responsibility for maintaining a website for DSC's Self-Study activities, the Institutional Research office will continue to play a major role in the College's reaffirmation process in the next planning cycle.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Benefits to agency: Major. Accreditation by SACS is essential to the continued operation of the College. Colleges that are not accredited are not eligible to receive most federal and state funds. Furthermore, it is difficult, if not impossible, to transfer credits received at a non-accredited institution.

Objective 020

A Self-Study preparation and information guide/resource regarding the Criteria for accreditation will be prepared for steering committees to assist with the self-study process.

OMAS 01

A report to guide the self-study process will be produced to assist steering committees with planning and developing activities and documents. Minutes of steering committee meetings will record proceedings.

Evaluation

Under the supervision of the Self-Study director, a report to guide the self-study process was produced to assist steering committees with planning and developing activities and documents. These were contained in the DSC Self-Study Manual 2003. The Director of Institutional Research continues to serve as a key resource person for the Self-Study project and works and coordinates activities with the Self-Study director.

Impact on Unit Performance: The Self-Study project is a critical aspect of the College's reaffirmation process. The Institutional Research office has a major role to play with respect to data gathering and analysis, not to mention maintaining a DSC Self-Study Web site.

Impact on Agency Goal Attainment: Although this is a "local" goal, it contributes to an overall College goal of successfully meeting its reaccreditation and reaffirmation obligations.

Effect to be integrated into next planning cycle: As a key resource person for the SACS Steering Committees as well as the responsibility for maintaining a website for DSC's Self-Study activities, the Institutional Research office will continue to play a major role in the College's reaffirmation process in the next planning cycle.

Benefits to agency: Accreditation by SACS is essential to the continued operation of the College. Colleges that are not accredited are not eligible to receive most federal and state funds. Furthermore, it is difficult, if not impossible, to transfer credits received at a non-accredited institution.

Objective 030

A DSC Self-Study Web site will be developed and maintained by the Office of Institutional Research office to document and apprise the College community of the progress and activities of the DSC Self-Study process.

OMAS 01

A fully operational and maintained Web site of DSC's Self-Study process will be created on the Institutional Research Web site. Assessment Strategy: IRP Website (www.daltonstate.edu/irp) on 2003 Self-Study.

Evaluation

Work was began on the website and some information has been posted on the Web site. However, there is still much to do and all the necessary pieces of information for the IRP Website (www.daltonstate.edu/irp) on 2003 Self-Study will be posted in time for the SACS Visit in 2003. Thereafter the website will be incorporated and maintained as part of the office's website on institutional effectiveness.

Impact on Unit Performance: This task is local and it is designed to make information produced by the office accessible to the college community and external stakeholders.

Impact on Agency Goal Attainment: Although a local goal, the work on the website will partially fulfill its institutional effectiveness program.

Effect to be integrated into next planning cycle: There is still more to do to complete the web site in time for the 2002 SACS visit.

Benefits to agency: As an immediate benefit, the College information and data will be accessible and convenient for the 2003 Self-Study Visiting Team.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Goal 7010

A majority of users will respond positively ("Strongly Agree" or "Agree") to statements about the functions and effectiveness of the Institutional Research office.

Objective 010

A majority of users will respond positively ("Strongly Agree" or "Agree") to statements about the functions and effectiveness of the Institutional Research office.

OMAS 01

80% of users (faculty and staff) of IRP services will positively agree or strongly agree regarding Institutional Research functions.

Assessment Strategy: Faculty and Staff surveys.

Evaluation

In a survey of faculty and staff conducted in March, 2002:

1. 80% of faculty "strongly agreed" or "agreed" with the statement that, "The Office of Institutional Research at DSC is effective in collecting, analyzing, and disseminating information and data."
2. 96% of faculty said they were "very satisfied" or "satisfied" with the services of the Institutional Research office.
3. 89% of staff "strongly agreed" or "agreed" with the statement that, "The Office of Institutional Research at DSC is effective in collecting, analyzing, and disseminating information and data."
4. 94% of staff said they were "very satisfied" or "satisfied" with the services of the Institutional Research office. One hundred percent of Strategic Planning Committee members who responded to a survey conducted in the Spring of 2002 on the Evaluation of the Strategic Plan and Planning Process answered in the affirmative that "The Office of Institutional Research & Planning is effective and efficient in providing the necessary support to the strategic planning committee."

Impact on Unit Performance: Another local goal to help the office be more efficient and effective.

Impact on Agency Goal Attainment: Improvements resulting from survey responses will contribute to attaining various college goals.

Effect to be integrated into next planning cycle: Surveying faculty and staff on the performance of the office will be ongoing, although periodically.

Benefits to agency: An efficient and effective institutional research office will provide the necessary services to fulfill College mission and purpose.

Goal 7020

The Office of Institutional Research & Planning will act on comments and suggestions from users to improve its services and operations.

Objective 010

The Office of Institutional Research & Planning will act on comments and suggestions from users to improve its services and operations.

OMAS 01

All suggestions for improving the effectiveness of the IRP office will be acted upon. Assessment Strategy: Comments on Faculty and Staff surveys. Condition: Some suggestions may be beyond the authority of the Director of Institutional Research. Decision will have to be made by the President.

INSTITUTIONAL RESEARCH & PLANNING (Cont'd)

Evaluation

In the May, 2001 User Satisfaction Survey of the Office of Institutional Research & Planning, four primary areas for improvement were suggested by the faculty and staff who responded to the survey. The first asked for the need of a full-time secretary or administrative assistant for the office. The second suggested the need to find a way to streamline the College's assessment procedures with respect to student learning outcomes. The third recommended that the administration inform the College community how all the data generated by the office is used to make policy decisions or to make improvements in programs and services. And fourth, the office needs to provide enough information about the clubs and organizations on campus. The suggested comment on hiring staff for the office is beyond the authority of the office's director. Budget decisions for the office are made by the President and are influenced by budget considerations. The director has impressed on the President the need for an assistant, but it is up to the President to make the decision. The second recommendation has been acted upon. To strengthen and streamline its ability to assess overall effectiveness in defining expected educational results or student learning outcome, the College has begun using an Academic Outcomes Assessment Plan Summary Report recommended by the office that establishes mission-related goals, intended student learning outcomes, means of assessment and criteria for success, assessment results, assessment strategies/implementation, use of assessment results, and description of strengths and weaknesses. This replaces an earlier template that asked faculty to complete several forms - with the same information appearing on different forms. The third recommendation has to be acted upon from the President and senior administrators. However, the director makes it a point to remind unit heads who use survey information provided by the office to indicate how they use results of the surveys to make decisions. For example, in an email to the College community on October 12, 2000, the director, in disseminating results of the 2000 Graduating Students Survey, asked to "let me know if you use the results of this survey to make any decision. I need to keep a record of how the College community uses the survey results and other reports produced by the Institutional Research office." And finally, in responding to the suggestion to provide information about clubs and organizations on campus, the office, in an expanded Fact & Figures (2001) document, began providing information on the "Top 10 Student Organizations With the Largest Participation." This will continue in subsequent editions of the Fact Book. As well, graduates are regularly asked in a survey "how involved were you in campus programs, activities, and organizations?" Results are of survey are disseminated to campus community and posted on the office's web site.

Impact on Unit Performance: A local goal to help the office be more efficient and effective.

Impact on Agency Goal Attainment: Improvements resulting from survey responses will contribute to attaining various college goals.

Effect to be integrated into next planning cycle: Surveying faculty and staff on the performance of the office will be ongoing, although periodically.

Benefits to agency: An efficient and effective institutional research office will provide the necessary services to fulfill College mission and purpose.

NATURAL SCIENCES & MATH DIVISION

Goal 0090

Conduct more aggressive faculty recruitment and searches through the use of a more rigorous screening process to develop and to sustain a faculty of the highest quality and excellence in teaching.

Objective 010

The Vice President of Academic Affairs will advertise in discipline-specific media to achieve targeted dissemination of the availability of faculty positions.

OMAS 01

When requested by the Division Chairs, the Vice President of Academic Affairs will advertise in discipline-specific media. Division Chair files will show a 10% increase in applications.

Condition: Provided that there is a reasonable time to advertise before the position must be filled.

Evaluation

There were 18 applications for the Assistant Professor of Mathematics position filled during Summer 2001. The application deadline was set for June which seemed to hinder the search because of its lateness. The information to determine if this was an increase was not readily available to this Division Chair. There were 12 applications for the Assistant Professor of Mathematics position filled during Summer 2002. The application deadline was set for April 15 which seemed to hinder the search because of its lateness. This was not an increase in applications. Three candidates were brought to campus for interviews. The Assistant Professor in Math position was filled.

Impact on Unit Performance: Due to the lateness of the application deadline and other factors, few individuals met all the potential candidates. This seemingly affected the cohesiveness of the unit in this. Due to the lateness of the application deadline and other factors, there were few applicants.

Impact on Agency Goal Attainment: The candidates were screened rigorously and the candidate offered the position is well qualified.

Effect to be integrated into next planning cycle: Earlier advertisement of a vacant position and an earlier deadline for application submission will be incorporated into the next planning cycle.

Benefits to agency: A more aggressive faculty recruitment and more rigorous screening procedure will enable the College to sustain the high quality of faculty it now has.

OMAS 02

All Division Chairs will contact three comparable institutions through phone calls, emails, and letters

Evaluation

Vacancy notices were sent to all regional institutions having similar programs and to the Chronicle of Higher Education. Fewer applications were achieved for this vacancy than the previous year. An ideal candidate was identified and employed.

Impact on Unit Performance: Vacancy notices were sent to all regional institutions having similar programs and to the Chronicle of Higher Education. Several of the applicants were from this region.

Impact on Agency Goal Attainment: The successful candidate came from an institution with a similar program. The successful candidate is new to teaching and from this region.

Effect to be integrated into next planning cycle: Similar strategies will be used in future searches, including an earlier application deadline.

Benefits to agency: A candidate new to teaching with previous work in mathematics was employed.

Goal 0300

Improve graduation rates and/or student goal attainment rates to meet College benchmark and University System standards.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Objective 010

Division Chairs will recommend to Institutional Research to ascertain appropriate benchmarks for graduation rates and/or student goal attainment rates.

Benefit: College will meet institutional and USG standards.

OMAS 01

A set of USG benchmarks from the IRP office will be compiled and distributed to the Division Chairs via hard copy reports.

Condition: Availability of system data.

Evaluation

Information not available at this time.

Impact on Unit Performance: Yet to be determined.

Impact on Agency Goal Attainment: Yet to be determined.

Effect to be integrated into next planning cycle: None.

Benefits to agency: Allows us to look college-wide at possible causes of low graduation rate and attrition and to take measures to improve retention.

Goal 0520

Increase the number of faculty and staff who take advantage of the tuition reimbursement program to obtain terminal and advanced degrees.

Objective 010

Division Chairs will survey the faculty to determine the needs and desires for use of the tuition reimbursement program. Interest of faculty. Benefit: More faculty can afford to gain advanced/terminal degrees.

OMAS 01

100% of interested faculty will receive tuition reimbursement as indicated by the results of faculty survey.

Condition: Continuation of system policy.

Evaluation

One faculty member in the Division has taken advantage of tuition reimbursement. No other faculty member expressed an interest.

Impact on Unit Performance: Currently, there has been very little measurable impact on the unit. When coursework is completed the impact will be realized. One faculty member has completed the coursework to meet SACS requirements to teach Computer Science.

Impact on Agency Goal Attainment: Faculty can take advantage of this opportunity if they want to do so.

Effect to be integrated into next planning cycle: The faculty member taking these courses will complete the necessary coursework for qualification to teach computer science courses.

Benefits to agency: Once the coursework is complete, this faculty member will have the qualifications to teach computer science. This addresses a noncompliance concern in the SACS Self-Study.

Goal 0830

Develop Web page for each faculty which will contain syllabi, expanded course description, instructor and course information to provide resource and quick access of information to students.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Objective 010

By the end of May 2002, each faculty member will develop and maintain a web page that will contain syllabi, expanded course description, instructor and course information to provide resource and quick access of information to students.

OMAS 01

100% of the faculty members will indicate in their annual reports to their division chairpersons their progress in the development of a web page.

Condition: All faculty members must be trained to develop their own web page.

Evaluation

Nineteen faculty members reported the status of their web page. Fourteen have web pages at some stage of development. Ten of these faculty members are actively updating their web pages.

Impact on Unit Performance: Faculty members indicated in their annual reports to their division chairpersons their progress in the development of a web page.

Impact on Agency Goal Attainment: Faculty members are developing individual web pages.

Effect to be integrated into next planning cycle: Faculty members will continue to develop and update individual web pages and will indicated in their annual reports to their division chairpersons their progress in the development of a web page.

Benefits to agency: Web pages will be developed for all faculty members. Students will have access to faculty and course information.

OMAS 02

Faculty members will report in their annual reports to their division chairpersons their frequency of web page upgrade.

Evaluation

Impact on Unit Performance: Faculty members reported in their annual reports to their division chairs the development of and their frequency of web page upgrade. Eight of the faculty within the division report that they are actively updating their web pages.

Impact on Agency Goal Attainment: Faculty members reported the status of web page development and upgrade.

Effect to be integrated into next planning cycle: Faculty members continue to work on individual web pages and report activity in their annual reports to their division chairs.

Benefits to agency: Individual faculty member web pages will provide information to students.

Goal 0840

Review instructional products (hardware and software) to support instruction and enhance student learning.

Objective 010

Each division will review at least three interactive technology systems to support instruction and enhance student learning.

Benefit: Student learning will be enhanced. Current instruction will be facilitated.

OMAS 01

At least one new interactive technology system will be presented to the division faculty for consideration by May 2002.

Condition: Cost. Hardware availability.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Evaluation

In Biology, a computer-generated laboratory exercise was widely used to encourage students to work with scientific method and to experience organizing and writing a scientific lab report. Also, several on-line laboratory exercises were made available to faculty for use in classes. In Math, several tutorial programs were considered.

Impact on Unit Performance: New laboratory experiences were available to students involving on-line and computer generated data.

Impact on Agency Goal Attainment: New interactive technologies were considered.

Effect to be integrated into next planning cycle: Division will continue to review new technology systems.

Benefits to agency: Instructional methods take advantage of what becomes available and students learning is enhanced.

Goal 0870

Integrate technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Objective 010

All students who graduate from Dalton State College will be able to demonstrate basic computer competency.

Benefit: Graduates from Dalton State College will have technology skills they need.

OMAS 01

100% of graduating students after 2003 will have taken at least one of the identified computer competency courses or have passed an exemption test demonstrating computer competence.

Evaluation

According to the 2002 Graduating Student Survey Summary Report, 85.2% of students agreed or strongly agreed with the statement "As a result of my education at DSC I learned to use and become familiar with computers and other forms of electronic media. The USG benchmark for 2001-2002 is 97.0%. Therefore, we have not met the annual accountability and institutional effectiveness.

Impact on Unit Performance: Students are required to take computer competency courses or to pass an exemption test demonstrating computer competence. Many non-computer science courses are requiring the use of computers.

Impact on Agency Goal Attainment: Dalton State College does not meet the set USG benchmark.

Effect to be integrated into next planning cycle: Planning courses to be offered, addressing the use of computers in various courses, and the availability of computers will be discussed.

Benefits to agency: Dalton State College must improve the graduates computer literacy to meet USG benchmarks.

OMAS 02

75% of 2002 graduates of Dalton State College will indicate on a graduate survey that they have acquired basic computer skills.

Evaluation

In a graduating student survey, 85.2% of students either agreed or strongly agreed that "As a result of my education at DSC, I learned to use & become familiar with computers and other forms of electronic media, such as the Internet".

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Impact on Unit Performance: 85.2% of students responded in a graduating seniors survey that they learned to use and become familiar with computers and other electronic media. This is 10.2% higher than the 75% goal set.

Impact on Agency Goal Attainment: Dalton State College exceeded the goal set.

Effect to be integrated into next planning cycle: Continue requiring computer science courses and incorporating computer technology into courses.

Benefits to agency: Dalton State College students transfer to other institutions or enter the workforce familiar with computers and other forms of electronic media.

OMAS 03

60% of alumni of Dalton State College who graduated 1998-2001 will indicate on an alumni survey that they have acquired basic computer skills.

Evaluation

In the 2001 Alumni Survey Results Summary Report, 84.4% alumnae agreed or strongly agreed that at "Dalton State College, I learned to use and become familiar with computers and other forms of electronic media." The USG benchmark for this for 2001-2002 is 97.0%. Therefore, we have not met the annual accountability and institutional effectiveness.

Impact on Unit Performance: More than 60% (84.4%) of the alumni of Dalton State College who completed the Alumni Survey in 2001 indicated that they acquired basic computer skills while at Dalton State College.

Impact on Agency Goal Attainment: Exemplary.

Effect to be integrated into next planning cycle: Continue incorporating computer technology into coursework and requiring computer competency-type courses.

Benefits to agency: Alumni have indicated that they acquired basic computer skills through their education at Dalton State College.

Goal 0980

Provide opportunities for middle and secondary school faculty and administration to exchange ideas and information with DSC faculty and staff to prepare students for higher education in the College's service area.

Objective 010

Each division will provide at least one opportunity for middle and secondary school faculty and administration to exchange ideas and information with Dalton State College faculty and staff to prepare students for higher education in the College's service area.

Benefit: Increased interest in post secondary education for traditional students. Better prepared students for the rigors of post secondary college courses.

OMAS 01

The number of traditional students from area high schools will increase by 5% over the previous year.

Condition: Support of area systems for faculty to participate in collaborative efforts.

Evaluation

The number of traditional students from area high schools has increased 8.4% (over 2000-2001 numbers).

Impact on Unit Performance: Exemplary. This goal was met. Recruitment effort will continue.

Impact on Agency Goal Attainment: Increase in student enrollment.

Effect to be integrated into next planning cycle: Accommodate an increase in student enrollment.

Benefits to agency: Increase in student enrollment.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Goal 1120

Implement the Regents' Engineering Transfer Program with the Georgia Institute of Technology.

Objective 010

The Natural Sciences Division will develop a Program of Study for incoming students.

OMAS 01

Admit 5 students into the program and offer 2 RETP specific courses.

Evaluation

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

Goal 7000

The Natural Sciences and Mathematics Division offers mathematics, science and computer science courses to serve the needs of students in the various Divisions of the College. The Division is committed to offering high quality general education programs that support the mission of the College.

Objective 010

Students will articulate understandings of course materials acquired through listening, reading, graphics, experiments, computations, and electronic media.

OMAS 01

70% of students completing all course requirements in a math course will earn a passing grade.

Evaluation

When evaluating the data collected for the Developmental Mathematics courses the general description and purpose of courses should be taken into account.. During Fall 2000, there were 7 sections of Math 0096, in only one section did 70% or more of the students pass the course requirements. In Math 0098 of the same semester, in 6 of the 7 classes 70% or more of the students passed the course requirements. In Math 0099, in 3 of the 6 sections taught 70% or more of the students passed the course requirements. Included in the total number of each of these classes were student earning A, B, C, D, F, or IP in the class. During Spring 2001, in 3 of 6 Math 0096 sections 70% or more of the students passed the course requirements. In Math 0098, in 6 of the 7 sections, 70% or more of the students passed the course requirements. During Fall 2000, for Math 1111, in 14 of the 19 sections 70% or more of the students passed the course requirements. In Math 1113, in 2 of the 3 sections 70% or more of the students passed the course requirements. In all classes of 2181, 2200, 2201, 2253, 2255, and 4502 (a total of 8 classes) 70% or more of the students passed the course requirements. In the I section of Math 2255 taught 69.2% of the students passed the course requirements. During Spring 2000, for Math 1111, in 9 of the 12 sections 70% or more of the students passed the course requirements. For Math 1113, 1 of the sections met the evaluation requirements; in the second section, 69.2% of the students passed the course requirements. In all of the Math 1104, 2181, 2200, 2201, 2253, 2254, and 2256 classes (a total of 13 classes) 70% or more of the students passed the course requirements. When evaluating the data collected for the Developmental Mathematics courses the general description and purpose of courses should be taken into account. During Fall 2001, there were 8 sections of Math 0096, in four sections 70% or more of the students pass the course requirements. In one Math 0096 class, between 60-70% of the students passed the course requirements. In Math 0098 of the same semester, in 6 of the 7 classes 70% or more of the students passed the course requirements. Included in the total number of each of these classes were student earning A, B, C, D, F, or IP in the class. During Spring 2002, in 3 of 5 Math 0096 sections 70% or more of the students

NATURAL SCIENCES & MATH DIVISION (Cont'd)

passed the course requirements. In one Math 0096 class, between 60-70% of the students passed the course requirements. In Math 0098, in 3 of the 9 sections, 70% or more of the students passed the course requirements. During Fall 2001, for Math 1111, in 15 of the 19 sections 70% or more of the students passed the course requirements. In the Math 1111 sections, between 60-70% of students passed the course requirements. In Math 1113, in 2 of the 3 sections 70% or more of the students passed the course requirements. In all classes of 2181, 2200, 2201, 2253, 2255, and 4502 (a total of 9 classes) 70% or more of the students passed the course requirements. During Spring 2002, for Math 1111, in 6 of the 11 sections 70% or more of the students passed the course requirements. In 4 of the Math 1111 sections, between 60-70% of students passed the course requirements. For Math 1113, 2 of the sections met the evaluation requirements; in the third section, 69.3% of the students passed the course requirements. In all of the Math 1104, 2181, 2200, 2201, 2253, 2254, and 2256 classes (a total of 11 classes) 70% or more of the students passed the course requirements. In 1 of the 2 Math 1102 sections 70% or more of the students passed the course requirements. In the other Math 1102 section 68% of the students passed the course requirements.

Impact on Unit Performance: In most courses, this objective is being met. The Developmental Study Math classes should really be considered apart from the other Math courses.

Impact on Agency Goal Attainment: Students completing the Math Courses are learning the material as determined by passing grades in the courses.

Effect to be integrated into next planning cycle: Faculty will continue to improve teaching techniques, analyze texts and support materials to continue enhancing student learning.

Benefits to agency: The ability of students to work mathematical problems in subsequent class and in work force situations will reflect positively on the College.

OMAS 02

70% of students completing Chemistry 1121 or 1212 will successfully complete the course with a grade of 70% or better.

Evaluation

During Fall 2000, in all 3 of the Chemistry 1211 sections, 70% of the students completed the course with a grade of 70% or higher. During Spring 2001, 70% of the students completed the only Chemistry 1211 section taught with a grade of 70% or higher. In the both of the two Chemistry 1212 sections 70% of the students completed the course with a grade of 70% or higher. During Spring 2002, more than 70% of the students completed the only Chemistry 1211 section taught with a grade of 70% or higher. In the two Chemistry 1212 section more than 70% of the students completed the course with a grade of 70% or higher.

Impact on Unit Performance: 100% of the chemistry classes met the objective.

Impact on Agency Goal Attainment: The results of this evaluation suggests that the chemistry students are indeed learning the material and are prepared for subsequent coursework.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation.

Benefits to agency: Students are prepared for coursework at the other institutions to which they transfer and for work in various areas that utilize the information learned in these classes. This reflects well on the College.

OMAS 03

65% of students that pass each biology course will demonstrate their understanding of biological terms and processes by earning a grade of 60% on a final exam.

Evaluation

During Fall 2000, of the 15 sections of Biology 1107 taught, 11 sections are reported because 2 of these classes are double sections. Of these 11 Biology 1107 sections, all of them met the requirement the 65% of students that pass the course earn a grade of 60% or better on the final exam. In all of the Biology 1108, 1105, 2212, and 2213 sections 65% of students that passed the course earned a grade of 60% or

NATURAL SCIENCES & MATH DIVISION (Cont'd)

better on the final exam. In Biology 2215, 60% of the students that passed the course earned a grade of 60% or better on the final exam. During Spring 2001, 7 sections of the Biology 1107 are reported as 5 because 2 classes were double sections. In 4 of the 5 sections 65% of students that passed the course earned a grade of 60% or better on the final exam. The section of Biology 1107 that did not meet the requirement was a double section and should therefore be considered as 2 of 7 not meeting the requirement rather than 1 of 5. In Biology 1105, 2212, and 2213, 65% of students that passed the course earned a grade of 60% or better on the final exam. During Fall 2001, of the 12 sections of Biology 1107 taught, 10 sections are reported because 2 of these classes are double sections. Of these 10 Biology 1107 sections, 6 of them met the requirement the 65% of students that pass the course earn a grade of 60% or better on the final exam. In all of the Biology 1108, 1105, 2212, 2213, and 2215 sections 65% of students that passed the course earned a grade of 60% or better on the final exam. During Spring 2002, in 6 of the 7 sections 65% of students that passed the course earned a grade of 60% or better on the final exam. In Biology 1105, 2212, and 2213, 65% of students that passed the course earned a grade of 60% or better on the final exam.

Impact on Unit Performance: In most of the Biology classes taught the objective was met.

Impact on Agency Goal Attainment: The results of this evaluation suggests that the biology students are indeed learning the material and are prepared for subsequent coursework.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation.

Benefits to agency: Students are prepared for coursework at the other institutions to which they transfer and for work in various areas that utilize the information learned in these classes. This reflects well on the College.

OMAS 04

80% of students completing Physics 1127 or 1128 will pass the course with a grade of C or better.

Evaluation

During Fall 2000, 72.7% of students completing Physics 1111 passed the course with a C or better. This did not meet the stated objective. 100% of students completing Physics 2211 passed the course with a C or better. This exceeds the stated objective. During Spring 2001, all of the students in Physics 1112 passed the course with a C or better. 80% of the students completing Physics 2212 passed the course with a C or better which met the stated objective. During Fall 2001, more than 80% of the students completing Physics 1111 passed the course with a C or better. More than 80% of students completing Physics 2211 passed the course with a C or better. During Spring 2002, more than 80% of the students in Physics 1112 passed the course with a C or better. More than 80% of the students completing Physics 2212 passed the course with a C or better which met the stated objective.

Impact on Unit Performance: For Fall semester the goal was not met. For Spring semester the goal was met. The students that continued to Physics 1112 from Physics 1111 were able to improve their grades. There were 22 students in Physics 1111 and 9 in Physics 1112. The objective was met in Physics 2211 & 2212. 2001-2002 100% of the Physics classes met the objective.

Impact on Agency Goal Attainment: The results fall short of the goal for the Physics 1111 course, but not the 1112 course. The students are indeed learning the material and are prepared for subsequent coursework. This may have affected the number of students that continued in Physics 1112 slightly. 2001-2002 100% of the Physics classes met the objective.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation and an attempt to determine the effect that grades of S or higher influence students continuing in the Physics sequence. It may be that the students plan to take only one Physics course.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Benefits to agency: Students are prepared for coursework at the other institutions to which they transfer and for work in various areas that utilize the information learned in these classes when they are more successful. This reflects well on the College.

OMAS 05

Graduates completing the Collegiate Assessment of Academic Proficiency (CAAP) post-test will score on average at the 50th percentile of the national norm for scientific reasoning.

Evaluation

According to the Dalton State College CAAP mean scores by subject for graduates in Spring 2001, the score for Science reasoning was 61.5; the national score was 61.0. According to the Dalton State College CAAP mean scores by subject for graduates in Spring 2002, the score for Science reasoning was 61.0; the national score was 61.4.

Impact on Unit Performance: The mean scores on CAAP for Dalton State College graduates was comparable to the National Mean Score.

Impact on Agency Goal Attainment: The goal of scoring greater than 50% of National norm for scientific reasoning was met.

Effect to be integrated into next planning cycle: For the next planning cycle, the department will continue quality teaching in order to at least maintain this goal, and attempt to improve scores.

Benefits to agency: By at least meeting and potentially exceeding the National Norm Scores the results of CAAP scores reflect positively on the College.

Objective 020

Students will utilize appropriate models and concepts such as the "scientific method" to solve problems.

OMAS 01

80% of students completing a chemistry course will successfully perform laboratory exercises and data analysis and achieve a 70% or better evaluation on the reports.

Evaluation

During Fall 2000, in all of the Chemistry 1211 sections and the Chemistry 2211 class more than 80% of the students completing each course performed laboratory exercises and data analysis and achieved better than 70% on the reports. During Spring 2001, in the Chemistry 1211, 2212, and both of the Chemistry 1212 sections, more than 80% of the students completing each course performed laboratory exercises and data analysis and achieved better than 70% on the reports. During Fall 2001, in all of the Chemistry 1211 sections and the Chemistry 2211 class more than 80% of the students completing each course performed laboratory exercises and data analysis and achieved better than 70% on the reports. During Spring 2002, in the Chemistry 1211, 2212, and both of the Chemistry 1212 sections, more than 80% of the students completing each course performed laboratory exercises and data analysis and achieved better than 70% on the reports.

Impact on Unit Performance: More than 80% of students completing chemistry classes achieved a grade of C or higher on laboratory exercises and data analysis. 2001-2002 More than 80% of students completing chemistry classes achieved a grade of C or higher on laboratory exercises and data analysis.

Impact on Agency Goal Attainment: The evaluation results indicate that chemistry students are able to perform laboratory exercises and analyze data.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation process.

Benefits to agency: Students are prepared for the coursework at other institutions to which they transfer and for work in various areas that utilize information learned in these classes. This reflects well on the College.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

OMAS 02

Each question in a biology course relating to the scientific method on a final exam will be correctly answered by 80% of the students that pass the course.

Evaluation

In all of the Biology 1107 classes three multiple choice questions (common to all sections) are on the final. The results are collected and reported for all the Biology 1107 sections. These results represent the answers given by students with a passing grade for the course. For Fall 2000, 85.6% of the students answered the first question correctly; 70.7% answered the second question correctly; and 99.6% answered the third question correctly. For Spring 2001, 78.1 % of the students answered the first question correctly; 82.8% answered the second question correctly; and 98.8% answered the third question correctly. For Fall 2001, in all of the Biology 1107 classes three multiple choice questions (common to all sections) are on the final. The results are collected and reported for all the Biology 1107 sections. These results represent the answers given by students with a passing grade for the course. The first question was answered correctly by 90.3% of the students answered the first question correctly; 75.5% answered the second question correctly; and 100% answered the third question correctly. For Spring 2002, a new set of scientific method questions were developed. An experiment was described. The questions related to the experimental design and analysis of the results. The questions were given to all Biology 1107 and 1108 classes. Results are reported for students passing these courses. In Biology 1107, students answered the seven questions, 1-7, correctly as reported, respectively, (1) 87.5%, (2) 45%, (3) 54.4%, (4) 95.6%, (5) 58.8%, (6) 86.3%, and (7) 56.9%. In Biology 1108, the seven questions were answered correctly by students in the following percentages: (1) 87.6%, (2) 53.1%, (3) 40.7%, (4) 96.5%, (5) 73.5%, (6) 88.5%, and (7) 43.4%.

Impact on Unit Performance: With one exception each term this goal was met. 2001-2002 In both Biology 1107 and 1108, questions 1, 4, and 6, were answered correctly by more than 80% of the students. The results can be considered in two ways. The students need more help in analysis of data. Suggestions have also been made that the sum of the questions need to be rewarded.

Impact on Agency Goal Attainment: Students are learning a very important part of science, that is, scientific method and ability to analyze experimental design and data.

Effect to be integrated into next planning cycle: The questions asked for this purpose are not necessarily the best way to approach measuring a working knowledge of scientific method. A new series of questions for evaluation will be implemented for the next planning. Improvements in wording will be considered.

Benefits to agency: Students will have a working knowledge of scientific method, which reflects will on the College.

OMAS 03

80% of students completing Physics 1127 or 1128 will pass the course with a grade of C or better.

Evaluation

During Fall 2000, 72.7% of the students completing Physics 1111 passed the course with a grade of C or better. 100% of the students completing Physics 2211 passed the course with a grade of C or better. This exceeded the stated objective. During Spring 2001, 100 of the students completing Physics 1112 passed the course with a grade of C or better. 80% of the students completing Physics 2212 passed the course with a grade of C or better which met the stated objective. During Fall 2001, more than 80% of the students completing Physics 1111 passed the course with a C or better. More than 80% of the students completing Physics 2211 passed the course with a C or better. During Spring 2002, more than 80% of the students in Physics 1112 passed the course with a C or better. More than 80% of the students completing Physics 2212 passed the course with a C or better which met the stated objective.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Impact on Unit Performance: For Fall semester the goal was not met. For Spring semester the goal was met. The students that continued to Physics 1112 from Physics 1111 were able to improve their grades. There were 22 students in Physics and 9 in Physics 1112. The objective was met in Physics 2211 & 2212. 2001-2002 100% of the Physics classes met the objective.

Impact on Agency Goal Attainment: The results fall short of the goal for the Physics 1111 course, but not the 1112 course. The students are indeed learning the material and are prepared for subsequent coursework. This may have affected the number of students that continued in Physics 1112 slightly. 2001-2002 100% of the Physics classes met the objective.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation and an attempt to determine the effect that grades of B or higher influence students continuing in the Physics sequence. It may be that the students plan to take only one Physics course. The next planning cycle includes a continuation of this evaluation.

Benefits to agency: Students are prepared for coursework at the other institutions to which they transfer and for work in various areas that utilize the information learned in these classes when they are more successful. This reflects well on the College.

OMAS 04

Students' test scores will show improvement in correlated COMPASS (entrance assessment) to CAAP (exit assessment) in science reasoning.

Evaluation

CAAP mean scores reported for Dalton State College in 1999 for scientific reasoning, critical thinking, and mathematics, respectively, were 57.8, 60.4, and 54.2. These scores reported for the same areas, respectively, in 2001 were 61.5, 63.3, and 57.3. These scores reported for the same areas, respectfully, in 2002 were 61.0, 63.8, and 58.6.

Impact on Unit Performance: The objective was met.

Impact on Agency Goal Attainment: The mean CAAP scores for Dalton State College improved in 2000, the areas for scientific reasoning, critical thinking, and mathematics, as compared to 1999. This demonstrates a positive learning experience.

Effect to be integrated into next planning cycle: Programs designed to increase learning were continued. 2001-2002 Programs designed to increase learning were continued.

Benefits to agency: Improved scores reflect well on the College.

OMAS 05

In an annual survey, 80% of graduates will agree or strongly agree with the statement that, "As a result of my education at Dalton State College I learned to apply my knowledge of science to solve problems."

Evaluation

In the annual survey, 88.8% of graduates agreed with the statement "As a result of my education of Dalton State College I learned to apply my knowledge of science to solve problems".

Impact on Unit Performance: This objective was met.

Impact on Agency Goal Attainment: Graduates were satisfied with their perceived ability to use scientific knowledge.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation.

Benefits to agency: The ability of students to utilize what they have learned reflects well on the college.

Objective 030

Students will perform basic mathematical operations.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

OMAS 01

80% of students completing Physics 1127 or 1128 will pass the course with a grade of C or better.

Evaluation

During Fall 2000, 72.7% of the students completing Physics 1111 passed the course with a grade of C or better. 100% of the students completing Physics 2211 passed the course with a grade of C or better. This exceeded the stated objective. During Spring 2001, 100 of the students completing Physics 1112 passed the course with a grade of C or better. 80% of the students completing Physics 2212 passed the course with a grade of C or better which met the stated objective. During Fall 2001, more than 80% of the students completing Physics 1111 passed the course with a grade of C or better. More than 80% of the students completing Physics 2211 passed the course with a grade of C or better. During Spring 2002, more than 80% of the students completing Physics 1112 passed the course with a grade of C or better. More than 80% of the students completing Physics 2212 passed the course with a grade of C or better which met the stated objective.

Impact on Unit Performance: During Fall semester the goal was not met. For Spring semester the goal was met. The students that continued to Physics 1112 from Physics 1111 were able to improve their grades. There were 22 students in Physics 1111 and 9 in Physics 1112. The objective was met in Physics 2211 & 2212. 2001-2002 100% of the Physics classes met the objective.

Impact on Agency Goal Attainment: The results fall short of the goal for the Physics 1111 course, but not the 1112 course. The students are indeed learning the material and are prepared for subsequent coursework. This may have affected the number of students that continued in Physics 1112 slightly. 2001-2002 100% of the Physics classes met the objective.

Effect to be integrated into next planning cycle: The next planning cycle includes a continuation of this evaluation and an attempt to determine the effect that grades of B or higher influence students continuing in the Physics sequence. It may be that the students plan to take only one Physics course.

Benefits to agency: Students are prepared for coursework at the other institutions to which they transfer and for work in various areas that utilize the information learned in these classes when they are more successful. This reflects well on the College.

OMAS 02

Graduates' Mathematics scores on the CAAP exit assessment test will show improvement over their scores on the COMPASS entrance assessment test, with appropriate correlation.

Evaluation

In Mathematics, the mean CAAP scores by subject for 1999 freshmen vs. 2001 graduates was 54.2 vs. 57.3. In Mathematics, the mean CAAP scores by subject for 1999 freshmen vs. 2002 graduates was 54.2 vs. 58.6.

Impact on Unit Performance: The mean CAAP scores in Mathematics increased 3.1 points in 2000-2001. The mean CAAP scores in Mathematics increased 4.4 points in 2001-2002.

Impact on Agency Goal Attainment: These scores indicate a positive learning experience for Dalton State College graduates.

Effect to be integrated into next planning cycle: This evaluation process will continue into the next planning cycle.

Benefits to agency: Improved CAAP scores for Dalton State College reflect well on the College.

OMAS 03

Graduates will score near the national average on the nationally normed CAPP test in Mathematics.

NATURAL SCIENCES & MATH DIVISION (Cont'd)

Evaluation

In Mathematics, the mean CAAP scores for Spring 2001 graduates was 57.3. The national average was 58.4. In Mathematics, the mean CAAP scores for Spring 2002 graduates was 58.6. The national average was 58.5.

Impact on Unit Performance: The objective was met within the determined standard deviation.

Impact on Agency Goal Attainment: National Score was 0.1 points lower than the mathematics score for Dalton State College.

Effect to be integrated into next planning cycle: Re-evaluation of measurement of department objectives will be incorporated into next years planning cycle.

Benefits to agency: Improved scores on CAAP will reflect well on the College.

OMAS 04

In an annual survey, 80% of graduates will agree or strongly agree with the statement that, "As a result of my education at Dalton State College I learned to perform basic mathematical operations."

Evaluation

88.8% of the graduates agree with the statement "As a result of my education at Dalton State College I learned to perform basic mathematical operations."

Impact on Unit Performance: This objective was met.

Impact on Agency Goal Attainment: Students expressed a satisfaction with the mathematical knowledge learned at Dalton State College.

Effect to be integrated into next planning cycle: This evaluation process will continue.

Benefits to agency: Satisfaction reflects well on the College.

OMAS 05

In an Employer Satisfaction survey, 75% of employers will rate Dalton State College graduates above average in mathematical/computational skills.

Evaluation

In an Employer Satisfaction survey, 84.2% of the employers rate Dalton State College graduates above average (good or excellent) in mathematical/computational skills.

Impact on Unit Performance: The performance evaluation of students mathematical/computation skills exceeded the objective.

Impact on Agency Goal Attainment: Employers indicate that they are very satisfied with Dalton State College students performance as it relates to mathematical/computational skills.

Effect to be integrated into next planning cycle: Evaluation process will continue into the next planning cycle.

Benefits to agency: Positive employer satisfaction has a beneficial impact on Dalton State College.

NURSING DIVISION

Goal 0090

Conduct more aggressive faculty recruitment and searches through the use of a more rigorous screening process to develop and to sustain a faculty of the highest quality and excellence in teaching.

Objective 010

The Vice President of Academic Affairs will advertise in discipline-specific media to achieve targeted dissemination of the availability of faculty positions.

Benefit: More qualified people will become aware of faculty openings at the College.

OMAS 01

When requested by the Division Chairs, the Vice President of Academic Affairs will advertise in discipline-specific media. Division Chair files will show a 10% increase in applications.

Condition: Provided that there is a reasonable time to advertise before the position must be filled.

Evaluation

Advertisement for faculty was placed in two area newspapers and in the University System Clearinghouse. Flyers were mailed to all schools in the University System. Eight (8) completed applications were received.

Impact on Unit Performance: Two very qualified applicants accepted full-time tenure track positions.

Impact on Agency Goal Attainment: Enrollment figures can remain at 70 per fall. As the nursing shortage continues and as complexity of patient care increases, it is vital that a qualified faculty with expertise in various areas of nursing be hired.

Effect to be integrated into next planning cycle: When positions are advertised the plan will be implemented and the same strategy will be utilized since it was successful.

Benefits to agency: Qualified experts in the area of nursing will aid in graduating graduates with the ability to be competent registered nurses.

OMAS 02

All Division Chairs will contact three comparable institutions through phone calls, emails, and letters.

Evaluation

Informal conversations at Regents Subcommittee meeting revealed that advertising locally and through the clearinghouse seemed to be more productive than national advertisements.

Impact on Unit Performance: None at this point. As described in OMAS 02 this strategy worked.

Impact on Agency Goal Attainment: The two positions were filled.

Effect to be integrated into next planning cycle: When needed, procedure described in OMAS 01 will be implemented.

Benefits to agency: Local advertisement is best for our field of study.

Goal 0300

Improve graduation rates and/or student goal attainment rates to meet College benchmark and University System standards.

Objective 010

Division Chairs will recommend to Institutional Research to ascertain appropriate benchmarks for graduation rates and/or student goal attainment rates.

Benefit: College will meet institutional and USG standards.

NURSING DIVISION (Cont'd)

OMAS 01

A set of USG benchmarks from the IRP office will be compiled and distributed to the Division Chairs via hard copy reports. Condition: Availability of system data.

Evaluation

Received College and USG benchmarks on April 12, 2001. No specific data available on nursing program graduation rate. DSC's nursing division developed an outcome to calculate graduation rate. Impact on Unit Performance: Yet to be determined. Received too late. NLNAC's 2002 criteria require graduation rate calculation. DSC's was 72%. We have never calculated graduation rates over a specified period of time, just attrition rates. This will now be a required criterion.

Impact on Agency Goal Attainment: Yet to be determined. We will now be more deliberate in calculating, evaluating, and possibly improving graduation rates by looking at risk factors causing students to drop out.

Effect to be integrated into next planning cycle: Nursing faculty will review at first faculty meeting of 2001 to make action plans. We have had an attrition outcome for each nursing class for several years. We will broaden our scope to include all courses and reasons for failure to graduate. If necessary, we will develop strategies for improvement.

Benefits to agency: Allows us to look college-wide at possible causes of low graduation rate and attrition and to take measures to improve retention. Investment of time, money, and energy goes into each student enrolled. Nothing but good can come from retaining all students capable of succeeding in college.

Goal 0520

Increase the number of faculty and staff who take advantage of the tuition reimbursement program to obtain terminal and advanced degrees.

Objective 010

Division Chairs will survey the faculty to determine the needs and desires for use of the tuition reimbursement program. Benefit: More faculty can afford to gain advanced/terminal degrees or enhance job-related professional development.

OMAS 01

100% of, interested faculty will receive tuition reimbursement as indicated by the results of faculty survey.

Condition: Continuation of system policy and interest of faculty.

Evaluation

Tuition reimbursement program discussed with all faculty members. No one was interested in taking advantage of it.

Impact on Unit Performance: None.

Impact on Agency Goal Attainment: None.

Effect to be integrated into next planning cycle: None. Remind faculty again in fall of availability.

Benefits to agency: None.

Goal 0830

Develop Web page for each faculty which will contain syllabi, expanded course description, instructor and course information to provide resource and quick access of information to students.

NURSING DIVISION (Cont'd)

Objective 010

By the end of May 2002, each faculty member will develop and maintain a web page that will contain syllabi, expanded course description, instructor and course information to provide resource and quick access of information to students.

Benefit: Better informed students.

OMAS 01

100% of faculty members will indicate in their annual reports to their division chairpersons their progress in the development of a web page.

Condition: All faculty members must be trained to develop their own web page.

Evaluation

Web pages are complete on all returning faculty. Web pages on new faculty will be complete by November 2002.

Impact on Unit Performance: Allows more availability of our program and assists students easy access to information about faculty and courses.

Impact on Agency Goal Attainment: The college is committed to improving the use of technology and likewise the nursing division is keeping in step with the times.

Effect to be integrated into next planning cycle: Continue to tweak the individual web pages and the divisional one as well.

Benefits to agency: Provide accurate, up-to-date information in a quick and easy way.

OMAS 02

Faculty members will report in their annual reports to their division chairpersons their frequency of web page upgrade. Condition: All faculty members must be trained to develop their own web page.

Evaluation

Annual reports did not reflect progress but we all discussed the progress at the division faculty meetings.

Impact on Unit Performance: All were trained to assist OCIS with web page construction and revision. Will require assistance from OCIS on a continuing basis.

Impact on Agency Goal Attainment: The college is committed to improving the use of technology and likewise the nursing division is keeping in step with the times.

Effect to be integrated into next planning cycle: Continue to tweak the individual web pages and the divisional one as well.

Benefits to agency: Provide accurate, up-to-date information in a quick and easy way.

Goal 0840

Review instructional products (hardware and software) to support instruction and enhance student learning.

Objective 010

Each division will review at least three interactive technology systems to support instruction and enhance student learning. Benefit: Student learning will be enhanced. Current instruction will be facilitated.

OMAS 01

At least one new interactive technology system will be presented to the divisional faculty for consideration by May 2002. Condition: Cost. Hardware availability.

Evaluation

Several interactive CDs were given to individual faculty for preview rather than at a general faculty meeting.

NURSING DIVISION (Cont'd)

Impact on Unit Performance: The nursing division purchased and made available many interactive CDs to enhance student learning.

Impact on Agency Goal Attainment: Many of these CDs integrate simulations and critical thinking skills necessary for nurses and not readily available at times in the clinical area.

Effect to be integrated into next planning cycle: Will continue to evaluate new technologies as they are available. All faculty currently use powerpoint with the classroom projector. All classrooms used by nursing are equipped with this hardware. All computer labs on campus have the nursing programs accessible.

Benefits to agency: Variety of teaching-learning methods to allow teachers and students of varying teaching and learning styles to maximize in every way their skills.

Goal 0870

Integrate technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Objective 010

All students who graduate from DSC will be able to demonstrate basic computer competency.
Benefit: Graduates from DSC will have technology skills they need.

OMAS 02

75% of 2002 graduates of DSC will indicate on a graduate survey that they have acquired basic computer skills.

Evaluation

94.1 % of 2002 nursing graduates indicate they agree or strongly agree they can use and are familiar with computers and other forms of electronic media.

Impact on Unit Performance: Vital computer skills have been achieved.

Impact on Agency Goal Attainment: 6% of the students who took a course with all the identified computer competencies and made an "A" did not feel they had achieved the goal.

Effect to be integrated into next planning cycle: Will continue Nursing 2203 and will remind students the definition of computer competency.

Benefits to agency: Better prepared graduates for the workplace and continued good NCLEX-RN pass rate.

OMAS 01

100% of graduating students after 2003 will have taken at least one of the identified computer competency courses or have passed an exemption test demonstrating computer competence.

Evaluation

100% of two year RN graduates took and passed with an "A" the course 2203 which includes all the components required to declare computer competence as defined by Dalton State College.

Impact on Unit Performance: Required the re-structuring of Nursing 2203 to include all elements of the computer competence requirement.

Impact on Agency Goal Attainment: Meets SACS requirement and more importantly prepares the graduates at a minimal competency level to use computers in the work place and in their daily lives.

Effect to be integrated into next planning cycle: Will continue the course as designed and approved by Academic Council. Evaluations were very positive.

Benefits to agency: Better prepared graduate for the workplace and continued high NCLEX-RN pass rate.

NURSING DIVISION (Cont'd)

OMAS 03

60% of alumni of DSC who graduated 1998-2001 will indicate on an alumni survey that they have acquired basic computer skills.

Evaluation

Data not available at this time and not appropriate since more recent data indicate exemplary achievement.

Impact on Unit Performance: See OMAS #02.

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Objective 010

Each division will provide at least one opportunity for middle and secondary school faculty and administration to exchange ideas and information with DSC faculty and staff to prepare students for higher education in the College's service area. Benefit: Increased interest in post secondary education for traditional students. Better prepared students for the rigors of post secondary college courses.

OMAS 01

The number of traditional students from area high schools will increase by 5% over the previous year. Condition: Support of area systems for faculty to participate in collaborative efforts.

Evaluation

The number of traditional students from area high schools increased by 8.4% over the previous year.

Impact on Unit Performance: This goal was met. Recruitment efforts will be continued.

Impact on Agency Goal Attainment: Continue to interest new high school graduates.

Effect to be integrated into next planning cycle: Meet with enrollment services to develop strategies to increase numbers of traditional students.

Benefits to agency: Having this data makes the institution aware of the need to continue strategies for recruitment.

Goal 7000

Dalton State College Division of Nursing will prepare students for employment as safe, effective registered nurses.

Objective 010

Graduates of the Nursing Associate Degree program will demonstrate competency to practice as safe, effective Registered Nurses.

OMAS 01

The graduates of the Associate Degree Nursing program who take the NCLEX-RN examination within one year of graduation will pass on the first try at a pass rate at or above the national average.

Evaluation

The graduates of the Associate Degree Nursing program who took the NCLEX-RN examination within one year of graduation had a pass rate of 87% at this time. Two students have not yet taken the NCLEX-RN examination. The national pass rate was 85.53% and the state average was 86.74%.

NURSING DIVISION (Cont'd)

Impact on Unit Performance: Since the scores were slightly above the national average and at the state average, we believe that the results indicate that the program is effective and indicates maintenance of the program without major changes. Students will continue to be encouraged to take a NCLEX-RN preparation course.

Impact on Agency Goal Attainment: Since the organizational goal is to prepare persons for the work force, the attainment of this goal is of great importance. Preparation for the work force remains essential, the attainment of this goal remains a priority.

Effect to be integrated into next planning cycle: The next planning cycle includes the continuation of a quality program with little changes except in areas as indicated on evaluation/surveys from students, agency personnel, employers, alumni surveys, advisory councils, and informal dialogue with health team workers and consumers.

Benefits to agency: The positive publicity of scoring well above the national and state average encourages qualified students to choose Dalton State College as their college of choice to become an RN. The continued scoring at or above the national and state average encourages qualified students to choose Dalton State College as their college of choice to become a RN. Currently four faculty members are graduates of the nursing program from Dalton State College.

OMAS 02

After one year of employment, 80% of graduates will express satisfaction with their educational preparation at Dalton State College as measured by an annual Alumni Survey.

Evaluation

After one year of employment, the majority of the 2000 graduates expressed satisfaction with their educational preparation at Dalton State College. Once again, only a small number, 14, of the graduates responded to the survey. 86% responded that their career preparation was excellent or good. 29% responded that their preparation was excellent, while 57% ranked their preparation as good. There were no poor responses, however, two gave a rating of fair which is down from last year's survey.

Impact on Unit Performance: The impact is that positive feedback from alumni improves nursing faculty satisfaction. It is rewarding to know alumni rank their program of study in a positive way.

Impact on Agency Goal Attainment: Positive responses from graduates indicate satisfaction that they were prepared to work in the workplace.

Effect to be integrated into next planning cycle: The respondents rated gerontological, medical and obstetrical nursing preparation as excellent or good by the highest percentages (100%, 93%, 92%). Surgical, pediatric, and psychiatric nursing all received an 85% response as excellent or good. The surgical nursing score is up 11 % from the previous year, and the pediatric score rose dramatically from 66% to 85%. The psychiatric nursing score, however, dropped from 94% of the previous year to 85% in this year's survey. All respondents stated that they would select this program if they had to do it again. It appears the strategies employed last year in the surgical and pediatric rotations had a positive impact. Although 85% of the students rated the psychiatric rotation as excellent or good, because of the drop from the previous year, we will look closely at ways to enhance this rotation.

Benefits to agency: Positive graduates are great role models for currently enrolled students. Satisfied graduates portray a positive attitude toward the college in general and in nursing specifically.

OMAS 03

Eighty percent (80%) of employers of Dalton State College nursing graduates will express satisfaction in an annual Employer Survey with the performance of the graduates after one year of employment in the areas of critical thinking, communication, and therapeutic nursing interventions.

NURSING DIVISION (Cont'd)

Evaluation

Eighteen employers of Dalton State College nursing graduates responded to a survey ranking the 1999 graduates in several areas such as critical thinking, communication and therapeutic nursing interventions. The rankings were 90% or above in performance in the categories of "always" or "most of the time". Twenty-four employers of Dalton State College nursing graduates responded to a survey ranking the 2000 graduates in several areas such as critical thinking, communication and therapeutic nursing interventions. The rankings were 90% or above in performance in the category of "always," "most of the time," or "some of the time."

Impact on Unit Performance: It is rewarding to see that employers are satisfied with the performance of our graduates. It gives the faculty intangible incentive to continue doing a good job. It challenges the faculty to continue to maintain above average job performance.

Impact on Agency Goal Attainment: The goal of preparing citizens for the work force is clearly met. The impact is to continue to market our graduates and advertise so we can have more to graduate to meet the current nursing shortage in our geographic area.

Effect to be integrated into next planning cycle: The number of surveys returned was still lower than desired. This year the faculty decided to hand deliver the surveys with a self-addressed envelope. This did not improve return. New strategies will need to be developed. For 2001-2002, the number of surveys returned was an improvement over the previous year. The faculty hand delivered the surveys with self addressed envelopes. Employers had to be contacted after the delivery to be reminded to return completed forms. Some graduates were no longer employed by the original employer and surveys could not be completed for these individuals.

Benefits to agency: The benefit to the organization is that the survey which was formatted a new way last year still seemed quite effective in evaluating important components of the program from faculty perspective as well as from the Georgia Board of Nursing and NLNAC. The survey also allows faculty to evaluate any areas of common deficiencies as well as strengths.

OMAS 04

Within three months of passing NCLEX-RN, seventy-five percent of Dalton State College graduates will be employed in hospitals and similar agencies.

Evaluation

Of the fourteen 2000 graduates that responded to the graduate questionnaire, 86% are employed full-time and 14% are employed part-time.

Impact on Unit Performance: Positive feedback from alumni improves nursing faculty job satisfaction. It is rewarding to know the program of study has enabled alumni to attain their personal goal of employment in their chosen field.

Impact on Agency Goal Attainment: Positive responses from graduates indicate satisfaction with their workplace preparation and with attainment of jobs in the field. 78% of the graduates are employed in the hospital setting, with the second largest percentage, 22%, being employed in the physician's office/clinic. Of the graduates employed by hospitals, 46% are working general duty, 9% are working in the emergency department and 9% are working in "other" areas. The 46% who are working general duty floors are split evenly on med-surg units and pediatrics, with 36% being in specialty units. The majority are employed on the day shift and earn between \$16.01-\$19.00 per hour with benefits, and 33% earn \$13.01-\$16.00 with benefits. Two graduates reported a salary between \$19.01-\$21.00 per hour, and this year's figure did include benefits. The two graduates who are employed part-time stated their reason as being family obligations.

NURSING DIVISION (Cont'd)

Effect to be integrated into next planning cycle: A career which offers an open job market and easily obtainable jobs is a desirable choice for students pursuing a career. Enrollment has increased considerably for Fall 2001, particularly as a result of the open job market.

OMAS 05

In any given semester, the attrition rate of students failing to progress in the program due to academic failure in nursing will not be greater than 15%.

Evaluation

The attrition rate of students failing to progress in the program due to academic failure in Nursing was 0% in Nursing 1101, 0% in Nursing 1102, 4% in Nursing 1103, 0% in Nursing 1104, and 0% in Nursing 2201 for Fall Semester 2001. The attrition rate of students failing to progress in the program due to academic failure in Nursing was 2% in Nursing 1105, 0% in Nursing 1106, 6% in Nursing 2202, and 0% in Nursing 2203 for Spring Semester 2002.

Impact on Unit Performance: The attrition rate is well within the set goal and indicates the level of instruction and grading are at the appropriate level.

Impact on Agency Goal Attainment: The highest attrition rate in any given semester was 6%. This is an improvement for Nursing 1103 from last year.

Effect to be integrated into next planning cycle: The division will continue to maintain the curriculum as is. Changes as indicated on evaluation/surveys from students, agency personnel, employers, alumni surveys, advisory councils, and informal dialogue with health care workers and consumers will be made.

Benefits to agency: From the purely financial view the more students who finish, the more effective the education is per student. The faculty is fully committed to help any student in any way possible without jeopardizing standards to succeed. These attrition figures demonstrate that commitment.

OMAS 06

After one year of employment, 80% of graduates will have participated in professional growth activities as defined as:

1. the regular reading of nursing literature
2. attendance at workshops/seminars/in-services
3. participation in a professional organization
4. continuation of formal education

Graduation rates of students who complete the program within a two year time period upon entrance into the first nursing class shall be at least 70%.

Evaluation

After one year of employment, most respondents participated in more than one type of professional growth activity.

1. the regular reading of nursing literature - 71
2. attendance at workshops/seminars/in-services - 78%
3. participation in a professional organization - 1
4. continuation of formal education - 29%

This outcome was adopted Spring 2002 and data is not yet available to evaluate.

Impact on Unit Performance: The figures indicate that an attitude is being conveyed that learning is a life-long endeavor. More than twice as many graduates of this class as opposed to the year before are pursuing a continuation of their formal education.

Impact on Agency Goal Attainment: A purpose of the college is to instill a commitment to life-long learning. The fact that a majority of those responding to the survey are participating in professional growth activities indicates that this purpose is being fulfilled.

NURSING DIVISION (Cont'd)

Effect to be integrated into next planning cycle: A continuation of use of the library in assignments and referral in class to recent happenings in health care will continue to be emphasized. The emphasis will encourage next year's graduates to continue their commitment to learning.

Benefits to agency: Along with being nurses, these alumni are also citizens. The more widely read and the more educated they become, the more productive they will be to society and the nursing profession. Knowledgeable, involved citizens and nurses are excellent advertising for the nursing program and the college as a whole.

OMAS 07

Each faculty member will attend at least five continuing education program per year.

Evaluation

One hundred percent (100%) of the faculty submitted an annual report and a faculty qualification form which indicated that participation was from 5 to 35+ in the number of programs attended.

Impact on Unit Performance: Faculty who keep current in professional activities and expand their discipline-specific knowledge base are student's greatest resources.

Impact on Agency Goal Attainment: The goal is to provide students with quality resources. The best way to provide resources is to know what, when and where resources are to be found in order to direct students to them. Continuing education programs assist in helping faculty "stay current".

Effect to be integrated into next planning cycle: The division chair will encourage all faculty to attend as many activities as possible. The division chair will request that the same amount of money be placed in the budget for professional development.

Benefits to agency: One of the three areas on which faculty are assessed is professional development activities. Not only do these activities make us better teachers, but better citizens and community resources. The more effective we are in the community, the better the reputation the college has.

OMAS 08

The physical facilities, supplies, and instructional materials will adequately support instruction.

Evaluation

At the end of each semester 100% of the faculty completed a survey indicating that 100% of the time supplies and instructional materials were available and 100% of the time the physical supported instruction. In addition, each course is evaluated by the students at the end of every semester. The responses were 100% "yes" on the course evaluation statement "The supplies in campus lab were adequate" and 100% "yes" to "The physical facilities were conducive to learning" for all courses taught Spring 2001 and Fall 2001. In the faculty evaluations of facilities, supplies, and instructional materials for all nursing courses taught Spring and Fall 2001. 100% reported "yes" to having necessary supplies and equipment to support instruction, comfortable classroom setting, adequate campus lab availability and utilizing software in courses. New Pentium 111-850's have been added to upgrade all lab computers for a total of 15 computers. Internet and server access has been established on all the computers so that students have all programs (including nursing) available in campus lab. Spring 2002, 100% of the faculty completed a survey (Facilities, Supplies and Instructional Materials Evaluation) which indicated that 100% of the time supplies and instructional materials were available and the physical facilities supported instruction. For the same semester, students in each course responded 100% "yes" to supplies in campus lab being adequate and physical facilities being conducive to learning with one exception on course evaluations. Students in Nursing 1106, Spring 2002 responded 98% "yes" to supplies in campus lab being adequate. Over the summer, new instructor stations (computers) were installed in all classrooms used by nursing including the campus lab. No new software or major lab equipment was purchased.

NURSING DIVISION (Cont'd)

Impact on Unit Performance: Having needed resources readily available makes student learning more effective and allows faculty to teach, not hunt supplies or improvise.

Impact on Agency Goal Attainment: Budgets are designed to provide for supplies and facilities as well as instructional materials. Objective data from students and faculty verify that the budgeting process is effective.

Effect to be integrated into next planning cycle: A request will be made to the VPAA to maintain the budget at or above its current level in order to provide needed materials.

Benefits to agency: Resources available enable students to learn better and to feel better about their education. Good graduates generally make good employees and provide a positive influence in the community.

OMAS 09

The learning resources including library and instructional materials are comprehensive, current and available.

Evaluation

Resources available enable students to learn better and to feel better about their education. Good graduates generally make good employees and provide a positive influence in the community.

Impact on Unit Performance: The faculty continues to assure that the library holdings are comprehensive and carry up-to-date literature for the students at the college.

Impact on Agency Goal Attainment: The comprehensive and current library holdings are a service that indicate commitment to one of the college's purposes of providing a supportive campus.

Effect to be integrated into next planning cycle: The faculty will continue to follow the collection and weeding policy.

Benefits to agency: Providing a well-rounded professionally selected collection of resources for students, faculty and community continue to enhance learning.

OMAS 10

There will be a systematic evaluation of the unit in nursing, program of learning and the graduate which will be used for development, maintenance and revision of the program, and/or program outcomes.

Evaluation

The evaluation timetable was followed and the results documented precisely as stated on the plan. Each faculty member worked to maintain the timetable and reports were presented as stated in the nursing division minutes.

Impact on Unit Performance: The evaluation results and their use remains imperative for accountability and for the program to remain above the state and national average for NCLEX-RN pass rates.

Impact on Agency Goal Attainment: A comprehensive evaluation plan as indicated in OMAS 1-6 continues to reflect the attainment of the college's overall mission and core purposes. The division of nursing strives to maintain above average goal attainment.

Effect to be integrated into next planning cycle: Benchmarks allowed for more accurate measurement. These changes were implemented as proposed and changes were made early in the academic year.

Benefits to agency: The overall evaluation plan meets the Georgia Board of Nursing and the NLNAC standards as well as meets the institutional criteria. The evaluation process ensures accountability in all aspects to the nursing program.

PRESIDENT

Goal 0080

Create additional endowed chair positions to attract and to retain outstanding faculty to support the expansion and quality of the College's academic programs.

Objective 010

The College will receive funding for the second endowed chair position in the FY 2002 budget cycle, with the position, designated for MIS, to be filled effective fall 2002.

OMAS 01

The College's FY 2002 budget allocation from the Board of Regents will reflect the addition of \$500,000 for the second endowed chair position. The position vacancy announcement will be posted during fall 2001.

Evaluation

Funding for DSC's second endowed chair was included in the University System's FY 2002 budget allocation, and the funds were received in July 2001.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: With the 2nd Endowed Chair funded for FY 2002, the next planning cycle can begin concentrating on securing funding for the 3rd chair.

Benefits to agency: The 2nd Endowed Chair is targeted for Management Information Systems (MIS). The position will be advertised and filled during the 2001-02 year to become effective fall semester 2002. This position will bring leadership to the MIS program and will heighten the visibility of the program, thus encouraging additional enrollment. The total number of MIS faculty will increase to three. The institution will be increasingly perceived as a 4-year school.

Objective 020

The president will work with Foundation officials to secure the private matching portion for a fourth endowed chair during the 2001 calendar year.

OMAS:01

The Foundation Executive Committee will have developed a list of potential donors by June 30, 2001.

Evaluation

A list of potential donors has been developed in connection with the 4th endowed chair. The leading prospect has been approached and is considering the matter. The current state of the economy has proven to be an inhibiting factor for the short term, but long term the possibilities appear promising.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: A donor will be secured during the 2002 calendar year and the match will be submitted to the University System for subsequent funding.

Benefits to agency: None at this point.

Objective 030

The College will receive funding for its third endowed chair position in the FY03 budget cycle, with the position, to be designated either for Management or Marketing, to be filled effective fall 2003.

OMAS 01

The College's FY03 budget allocation from the Board of Regents will reflect the addition of \$500,000 for its third position. The position vacancy announcement will be posted during fall 2002.

PRESIDENT (Cont'd)*Evaluation*

This objective was not achieved. The University System's budget request for FY 03 contained DSC's third endowed chair among others listed for funding, but the Governor's request to the . General Assembly deleted it. A renewed attempt will be made in the FY 04 budget cycle.

Impact on Unit Performance: Inadequate.

Impact on Agency Goal Attainment: None.

Effect to be integrated into next planning cycle: Funding for the third endowed chair will be an objective for the 2002-2003 planning cycle.

Benefits to agency: None.

Objective 040

The College Foundation will receive a private match for its fourth endowed chair. It is anticipated that this chair position will be designated for a discipline area outside the Division of Business and Technology.

OMAS 01

College Foundation officials will have added a minimum of \$250,000 to its coffers for the endowed chair position by June 30, 2002.

Evaluation

This objective has not been achieved. The economic downturn from 2001 and 2002 has created a sluggish fund-raising campaign. The primary prospect for the fourth endowed chair wants to hold off on any commitments until investment income improves.

Impact on Unit Performance: Inadequate.

Impact on Agency Goal Attainment: None.

Effect to be integrated into next planning cycle: Objective will be carried over to the 2002-2003 planning cycle.

Benefits to agency: None.

Goal 0270

Improve student satisfaction levels regarding administrative support services.

Objective 010

A variety of new, web-based enrollment services functions will become operational during FY 2001 and will be followed in FY 2002 be additional functions, all designed to improve responsiveness and user-friendliness.

OMAS 01

The VP for Enrollment Services will document new function implementation as of June 30, 2001 together with plans for follow-up implementation during 2001-02.

Evaluation

During the 2000-2001 year, Enrollment Services and Fiscal Affairs developed several new web-based functions designed to maximize student convenience and eliminate or reduce lines. Examples include but are not limited to: extended payment deadlines for advance registration, application for admission/readmission, change of address, change of major, and a pilot web-based registration process.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: The pilot web-based registration process will be rolled out to the majority of DSC students during 2001-02, while other new processes, such as grade reporting, will also be implemented.

PRESIDENT (Cont'd)

Benefits to agency: The improvements made during 2000-01 have established a foundation for more significant activity in 2001-02. Student satisfaction levels have not yet been impacted.

OMAS 02

Students participating in new web-based functions will respond favorably to the changes by means of an opinion survey conducted by the IRP Director.

Evaluation

Early indications are that students using web-based registration have responded enthusiastically.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: Major.

The pilot effects of 2000-01 will become widely operational during 2000-02 and new functionality will be added. This will be reflected in the 2000-02 Enrollment Services implementation plan.

Benefits to agency: Early acceptance of web-based registration and other online processes and procedures will generate significant benefit during 2001-02. These development represent the leading edge of a transformation in student enrollment and other support services that will revolutionize the manner in which business is conducted.

Objective 020

A new generation of web-based, interactive administrative processes and procedures will be in place by the end of the 2001-02 academic year. These processes will focus on enrollment services, registration processes, and financial aid processes.

OMAS 01

Fifty percent of the student body will be utilizing remote-site self-registration applications by summer semester 2002.

Evaluation

While less than 50 percent of the student body was actually utilizing web-based self registration processes by summer 2002, the number has increased steadily since the launch of this new initiative. The current number is estimated at 25 percent and climbing. The 50 percent benchmark will be achieved during calendar 2003.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Academic advisors report that their significant advising time commitments have begun to shift away from currently enrolled students toward first-time entering students.

Effect to be integrated into next planning cycle: This initiative will be pursued each year until the utilization rate reaches 65 percent. A new online degree audit process will be introduced in 2002-2003.

Benefits to agency: Major.

OMAS: 02

he number of online administrative support processes for students and faculty will increase 25% over 2000-01 levels by the end of the 2001-02 academic year.

Evaluation

The number of online administrative support processes has increased 15 percent over 2000-01 levels.

Examples include projected course schedules two semesters in advance, and new financial aid processes.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Satisfaction rates among students with respect to admission, student records, and financial aid have increased markedly.

PRESIDENT (Cont'd)

Effect to be integrated into next planning cycle: These efforts will be continued as the DSC web site becomes a more important point of interaction for students and faculty alike.

Benefits to agency: Increasing satisfaction levels among students, faculty and staff will reap benefits in retention and efficiency of operations.

Goal 0340

Propose two new baccalaureate degree programs for review at all times by the University System to meet the changing needs of the Northwest Georgia region.

Objective 010

Two new baccalaureate program proposals have been submitted for consideration. Two others are in preparation.

OMAS 01

At least one new program will be approved by the Board of Regents by June 30, 2001.

Evaluation

Two new bachelor's degrees were approved by the Board of Regents during the 2000-2001 year.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: With 5 bachelor's degrees in hand, building enrollment for fall 2002 will be critical, especially among the original 3 programs. New program proposals for additional degrees will need to be developed during 2001-02.

Benefits to agency: The College will now be able to meet regional needs on two new fronts: Social Work and Marketing Systems. The addition of the new programs enables the College to take another step forward in realizing a key strategic goal.

OMAS 02

At least two new program proposals will be under consideration by the Board of Regents as of fall 2001.

Evaluation

This objective has been partially met. One new program proposal was in the hands of the Board of Regents as of Fall 2001, while a second is being developed.

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: Accordingly, new program proposals will be developed to follow in at least two areas of study.

Benefits to agency: None at this point.

Objective 020

One new baccalaureate has been submitted for consideration by the Board of Regents as of July 1, 2001. Two additional bachelor's degree needs assessment activities are underway, and it is expected that, at least, one of them will be developed into a new degree proposal and submitted to the Regents.

OMAS 01

One new bachelor's degree program will be approved by the Regents for DSC by the end of the 2001-02 academic year.

PRESIDENT (Cont'd)*Evaluation*

This objective has been achieved. A new BBA in Management was approved by the Board of Regents in November 2001. A position paper on a new bachelor's degree in teacher education has been submitted to the Chancellor for consideration and positive discussions have ensued.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: The number of students majoring in business has increased modestly, almost all of it showing up as BBA majors.

Effect to be integrated into next planning cycle: The teacher education piece will be carried over to the 2002-2003 planning cycle.

Benefits to agency: The growth of bachelor's degree enrollments is critical to the future of the institution.

Goal 0350

Secure funding for a facility to house the Center for Continuing Education and other possible community-based outreach programs to serve the non-credit education needs of the community.

Objective 010

Complete a preliminary design concept that can be used as part of a presentation to potential naming donors.

OMAS 01

Design concept drawings and a color rendering will be in hand by December 31, 2000.

Evaluation

The preliminary concept design was completed in early 2001. A color rendering that can be "personalized" for prospective donor presentations through digitized photography was also developed.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: Strategies will need to be developed to enable this project to appear on the University System's capital construction priority list. The strategy will in all likelihood require a commitment of private funding in the \$1 million range.

Benefits to agency: None at this point.

Objective 020

Secure a naming donor for the new facility during the 2001 calendar year.

OMAS 01

The Foundation Executive Committee will have developed a list of potential donors by June 30, 2001.

Evaluation

This objective has not been met. A list of potential naming donors has been developed, but the opportunity for discussion with the leading prospect has not materialized.

Impact on Unit Performance: Minimal.

Impact on Agency Goal Attainment: Minimal.

Effect to be integrated into next planning cycle: A naming donor, or alternatively a group of smaller donors, must provide a commitment totaling \$1 million by June 1, 2002.

Benefits to agency: None at this point.

Objective 030

Secure a naming donor for the new facility.

PRESIDENT (Cont'd)*OMAS 01*

A major commitment of private funds, either by a single individual or group of individuals, will be in hand by June 30, 2002.

Evaluation

This objective has been met. Two leading Dalton business figures have pledged to secure \$1 million in private donations for construction of the Continuing Education facility. On the strength of this, the Governor included \$100,000 in pre-design money for this project in the FY 03 Regents' budget.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: The building project has now taken a major step closer to reality.

Effect to be integrated into next planning cycle: Construction funding from the state will be part of the 2002-2003 planning cycle.

Benefits to agency: Design of the new facility, incorporating existing and anticipated programming, will lay the foundation for an even greater degree of responsiveness to the business and service sectors of the regional economy.

OMAS 02

The Chancellor's office will have committed to place the new facility on the FY04 capital construction list.

Evaluation

This objective has been achieved. The new Continuing Education facility has been placed on the Minor Capital Request List as part of the Board of Regents' FY 04 budget request to the Governor.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: The reality of construction funding during the 2003 session of the General Assembly will be the final step, assuming the Governor recommends it.

Benefits to agency: Major.

Goal 0480

Implement an institution-wide Institutional Effectiveness Plan by which the College measures improvement and holds itself accountable to its major stakeholders.

Objective 010

The structure of the effectiveness plan will be approved by the Strategic Planning Committee and implementation will begin during 2000-01.

OMAS 01

The Director of IRP will be able to document implementation of the Institutional Effectiveness Plan in his FY 2001 annual report.

Evaluation

During 2000-2001, the revised Institutional Effectiveness Plan as designed by the Strategic Planning Committee was implemented across campus. It consists of course by course assessment, student entry and exit assessment, administrative program assessment, academic program assessment, and establishment and tracking of Key Performance Indicators for an annual report card.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: Now that the revised system has been designed and implemented, tracking data over time is being produced which in turn provides areas where improvement strategies can be targeted. These improvement strategies are being disseminated and results measured.

PRESIDENT (Cont'd)

Benefits to agency: The comprehensive Institutional Effectiveness Plan is producing documentation in which improvements can be tracked.

Goal 0540

Improve administrative efficiency through precise targets and benchmarks for measuring and improving organizational procedures (e.g., drop/add, purchase requisition, refunds, financial aid).

Objective 010

Identifying areas of concern will take place during the fall 2000 faculty retreat and through analysis of the graduating student survey. The vice presidents will formulate action plans for improvement.

OMAS 01

Action plans for improving efficiency among the highest priority administrative procedure areas will have been prepared by June 30, 2001 and will be presented at the fall 2001 faculty retreat.

Evaluation

This objective has been addressed only minimally. Some improvements have been achieved in certain administrative process areas, particularly within the areas of enrollment services and registration, assessment documentation requirements and annual reporting requirements, but progress is uneven.

Impact on Unit Performance: Minimal.

Impact on Agency Goal Attainment: Minimal.

Effect to be integrated into next planning cycle: A continuing effort to capitalize on the progress achieved during 2000-01 will be evident during 2001-02. Particular areas of activity will be enrollment services and registration functions, class schedule developments, web-based activities, and the faculty evaluation and promotion and tenure process.

Benefits to agency: Minor. Not enough progress has yet been realized to claim major achievements in improving administrative efficiency.

Goal 0550

Reorganize the admissions, registrar and financial aid offices into an office of Enrollment Services to create an improved and comprehensive service center for students.

Objective 010

Organizational restructuring will be approved by the Board of Regents and implemented during 2000-01.

OMAS 01

The VP for Enrollment Services will have developed an action plan for internal operations improvement by June 30, 2001.

Evaluation

This objective has been addressed in significant ways and a number of benefits have already resulted.

Impact on Unit Performance: None.

Impact on Agency Goal Attainment: Major.

Effect to be integrated into next planning cycle: It is expected that additional centralized functions and services will follow those already developed. These include relocating all of the front-line staff to Westcott and all of the back room staff to the Student Center. Additional effects will include rolling out student-initiated web based registration and easier access to transfer credit data. Faster and more effective financial aid processing will also be a priority.

PRESIDENT (Cont'd)

Benefits to agency: Much of the "one-stop" implementation was achieved, including the development of a limited financial aid presence in the Admissions office. Better counseling services for incoming students was also effected.

Objective 020

Physical combination of offices will take place during 2001-02, with planning completed during 2000-01.

OMAS 01

The VP for Enrollment Services will have developed an action plan and timeline for physical combination of offices by June 30, 2001.

Evaluation

While an action plan for physical combination of the Admissions, Records, and Financial Aid offices has been developed, a timeline for execution of this plan has been rendered impossible since the physical combination of offices is dependent upon securing funding for the new Continuing Education building.

Impact on Unit Performance: None.

Impact on Agency Goal Attainment: None.

Effect to be integrated into next planning cycle: Dependent upon funding for the Continuing Education Building.

Benefits to agency: None.

Goal 0580

Develop a SACS self-study plan of action to comply with reaccreditation criteria and requirements in order to continue the College's status as an accredited institution of higher learning.

Objective 010

A self-study steering committee will design the plan of action during 2000-01 for implementation during 2001-2002.

OMAS 01

Documentation regarding the self-study schedule, criteria committee membership, the budget, and critical benchmark dates will have been circulated to the faculty and staff by February 1, 2001.

Evaluation

All processes, committee assignments, schedules, budgetary requirements, and program of work assignments have been completed. The self-study was well underway by the end of the 2000-01 year.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: The self-study will be substantially complete by the end of the 2001-02 year.

Benefits to agency: The self-study process has been well-orchestrated and has proceeded smoothly. The committees are diligent in their efforts and a good result is anticipated.

Objective 020

Oversee the completion of the first draft of the SACS self-study.

OMAS 01

The drafts of all committee reports will be in the hands of the self-study director by the end of the 2001-02 academic year.

PRESIDENT (Cont'd)*Evaluation*

This objective has been achieved. Drafts of all Self-Study committee reports were in the hands of the Self-Study Director by June 2002.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: The completed Self-Study goes to the printer in December in preparation for the reaffirmation visit in March 2003.

Benefits to agency: If all goes as anticipated, DSC will be reaffirmed by SACS for another ten years.

OMAS 02

An outline of the content of the self-study addendum will have been developed by June 30, 2002.

Evaluation

This OMAS has been achieved. An outline of the content of the Self-Study Addendum was completed by June 30, 2002.

Impact on Unit Performance: Adequate.

Impact on Agency Goal Attainment: Adequate.

Effect to be integrated into next planning cycle: The completed Self-Study, including the Addendum, goes to the printer in December in preparation for the reaffirmation visit in March 2003.

Benefits to agency: If all goes as anticipated, DSC will be reaffirmed by SACS for another ten years.

PUBLIC RELATIONS

Goal 0030

Maintain current levels of advertising and publication materials of the College and its programs through television, radio, video, billboards, movies, Internet, print, and Web media to reach all service areas as a means of increasing student enrollment.

Objective 010

Advertising will be planned by the Marketing Committee to increase exposure of the College and its programs. Benefit: More community awareness of the College's activities.

OMAS 01

A written plan detailing advertising strategies will be developed by the Marketing Committee. Meeting agendas and minutes will record the procedure for developing the plan.

Evaluation

A written plan detailing advertising strategies was developed by the Marketing Committee.

The Marketing Plan included approximate costs for producing and distributing print ads, radio and television spots, billboard advertising, an EBSCO magazine advertising project, the Connections, the Nursing Division brochure and miscellaneous small publications.

A written plan detailing advertising strategies will be developed by the Marketing Committee. Meeting agendas and minutes will record the procedure for developing the plan.

Impact on Unit Performance: The amount of advertising produced this cycle closely resembled the amount that was produced in 2000-2001. Several of the previous year's new advertising avenues that had been implemented, including billboard advertising, were expanded. In addition, the Public Relations Office continued to work with a television vendor to edit and improve our quality television and radio spots. All advertising goals were met by the Public Relations department in a timely manner.

Impact on Agency Goal Attainment: The advertising planned by the Marketing Committee and produced by the Public Relations department greatly increased the visibility of Dalton State College to potential students in the Northwest Georgia region. One measure of the impact of increased visibility may be realized by the increase in enrollment for fall semester 2001, an increase which is more than 10% higher than the previous fall semester.

Effect to be integrated into next planning cycle: The same level of advertising will be incorporated into the next planning cycle, but because of budgetary considerations, the amount of money spent on advertising is not likely to increase during the next year.

Benefits to agency: Dalton State College will continue to benefit from the increase in advertising as greater numbers of people will be made aware of DSC's expanding programs and mission.

Goal 0040

Develop a revised marketing plan for the College based on the 1999 Stamats Consultants' report as a means of increasing student enrollment in College programs.

Objective 010

Marketing Plan will be developed that will reflect the Stamats recommendations regarding publications and marketing materials. Condition: Subject to budget appropriations.

OMAS 01

A written plan will be developed by the Marketing Committee that will implement the recommendations proposed by Stamats. Meeting agendas and minutes will record the progress.

PUBLIC RELATIONS (Cont'd)

Evaluation

The Marketing Plan continued to incorporate the recommendations made by Stamats regarding publications and marketing materials. However, a few changes were made. The tag line was changed from "A Leader in Academic Quality" to "Georgia's Newest 4-Year College." This change was made to enhance our marketing efforts as a four-year college. We completed the following: 1) Business division brochures 2) Social work brochures 3) New outdoor advertising. In addition, we closely maintained the level of advertising that was accomplished during the previous year.

Impact on Unit Performance: Several goals were undertaken this year, and the majority of those were met. The Public Relations Office incorporated six of the Stamats recommendations into the overall Marketing plan. Our greatest success was in restructuring the tag line to be "A Leader in Academic Quality," a slogan that was used in billboard, print, radio and television advertising, as well as in "in-house" publications.

Impact on Agency Goal Attainment: The College is known for having a solid reputation as an academic leader in the region. The new tag line is one way that we can keep that concept in front of the public. Also, our attempts to target our markets with publications that are more specialized has also been a plus for the institution.

Effect to be integrated into next planning cycle: The Public Relations Office will continue to work on divisional brochures this fall and will be monitoring the effectiveness of the Departmental Fact Sheets.

Benefits to agency: As DSC expands its mission to add more programs, including bachelor's degree offerings, targeted marketing will become more necessary to the success of the organization.

STUDENT ACTIVITIES

Goal 0190

Investigate the creation of a daycare program in conjunction with an education program such as Early Childhood Education and/or Child Development to support potential student childcare needs and to increase participation in higher education (Student Government Association).

Objective

Poll students and other schools within the University System to assess the need of a childcare program on our campus. The SGA will work with the Student Activities Office, Education program, Social Work program, and other System Institutions.

OMAS

Students were able to vote during the SGA election process as to whether they were for or against starting a day care program.

Evaluation

47 students voted for a day care program, 13 voted against a day care program, and 16 students were undecided

Impact on Unit Performance: Students were able to voice their opinions as to whether or not they wanted a daycare program

Impact on Agency Goal Attainment: By conducting the survey students were able to complete part of our goal. Due to the space limitations on our campus, we had to table the idea to a later date.

Effect to be integrated into next planning cycle: The Student Activities Office will not pursue the idea of a day care on campus due to space limitations on our campus.

Benefits to agency: By not pursuing the day care program on campus, it will enable the student activities office to pursue other student needs or wants.

Goal 0650

(Carryover from 2000-01) Increase percentage of student participation in extracurricular activities.

Objective

Provide more diverse activities to increase participation from a variety of students.

OMAS

Five "diverse" programs will be introduced or renewed for the 2001-2002 school year.

Evaluation

Five events were introduced or renewed that gave variety to our program, they included: Trinidad Tripoli Steel Band, Dinner Theater, Chattanooga Symphony and Opera, Cilagos Roma Musicians, and the Trail of Tears play.

Impact on Unit Performance: By providing these programs we were able to expand our usual audience (traditional students) and reach out to the community and non-traditional students.

Impact on Agency Goal Attainment: We attained our goal of expanding our program to include more students, faculty, staff, and community members.

Effect to be integrated into next planning cycle: The Student Activities Office will continue to introduce and renew activities that involve many people.

Benefits to agency: By offering a more diverse line of programs, we were able to meet the needs of many more people and introduce them to Dalton State College.

STUDENT ACTIVITIES (Cont'd)*Goal 0740*

(Carryover from 2000-01) - Expand cultural activities that enrich and value diversity in the College and community.

Objective

Coordinate a student panel discussion with the International Students Association, and work with the DSC Food Service to provide an International menu.

OMAS 01

The Student Activities Office will participate in cultural activities that will involve the College and community.

Evaluation

The Student Activities Office completed the goal by participating in the International student panel and providing the cafeteria with an International menu one week.

Impact on Unit Performance: The student activities office helped to provide food and support for the international panel and contributed ideas for food in the international menu.

Impact on Agency Goal Attainment: The goals were met and all parties involved were satisfied with the support they received from the student activities office.

Effect to be integrated into next planning cycle: The student activities office will continue to support these activities and try to make them better by offering more resources

Benefits to agency: These programs offer such diversity, that they expose our students to cultures and food that they are not accustomed to seeing or eating.

TECHNICAL EDUCATION DIVISION

Goal090

Conduct more aggressive faculty recruitment and searches through the use of a more rigorous screening process to develop and to sustain a faculty of the highest quality and excellence in teaching.

Objective010

Faculty will be recruited for new, expanding and existing programs. Condition: contingent on adequate funding Benefits: enrollment increase

OMAS 01

Faculty will be hired to teach in new, expanding and existing programs. Assessment: Review technical division faculty roster for new hires. Condition: There may be difficulty in hiring certified computer networking faculty.

Evaluation

Four new faculty were hired to teach in new, expanding and existing programs. Assessment: Review technical division faculty roster for new hires. Condition: There may be difficulty in hiring EMT/Paramedic faculty. A EMT/Paramedic faculty position is unfilled. We continue our search.

Impact on Unit Performance: The Technical Education Division has gained several quality part-time faculty who deliver quality instruction both on campus and at business and industry sites. Also, quality replacement full-time faculty have been hired and one new full-time computer networking faculty has been hired. The Technical Education Division has gained several quality part-time faculty who deliver quality instruction both on campus and at business and industry sites. Two new full-time replacement and one new program faculty were hired. The Division continues to need more full-time faculty positions for new and expanding and existing programs. Impact on Agency Goal Attainment: Technical Education Division student enrollments have increased by approximately 20%. A significant portion of this increase is due to the use of part-time faculty.

Effect to be integrated into next planning cycle: The division will continue to seek ways to fund full-time faculty to support two new, expanding and existing programs.

Benefits to agency: The Technical Education Division continues to be a valuable part of the DSC team and a significant contributor to the mission of the college.

Goal 220

Improve the College's retention rate by conducting a student needs assessment survey that will identify essential support services to help with admission and retention.

Objective 010

Program reviews will be conducted to determine why students are not completing programs and make modifications for improvements. Condition: Modifications to programs may take considerable time to show effects on retention rates.

OMAS 01

Program reviews will be conducted to determine why students are not completing programs and make modifications for improvements.

Condition: Modifications to programs may take considerable time to show effects on retention rates.

Assessment Strategy: The Division will apply for a federal grant that will, if awarded, enable the Learning Support Department to offer additional tutorial and instructional resources through the Plato online courseware to students in, during the pilot project, MATH 0096. The intent is to

TECHNICAL EDUCATION DIVISION (Cont'd)

offer support to at-risk students who might otherwise not be successful in their learning support classes. Three program (health, business, technology) reviews will be conducted to find out why students are dropping classes and dropping out of programs using the DSC withdrawal form. Students in a control group will be measured academically against a test group for academic advantage as a result of using Plato instructional online courseware.

Evaluation

As a result of the PAR review, six program (Electronics, Machine Tool, Radiologic Welding, Marketing/Management, Technology, and Industrial Maintenance) reviews were conducted in April, 2001. As a component of the review measures were assessed to find factors that contribute as to why students are dropping classes and dropping out of programs. Faculty surveys showed that students leave school primarily because they find a job or they have personal/job/childcare conflicts.

Impact on Unit Performance: Six programs were reviewed during April, 2001. Several curriculum changes and scheduling modifications were recommended through the program review process. Students' leaving for personal or job reasons reflects negatively on graduate/leaver data.

Impact on Agency Goal Attainment: We should realize some long-term effects on retention. Students' leaving for personal or job reasons reflects negatively on graduate/leaver data.

Effect to be integrated into next planning cycle: This should be a continuous process. The Performance Accountability System (PAS) measures retention data on an annual basis and 3-year trends are compiled. Program Advisory Councils will be a forum for exploring ways to improve retention.

Benefits to agency: Retention of students through the graduation level will significantly improve the effectiveness of the college. Improved retention of students through the graduation level will significantly improve the effectiveness of the college.

Goal 300

Improve graduation rates and/or student goal attainment rates to meet College benchmark and University System standards.

Objective 010

Advisors will review program completion plans with all advisees.

Condition: Most students work. Advisors will continue to review program completion plans with all advisees.

OMAS 01

The Division Performance Accountability Coordinator will monitor graduate rates.

Evaluation

The number of awards earned by graduates doubled from FY2001 to 2002.

Impact on Unit Performance: Instructors began development of programs of study. The number of graduate awards doubled in FY2002.

Impact on Agency Goal Attainment: Instructors began development of programs of study. The number of graduate awards doubled in FY2002.

Effect to be integrated into next planning cycle: Continued emphasis on programs of study to reinforce student progress.

Benefits to agency: Stronger position to encourage student completion. The College will increase its output.

TECHNICAL EDUCATION DIVISION (Cont'd)

Goal 320

Investigate additional programs of study in associate degree and certificate programs to meet the needs of the service area.

Objective 010

The Division will interact with business and industry to develop new programs.

OMAS 01

Two new programs will be developed. Needs assessments will indicate demand for the new programs. Condition: Wage/staff/facility constraints.

Evaluation

Fourteen new programs were developed. Needs assessments indicated demand for the new programs. Impact on Unit Performance: Impact on unit performance has been exemplary, as student demand is evidenced by increased enrollment.

Impact on Agency Goal Attainment: Impact on organization goal attainment has been exemplary, as student demand is evidenced by increased enrollment.

Effect to be integrated into next planning cycle: Staffing will be an integral part of the next planning cycle to accommodate additional instructional obligations.

Benefits to agency: The Division is interacting with business and industry to develop new programs that meet the service area needs..

Objective 020

Provide more flexible scheduling to support retention and program completion.

OMAS 01

The Instructional Coordinator will meet with faculty to explore ways to provide more flexible scheduling to support retention and program completion.

Evaluation

Impact on Unit Performance: N/A

Impact on Agency Goal Attainment: N/A

Effect to be integrated into next planning cycle: N/A

Benefits to agency: N/A

Goal 0390

Increase participation of students in adult literacy programs.

Objective 010

Marketing strategies will be developed and implemented in Whitfield and Murray counties in a timely and consistent manner. Conditions: Funds are available for marketing.

OMAS 01

Two marketing strategies in Whitfield and Murray counties will be implemented. Assessment will include an informal review of marketing strategies and an increase in adult literacy student from both Whitfield and Murray counties. Condition: Adequate space is available for increase in adult literacy students.

TECHNICAL EDUCATION DIVISION (Cont'd)

Evaluation

Two marketing strategies have been implemented and adult literacy student participation has increased. Marketing strategies included a weekly newspaper ad in Whitfield and Murray counties newspapers for a five-week period. A radio ad in Whitfield County was developed and broadcast for a week. The newspaper and radio ads were in English and Spanish. The adult literacy staff of Whitfield and Murray counties developed and reviewed the marketing strategies. The Annual Adult Literacy Report for 2002 demonstrated a 1% increase in enrollment from FY 2001.

Impact on Unit Performance: The Adult Literacy Program of DSC is an exemplary program which continues to get better each year. Increases in student participation will be calculated in June and we anticipate that we will surpass our goals.

Impact on Agency Goal Attainment: An effective adult literacy program creates good will in the community that has a positive impact on the college.

Effect to be integrated into next planning cycle: The Adult Literacy program will undergo some changes next year due to changes in GED testing. Plans will have to be made to increase our instructional efforts.

Benefits to agency: The Adult Literacy Program continues to provide a very positive image for the college within the Murray and Whitfield county areas.

Goal 0400

Improve the completion rates of adult literacy students.

Objective 010

Adult Literacy student completion rates will be improved by offering ten-week adult basic education and English as a Second Language study modules.

OMAS 01

Completion rates will be measured by quarterly post-testing of enrolled students. Completion rates will increase by 3%.

Evaluation

40% of students enrolled completed a level.

Impact on Unit Performance: Adult Literacy performance has been satisfactory for unit performance.

Impact on Agency Goal Attainment: Adult Literacy performance has been satisfactory for organizational goal attainment.

Effect to be integrated into next planning cycle: Adult Literacy will continue to offer ten-week adult basic education, and English as a Second Language study modules.

Benefits to agency:Major. The benefit to the organization will be increased completion rates, increased retention rate, and consistency of classroom instruction.

Goal 490

Improve graduates' job placement rates in the Divisions of Nursing, Technical, and Business & Technology as a measure of institutional effectiveness.

Objective 010

Graduate placement will increase in program areas where placement is below 100%.

Condition: Employment market must be viable. Graduate placement will increase in program areas where placement is below 100%.

TECHNICAL EDUCATION DIVISION (Cont'd)

OMAS 01

100% placement of graduates in field or a related field. Assessment strategy: Job placement reports for DTAE i.e., Annual report by program. 100% placement of graduates in field or a related field. Assessment strategy: Job placement reports for DTAE i.e., Annual report by program.

Evaluation

90 of 114 graduates available for employment in FY2001 (79%) were employed in field or related field.

Impact on Unit Performance: Positive graduate placement rates contribute to the overall effectiveness of the division.

Impact on Agency Goal Attainment: A major goal for the Technical Education Division is to place graduates in their chosen career field.

Effect to be integrated into next planning cycle: This must be a continuous process to achieve a 100% placement of graduates.

Benefits to agency: Positive placement of graduates in the community contributes greatly to the effectiveness of the college and to the college's image in the community.

Goal 520

Increase the number of faculty and staff who take advantage of the tuition reimbursement program to obtain terminal and advanced degrees.

Objective 010

Faculty are encouraged to further their education and or seek professional certifications in the field.

Condition: Appropriate graduate programs are available for technical education faculty. Faculty are encouraged to further their education and or seek professional certifications in the field.

OMAS 01

Increase faculty participation in appropriate graduate programs or professional certification programs to obtain degree or acquire certification. Review graduate programs and or professional certification programs with participating faculty. Appropriate programs must be available.

Increase faculty participation in appropriate graduate programs or professional certification programs to obtain degree or acquire certification. Review graduate programs and or professional certification programs with participating faculty. Appropriate programs must be available.

Evaluation

All technical faculty have acquired and maintain certifications as required by their respective instructional programs. All technical faculty have acquired and maintain certifications as required by their respective instructional programs. Two faculty have completed additional certifications, and one faculty member has completed SACS required graduate coursework to teach at the associate degree level.

Impact on Unit Performance: One faculty member is working on a doctorate and two faculty are completing additional certifications.

Impact on Agency Goal Attainment: All faculty requiring certifications will achieve and maintain their appropriate levels of certifications.

Effect to be integrated into next planning cycle: Existing and new faculty will be encouraged and supported while acquiring certifications and advanced academic degrees.

Benefits to agency: Qualified faculty greatly increase the quality of instructional programs.

TECHNICAL EDUCATION DIVISION (Cont'd)

Objective 020

Division Chairs will survey the faculty to determine the needs and desires for use of the tuition reimbursement program.

Benefit: More faculty can afford to gain advanced/terminal degrees.

OMAS 01

100% of interested faculty will receive tuition reimbursement as indicated by the results of a division faculty survey.

Condition: Continuation of system policy and interest of faculty.

Evaluation

100% of faculty interested in tuition reimbursement have requested and received reimbursements for graduate coursework and/or additional certifications.

Impact on Unit Performance: Additional certification of faculty have expanded curricular offerings.

Impact on Agency Goal Attainment: Expanding curricular offerings have impacted the enrollment increases.

Effect to be integrated into next planning cycle: Additional certifications will be sought and received by appropriate faculty.

Benefits to agency: Expanding curricular offerings through additional certifications acquired by faculty greatly enhances the mission of the agency.

Goal 0830

Develop Web page for each faculty which will contain syllabi, expanded course description, instructor and course information to provide resource and quick access of information to students.

Objective 010

Faculty will participate in web site development workshops designed to help them establish their own websites.

OMAS 01

25% of faculty will attend web site development workshops.

Evaluation

Web development were scheduled; 25% of faculty/staff participated.

Impact on Unit Performance: Full participation in faculty web-page development is needed for exemplary unit performance. In this way students and faculty will realize more accessibility and thus enhance a more communicative experience.

Impact on Agency Goal Attainment: As a recruiting tool, the presence of faculty web pages will better acquaint prospective students to resources at Dalton State College. As a classroom tool, presence of faculty web pages will enhance communication between instructor and student.

Effect to be integrated into next planning cycle: Faculty have been apprised of the high priority website development carries.

Benefits to agency: Development of Technical Division faculty web pages will add value to the campus as a whole.

Goal 840

Review instructional products (hardware and software) to support instruction and enhance student learning.

TECHNICAL EDUCATION DIVISION (Cont'd)

Objective 010

Each division will review at least three interactive technology systems to support instruction and enhance student learning.

OMAS 01

At least one new interactive technology system will be presented to the divisional faculty for consideration by May 2002.

Evaluation

Impact on Unit Performance: The division reviewed and purchased interactive technology software to support instruction and enhance student learning in Electrical and Electronic Technology.

Impact on Agency Goal Attainment: The division reviewed and purchased interactive technology software to support instruction and enhance student learning in Electrical and Electronic Technology.

Effect to be integrated into next planning cycle: The division will continue to explore integrating interactive technology software to support instruction and enhance student learning.

Benefits to agency: The division will continue to explore integrating interactive technology software to support instruction and enhance student learning with the intent to add value to the organization.

Goal 870

Integrate technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Objective 010

All students who graduate from DSC will be able to demonstrate basic computer competency.

Benefit: Graduates from DSC will have technology skills they need.

Condition: Cost; hardware availability.

OMAS 01

100% of graduating students after 2003 will have taken at least one of the identified computer competency courses or have passed an exemption test demonstrating computer competence.

Evaluation

100% of graduating students after 2003 will have taken at least one of the identified computer competency courses or have passed an exemption test demonstrating computer competence.

Computer competency courses are in place for all programs such that graduates after 2003 will have these competencies.

Impact on Unit Performance: All students who graduate from DSC will be able to demonstrate basic computer competency due to their completion of required computer competency courses.

Impact on Agency Goal Attainment: All students who graduate from DSC will be able to demonstrate basic computer competency due to their completion of required computer competency courses.

Effect to be integrated into next planning cycle: Curricular development will continue to incorporate the required computer competency courses.

Benefits to agency: All students who graduate from DSC will be able to demonstrate basic computer competency due to their completion of required computer competency courses. This benefits the organization as a producer of qualified graduates who add value to the community and the workplace.

TECHNICAL EDUCATION DIVISION (Cont'd)

OMAS 02

75% of 2002 graduates of DSC will indicate on a graduate survey that they have acquired basic computer skills.

Evaluation

80.6% of 2002 graduates of DSC indicated on a graduate survey that they have acquired basic computer skills.

Impact on Unit Performance: The Division has integrated technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Impact on Agency Goal Attainment: The Division has integrated technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Effect to be integrated into next planning cycle: The Division will continue to integrate technology skills across the curriculum to equip students with technology skills they will need when they leave DSC.

Benefits to agency: The Division will continue to integrate technology skills across the curriculum to equip students with technology skills they will need when they leave DSC. This will add value to the organization as a producer of desirable, employable graduates who contribute to their community.

OMAS 03

60% of alumni of DSC who graduated 1998 - 2001 will indicate on an alumni survey that they have acquired basic computer skills.

Evaluation

Data from alumni of DSC who graduated 1998 - 2001 has not been available.

Impact on Unit Performance: As the requirements of computer based competencies changes at a rapid rate, data from 1998 becomes less relevant to unit performance as it prepares graduates for the jobs of tomorrow.

Impact on Agency Goal Attainment: As the requirements of computer based competencies changes at a rapid rate, data from 1998 becomes less relevant to unit performance as it prepares graduates for the jobs of tomorrow.

Effect to be integrated into next planning cycle: As the requirements of computer based competencies changes at a rapid rate, data from 1998 becomes less relevant to unit performance as it prepares graduates for the jobs of tomorrow.

Benefits to agency: As the requirements of computer based competencies changes at a rapid rate, data from 1998 becomes less relevant to unit performance as it prepares graduates for the jobs of tomorrow.

Goal 0900

Develop innovative e-commerce courses to provide customized training and industry-specific courses for the community.

Objective 010

Online e-commerce courses will be developed and offered to the public to enhance accessibility and enrollment. Condition: Cost to implement.

OMAS 01

A 5% increase in the number of e-commerce online courses will be developed. Needs assessments indicate demand for new courses.

TECHNICAL EDUCATION DIVISION (Cont'd)

Evaluation

A 5% increase in the number of e-commerce online courses has not been developed. Needs assessments have not indicated a strong demand for these type courses.

Impact on Unit Performance: Online e-commerce courses have not been developed and offered to the public to enhance accessibility and enrollment.

Impact on Agency Goal Attainment: Online e-commerce courses have not been developed and offered to the public to enhance accessibility and enrollment.

Effect to be integrated into next planning cycle: The effect to the next planning cycle is minor. Demand has not been strong to offer these type courses.

Benefits to agency: The effect to the next planning cycle is minor. Demand has not been strong to offer these type courses.

Goal 0950

Develop additional credit courses to meet the growing economic and human resource needs of local business and, industry.

Objective 010

Credit courses have been added in a new program(Surgical Technology) to support a significant need in the area. Conditions: 1. Students will apply for the new program. 2. Funds will be available to support a qualified instructor. Curriculum development will continue to be an ongoing function of the Division to maintain workforce relevant programs and courses.

OMAS 01

Credit courses will be monitored for appropriateness to program needs and adjusted to meet program and employment needs. Credit courses will be monitored for appropriateness to program needs and adjusted to meet program and employment needs.

Evaluation

The new Surgical Technology program was developed; all its courses represent new course offerings to the division. At least sixty-eight (68) credit courses were added or revised to meet the changing program and employment needs. Significant revisions were made in the curricula of Computer Networking and Service Technology AAS and certificates; Industrial Electrical and Electronic Technology AAS and certificate; Management mini-certificate; Manufacturing Technology AAS and certificate.

Impact on Unit Performance: Substantial changes in the Division curricula is having a significant impact on unit performance.

Impact on Agency Goal Attainment: Development of additional credit courses has had an exemplary impact on organization goal attainment

Effect to be integrated into next planning cycle. Continued emphasis will be placed on curricular development.

Benefits to agency: Credit courses developed to meet the growing economic and human resource needs of local business and industry will be of major benefit to the organization.

Goal 0970

Prepare a plan to support the Tech Prep concept to improve coordination and communication between DSC and secondary school faculty concerning student preparation for post-secondary education.

TECHNICAL EDUCATION DIVISION (Cont'd)

Objective 010

Technical Education Division and secondary education faculty will collaborate and develop Tech Prep agreements that promote the seamless transition of secondary students into technical programs at DSC. Conditions: Time must be made available for post-secondary and secondary faculty to develop Tech Prep agreements. New DOE and DTAE alignments must be compared and validated as aligning with the appropriate DSC courses. Georgia Department of Education has made fairly significant modifications to their curriculum, particularly in the Career/ Technology areas. As DOE and DTAE have realigned courses for Dual Enrollment purposes, the impact on Curriculum Articulation is unknown as of September 1, 2002. Impact uncertainty has been compounded by a complete turnover in State Tech Prep staff during the summer of 2002.

OMAS 01

One Tech Prep articulated agreement will be developed before June 30, 2001.

Assessment strategy: Signed agreements will be activated.

Conditions: The GBOE and the GDTAE will agree to local Tech Prep agreements. Resolution surrounding Curriculum Articulation and Dual Enrollment changes and questions is anticipated at a September Tech Prep Coordinator's Conference. Direction from DOE and DTAE will dictate future action for DSC Tech Prep Curriculum Articulation Team and Tech Prep Coordinator.

Evaluation

Tech Prep agreements were developed during the first week of June 2001 by more than 24 area high school and Dalton State College Technical Division faculty. Articulation agreements with Dalton City, Whitfield County and Murray County secondary schools were updated and new course articulation was developed. It is expected that these agreements will be officially adopted during fall, 2001. Direction from DOE and DTAE will dictate future evaluation for this goal. It is anticipated that a major focus areas will be comparison and validation of alignments with DSC courses. New areas of alignment will continue to be explored.

Impact on Unit Performance: Interaction between DSC's Technical Education Division and area high schools and educators has been the strongest in recent years, resulting in many direct and indirect positive impacts.

Impact on Agency Goal Attainment: Enrollment of secondary tech prep students before and after graduation from high school continues to increase. Following recent Tech Prep guidelines clarification from federal officials to state officials (as reported May 15, 2002), impacts of Tech Prep is expected to be greater than originally anticipated. New guidelines expand the definition of a secondary Tech Prep student and a Tech Prep completer.

Effect to be integrated into next planning cycle: The development and updating of tech prep agreements with secondary systems should be a continuous process. Dual Enrollment opportunities are being expanded. Curriculum Articulation alignment and validation with DSC courses remain a priority particularly to revalidate alignment following curriculum changes from DOE. Tech Prep tracking will be strengthened on the secondary and postsecondary levels incorporating broadened federal guidelines.

Benefits to agency: Increase enrollments of tech prep students entering DSC will be positive for the institution. Direction from the state Tech Prep staff, DOE and DTAE will dictate direction on upcoming planning cycle, but it is anticipated that some challenging objective will become a little easier to accomplish. Benefits should include increased enrollment of tech prep students entering DSC both before and after high school graduation, strengthened Tech Prep program at DSC, and (with broadened federal guidelines) improved past performance indicators if information can be retrieved retroactively.

Goal 980

Provide opportunities for middle and secondary school faculty and administration to exchange ideas and information with DSC faculty and staff to prepare students for higher education in the College's service area.

TECHNICAL EDUCATION DIVISION (Cont'd)

Objective 010

Each division will provide at least one opportunity for middle and secondary school faculty and administration to exchange ideas and information, with DSC faculty and staff to prepare students for higher education in the College's service area. Opportunities have been, and will continue to be, provided for area middle school and high school educators to exchange ideas with DSC faculty and staff regarding multiple areas of student success. Opportunities are made possible through several Tech Prep and School-to-Work

OMAS 01

The number of traditional students from area high schools will increase by 5% over the previous year. Condition: Support of area systems for faculty to participate in collaborative efforts. Opportunities have been, and will continue to be, provided for area middle school and high school educators to exchange ideas with DSC faculty and staff regarding multiple areas of student success. Opportunities are made possible through several Tech Prep and School-to-Work initiatives.

Evaluation

Although there was collaboration between area high schools and the Technical Division (one example is workshop held in June 2000), data on traditional students as a cohort is not available at this time at the divisional level. However, the college as a whole had an increase of 8.4%. Ongoing outreach, specific events, and one-on-one collaborative efforts continue to expand support for DSC Technical Education Division and increased student enrollment. Some examples of events and outreach include: Tech Prep Site Team meetings, Team Workshops, Career Guidance activities and Counselor Communications, Pathways projects (links between secondary courses, postsecondary courses and careers), Career Expo, specific Professional Development opportunities including curriculum integration and contextual learning workshops, National Tech Prep Conference, Georgia Tech Prep Conference, DSC Tech Prep Summer Academy, Curriculum Articulation and Alignment, parental involvement meetings, Teachers In Industry internships, Business In Education programs, special programs integrated into local middle school curriculum that encourage postsecondary education such as Junior Achievement and "Big Bucks," and career exploration opportunities that illustrated expanded opportunities following postsecondary education.

Impact on Unit Performance: Although increased enrollment is always a goal, much of the enrollment in the Technical Division comes the non-traditional arena. As Tech Prep tracking methods are strengthened and new federal guidelines (as of May 15, 2002) are incorporated into secondary and postsecondary tracking, the true impacts of Tech Prep on traditional and non-traditional students hopefully will become much easier to realize and be truly reflective of positive impacts on enrollment.

Impact on Agency Goal Attainment: Opportunities for middle and secondary school faculty and administration to exchange ideas and information with DSC faculty and staff to prepare students for higher education in the College's service area was provided in FY2001 and will continue in FY2002. As Tech Prep tracking methods are strengthened and new federal guidelines (as of May 15, 2002) are incorporated into secondary and postsecondary tracking, the true impacts of Tech Prep on agency goals.

Effect to be integrated into next planning cycle: Continued collaborative efforts between area middle schools, high schools and DSC Technical Education Division will remain a priority during the coming year.

Benefits to agency: Benefits to the organization will be the potential for increased enrollment and strengthened community good will.

Goal 1000

Improve required state and federal student data collection in adult literacy programs.

TECHNICAL EDUCATION DIVISION (Cont'd)*Objective 010*

Software management information system will be researched and implemented in Whitfield and Murray counties in a timely and consistent manner.

Conditions: Funds available for management information.

OMAS 01

A software management information system will be purchased and implemented in Whitfield and Murray counties to ensure accurate student data collection and reporting. Assessment will include review of management information systems used in State of Georgia adult literacy programs and an accurate Adult Literacy Annual Report FY2002.

Evaluation

Software has been purchased and implemented. Staff has received training.

Impact on Unit Performance: The impact on unit performance is exemplary because unit receives funding based in part on data management performance.

Impact on Agency Goal Attainment: The impact on organization goal attainment is exemplary because the implementation of this software and data management system enables Adult Literacy to improve its required state and federal student data collection in adult literacy programs.

Effect to be integrated into next planning cycle: The Office of Adult Literacy will continue to use the new data management system.

Benefits to agency: Accurate data collection will improve the program accountability.