

Strategic Planning Results

Sorted By: Institutional Goal

Planning Year: 2013-2014

Institutional Goal: 5 - Innovation

Unit Code: 20100	Planning Unit: College Annual Plan	Unit Manager: Sewell, Steve
Obj ID: 1109	Objective: Annual Priority 1	Objective Purpose: Developmental
		Objective Status: Ongoing

Objective Description

Strength: Support of Professional Development [supports strategic goals #5 and #6]

Institutional Goals
Strategic
5 Innovation
6 Maintenance of Operations

Assessment Measures

Date	Description
09/24/2014	Budget lines for professional development.

Intended Results

Date	Description
09/24/2014	College administration will provide adequate financial and other support of Professional Development.

Actual Results

Date	Description
09/24/2014	Professional development funding for faculty professional development was raised from \$70,000 to \$100,000. Professional development for student services and financial services staff remained constant.

Use of Results

Date	Description
09/24/2014	2014-2015 faculty professional development funding kept at \$100,000

Unit Code: 28000
Planning Unit: Emergency Management

Unit Manager
 McIntosh, Trish

Obj ID	Objective	Objective Purpose	Objective Status
1215	Emergency Management Training	Operational	No Status

Objective Description

Deliver training to internal and external stakeholders to enhance the culture of preparedness and capacity to respond to emergencies.

Institutional Goals
Strategic
3 Community Awareness and Collaboration
5 Innovation
6 Maintenance of Operations

Assessment Measures

Date	Description
06/23/2014	Evaluate descriptions and sign in lists of delivered training to determine dates, target audiences, and attendees.

Intended Results

Date	Description
06/23/2014	To that end, each year the Emergency Management Unit will deliver at least 4 trainings to include at a minimum: 1 training with staff/faculty target audience. 1 training with a student target audience. 1 training with external partner/s included.

Actual Results

Date	Description
09/22/2014	ICS 300, 9/17-18/2013 34 completers. Continuing Ed class. Community and Staff included. ICS 400, 9/19-20/2013 29 completers. Continuing Ed class. Community and Staff included. ICS 300. 01/14-15/2014 32 completers. Continuing Ed class. Community and Staff represented. ICS 400. 01/16-17/2014 30 completers. Continuing Ed class. Community and Staff represented. ICS 300 05/29-29/2014 16 completers. Private Sector contract class for GCSI. BP Chemical. Active Shooter - 08/20/2013 Staff focused - part of Convocation week. Active Shooter - 03/06/2014 Student focused - Sponsored by PTK Honor Society Hurricane Preparedness - 4/15/2014 Student Life sponsored. b ~ 12 students. No sign-in available from SL.

Use of Results

Date	Description
09/22/2014	Multiple trainings delivered. Strive to expand Staff/faculty/admin offerings through intro to ICS, out reach to constituent meetings, and additional convocation offerings. Continue working with student organizations to expand offerings to include other hazards and response actions (eg: Tornado, shelter in place, fire extinguishers, etc.) Also note: GCSI has backfilled Emergency Management outreach coordination. This individual will have point on developing and scheduling community outreach efforts. EMC will continue to support.

Unit Code:	Planning Unit:	Unit Manager
30200	Instructional Technology (Inactive 2015-2016)	Wortman, Janet

Obj ID	Objective	Objective Purpose	Objective Status
1100	Provide scheduled training opportunities on multimedia technology, related topics and applications	Operational	Ongoing

Objective Description

In support of College Strategic Goal 5, we will continue to provide professional develop and training opportunities on the use of multimedia used in instruction.

Institutional Goals
Strategic
5 Innovation
6 Maintenance of Operations

Assessment Measures

Date	Description
05/16/2014	A minimum of 6 training opportunities will be offered to faculty on the use of multimedia and other related topics and software during the fall and spring semesters.

Intended Results

Date	Description
05/16/2014	Provide faculty with ample opportunities to gain knowledge and skills in the multimedii technology used in instruction.

Actual Results

Date	Description
08/11/2014	We fell short of our goal to offer six training opportunities for faculty and staff during the 2013/2014 school year. The following sessions were offered: QEP - Using ShareStream and Camcorders IT Checkout Digital Recording QEP - Using ShareStream and Camcorders Using Video in the Classroom

Use of Results

Date	Description
08/11/2014	Facutly members who attended these training sessions should be more proficiate at using the recording devices needed for QEP presentations during their face-to-face classes.

Obj ID	Objective	Objective Purpose	Objective Status
1101	Maintain a high level of support for the campus community and faculty members in the use of multimedia technology and related applications.	Operational	Ongoing

Objective Description

In support of College Strategic Goal #6 we will provide a high level of support for the campus community and faculty members in the use of multimedia technology and related applications.

Institutional Goals
Strategic
5 Innovation

Assessment Measures

Date	Description
08/01/2014	Old and/or unneeded A/V Equipment and wiring will be removed, repaired or upgraded as needed in L131 and the Student Center to improve functionality and appearance as well as help prepare for future improvements. This work will be completed by 8/1/2014.

Intended Results

Date	Description
08/01/2014	Multimedia in L-131 and the student center will be upgraded withing the confines of our current budget restraints.

Actual Results

Date	Description
08/11/2014	A tape deck and broken CD player were removed. The wiring in the cabinet was cleaned up, the equipment better organized, and an extra rack mount box that was originally only holding the mixer was removed. A second rack mount power strip, newer (functioning) CD player, line input for auxiliary items like MP3 players were added. The microphones and XLR cables where placed in a large protective bag in the cabinet.
08/11/2014	A new long throw projector was purchased and installed in L-131. This new projector is much brighter than the older projector will provide a crisper image through higher resolution and with better color support.

Use of Results

Date	Description
08/11/2014	Both areas are now better organized. With old, unused equipment removed, it is easy to take inventory on what is needed to improve both areas should the money become available.
08/11/2014	A potential fire hazard was found and corrected in L 131. In the course of installing a new switch to operate the motorized projection screen, it was discovered that all of the insulation had burned off the wire. New old wiring and switch have been replaced.
08/11/2014	Classes that are held in L 131 will experience a higher quality projection image because of the installation of the new data projector.

Unit Code: 30300
Planning Unit: Distance Education (Inactive 2015-2016)

Unit Manager
 Wortman, Janet

Obj ID	Objective	Objective Purpose	Objective Status
1097	Provide scheduled training opportunities on distance education, related topics and applications.	Operational	Ongoing

Objective Description

In support of College Strategic Goal 5, we will continue to provide professional develop and training opportunities on the use of the technology used in distance learning.

Institutional Goals
Strategic
5 Innovation

Assessment Measures

Date	Description
05/16/2014	A minimum of 12 training opportunities will be offered to faculty on the use of COM's course management system and other related topics and software during the fall and spring semesters.

Intended Results

Date	Description
07/04/2014	Provide faculty with ample opportunities to gain knowledge and skills in the technology used in distance learning.

Actual Results

Date	Description
08/11/2014	26 training oportunites were provided by DE staff member during the 13/14 school year with 113 attending.

Use of Results

Date	Description
08/11/2014	Workshops provided during convocation had the highest attendance which indicates that scheduling around teaching assignments and committee work is an issue. We will use the top 3 attended workshops to try to find times when faculty are most likly to attend and schedule during those time slots. Faculty who attended these workshops have expanded their knowledge of technology which they can apply in their online and traditional classes.

Obj ID	Objective	Objective Purpose	Objective Status
1098	Maintain a high level of support for distance education students and faculty members in the use of distance education related applications.	Operational	Complete

Objective Description

In support of College Strategic Goal #6 we will provide a high level of quality support to faculty and students in the use of our course management system and supporting software.

Institutional Goals
Strategic
5 Innovation

Assessment Measures

Date	Description
08/01/2014	80% of all support tickets received within regular business hours (8-5 Mon-Fri) will be resolved within 48 hours during the 2013/2014 school year.

Intended Results

Date	Description
08/01/2014	Faculty and students will have a majority of their distance education technical questions answered quickly and accurately.

Actual Results

Date	Description
08/11/2014	<p>Support for distance education faculty and students is divided between staff members. Margaret generally supports faculty while Chandra generally supports students. The director provides backup support and is called upon to solve more difficult support issues.</p> <p>When the solution is contained to the DE department resolution is swift. In cases where the issue has nothing to do with distance education we do not had the ticket off to another department. We work with other department to find a resolocation and report back to the student. Situations like these can take longer to resolve.</p> <p>The average time to complete a DE support ticket between Sept. 1 2013 and Aug. 11, 2014 was 14.83 hours.</p> <p>99% of support tickets received by the two instrucional designers or the director of distance education were resolved in less than 48 business hours.</p>

Use of Results

Date	Description
08/11/2014	Tickets that took longer than 48 hours to resolve will be reviewed to see if there is a way to shorten their resolution time to below 48 hours.
08/11/2014	Faculty and students were able to get technical issues resolved in less than 48 hours which enabled them to continue their work throughout the semester with little delay.

Unit Code: 30500
Planning Unit: Dual Credit

Unit Manager
Jones, Theresa

Obj ID	Objective	Objective Purpose	Objective Status
1383	Dual Credit Data	Operational	No Status

Objective Description

Work with COM Dual Credit committee, IRE office, and IT department to develop system that will easily report accurate dual credit and collegiate high school numbers.

Institutional Goals
Strategic
5 Innovation
6 Maintenance of Operations

Actual Results

Date	Description
09/14/2014	The new Dual Credit database is up and running. DC is working with IR to create additional reports for the DC office and high schools served.

Use of Results

Date	Description
09/14/2014	Create an annual report for COM administration and individual reports for each high school served.

Unit Code: 30800
Planning Unit: Quality Enhancement Plan (QEP)

Unit Manager
White, Gilchrist

Obj ID	Objective	Objective Purpose	Objective Status
1388	To train faculty for the QEP implementation	Developmental	Complete

Objective Description

Conduct training sessions for full-time and adjunct faculty on the QEP including administration of the PRCA-24 and application of the QEP Oral Presentation Rubric.

Institutional Goals
Strategic
5 Innovation

Assessment Measures

Date	Description
09/12/2014	Faculty Development Evaluation

Intended Results

Date	Description
09/12/2014	100% of Faculty will indicate on the Faculty Development Evaluation form their feedback on the training sessions.

Actual Results

Date	Description
09/12/2014	Part 1 of the Training: 50% response rate. 6 of 8 agreed or strongly agreed that the topic was covered in a comprehensive manner. This training was for full-time faculty. Part 2 of the Training on application of the Rubric: 40% response rate for the adjunct training. 4.5 (4 = Agree) is the average for "The presenter covered the topic in a comprehensive manner." Adjunct training included both the "Part 1" training and the Rubric Training. The QEP Rubric training for full-time faculty: 17% response rate, with a 4.0 (4 = agree) average for "The presenter covered the topic in a comprehensive manner."

Use of Results

Date	Description
09/12/2014	Review the data to improve the trainging for year 2. Review the Faculty Development Evaluation Instrument to fine tune the questions.

Unit Code: 30900
Planning Unit: Nursing

Unit Manager
Hammer, Jere

Obj ID	Objective	Objective Purpose	Objective Status
1051	Assessment of SLOs	Operational	Ongoing

Objective Description

Student learner outcomes will be established and regularly assessed at both the program and course level.

Institutional Goals
Strategic
5 Innovation

Assessment Measures

Date	Description
08/27/2012	The percentage of sections taught that have submitted results for the assessment of the student learner outcomes. Data will be summarized by course and semester.

Intended Results

Date	Description
08/27/2012	100% of all SLOs will be assessed by full- and part-time faculty members each semester.

Actual Results

Date	Description
09/12/2014	Data not aggregated or analyzed due to database crash and data loss.

Use of Results

Date	Description
07/30/2014	SLO data is reviewed at the end of each course and discussed by faculty. Faculty are encouraged to make changes when appropriate to help improve student success within the courses being assessed.

Obj ID	Objective	Objective Purpose	Objective Status
1056	SLO Improvement Strategies	Operational	Ongoing

Objective Description

Improvement strategies will be identified for all SLOs where students failed to meet the "criteria for success".

Institutional Goals
Strategic
5 Innovation

Assessment Measures

Date	Description
08/27/2012	Percentage of SLOs where students have failed to meet the "criteria for success" that have identified improvement strategies in the "use of results" section of the course or programs assessment chart.

Intended Results

Date	Description
08/27/2012	100% of SLOs where students have failed to meet the "criteria for success" will have identified improvement strategies reported under the "use of results" section of the course or program assessment chart.

Actual Results

Date	Description
07/30/2014	100% of SLOs where students have failed to meet the established criteria for success have course improvement strategies developed by the faculty and can be viewed in the individual course SLOs.

Use of Results

Date	Description
07/30/2014	SLO assessment data is analyzed by faculty to aide in course improvement strategies.

Unit Code: 36320
Planning Unit: Child Development Lab School

Unit Manager
 Raumaker, Anna

Obj ID 1000
Objective NAEYC Reaccreditation
Objective Purpose Developmental
Objective Status In Progress

Objective Description

COM Lab School will meet or exceed the required 80% threshold of assessed criteria for each program standard, and each classroom/group observed during the NAEYC site visit. (Supports Primary Function #6.)

Institutional Goals
Strategic
5 Innovation
6 Maintenance of Operations

Assessment Measures

Date	Description
08/31/2012	Documentation of NAEYC reaccreditation.

Intended Results

Date	Description
08/31/2012	Lab School will meet reaccreditation criteria for all NAEYC program standards.

Actual Results

Date	Description
09/12/2014	<p>10/10: 100% The Lab School met the criteria for all NAEYC program standards.</p> <p>6/10: 60% The Lab School score was able to score higher in the following areas: Curriculum; Teaching; Families; Community Relationships; Physical Environment; and Leadership and Management.</p> <p>5/5: The classroom observed by NAEYC and community volunteers scored all classrooms 95% and above.</p> <p>3/3: Three of the classrooms were observed by NAEYC and met 96% or above in the required criteria.</p>

Use of Results

Date	Description
09/12/2014	<p>Criteria Met. The Lab was able to meet the reaccreditation criteria for all NAEYC program standards. Although the Lab School scored a higher percentage overall in every area, the Lab School will look at past data and NAEYC Torch to improve in the program standard areas of Health and Teacher.</p> <p>Criteria Met. Will continue to monitor.</p>

Unit Code: 56000
Planning Unit: Purchasing

Unit Manager
Blinka, Sonja

Obj ID	Objective	Objective Purpose	Objective Status
928	Launch Purchasing Website	Developmental	Complete

Objective Description

Create a Purchasing Department webpage on College website for internal and external customers to advertise Purchasing tools and Bidding opportunities.

Institutional Goals
Strategic
2 Service Area
3 Community Awareness and Collaboration
5 Innovation

Assessment Measures

Date	Description
08/22/2012	Completion of final version of Purchasing website with Web Designer in Marketing.

Intended Results

Date	Description
08/22/2012	Implement website for go live by Spring 2013

Actual Results

Date	Description
10/07/2014	Vendors and internal COM employees have utilized the website as a training tool on the Purchasing process.

Use of Results

Date	Description
10/07/2014	Increased efficiencies in the Purchasing process and provides a resource tool to minimize administrative time in processing requests.

Obj ID	Objective	Objective Purpose	Objective Status
930	Purchasing Training	Developmental	In Progress

Objective Description

Develop and implement training opportunities to educate end-user community on Purchasing requirements and processes.

Institutional Goals
Strategic
2 Service Area
3 Community Awareness and Collaboration
5 Innovation

Assessment Measures

Date	Description
08/31/2012	Attendee sign-in sheet and Training Survey by participants to provide evaluation and feedback on training given.

Intended Results

Date	Description
08/22/2012	Have a training schedule and hold sessions by Fall 2013

Actual Results

Date	Description
10/07/2014	Training implemented and completed at the beginning of Spring and Fall semester and will continue each year.

Use of Results

Date	Description
10/07/2014	While training will continue, an advanced training plan will be implemented to provide subject specific training in areas where weaknesses were recognized after training had occurred.

Unit Code: 74000	Planning Unit: SSC Subcommittee 4: Enhancing Student Skills for Navigating and Reaching the End of the Pathway	Unit Manager Sewell, Steve
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Obj ID 1212	Objective Ensure that students have the opportunity to purchase textbooks at competitive prices and through various means	Objective Purpose Operational	Objective Status Complete
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Objective Description

This objective ensures that students will have the opportunity to purchase textbooks at competitive prices and have the opportunity to acquire textbooks through various means, such as rentals, purchase of used books, etc.

Institutional Goals
Strategic
1 Enrollment and Student Success
5 Innovation
6 Maintenance of Operations

Assessment Measures

Date	Description
09/15/2014	1. Notice to students regarding the bookstore options and the availability of purchasing textbooks through other means (online websites). 2. Number of textbooks in the College bookstore that are available on a "used" or "rental" basis.

Intended Results

Date	Description
09/15/2014	Increase students' options in acquiring textbooks. Increased options include renting and purchasing used textbooks in the College bookstore. This also includes informing students of the option to purchase their textbooks by other means, including other online retail websites.

Actual Results

Date	Description
09/15/2014	1. Notice has been provided to students in all faculty syllabi which states, "A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer." 2. Textbooks are available in the College bookstore on a "used" and "rental" basis - number to be determined.

Use of Results

Date	Description
09/23/2014	Continue to inform students of options for purchasing textbooks. Update textbook resources as needed.

Unit Code:	Planning Unit:	Unit Manager
75000	SSC Subcommittee 5: Enhancing the Quality of the Path and the Guides	Bush, Lonica

Obj ID	Objective	Objective Purpose	Objective Status
1200	Extended Hours of Instructional and IT Support	Operational	In Progress

Objective Description

Adequate instructional support services will be provided to faculty and students when classes are in session outside normal college business hours (beyond 8-5).

Institutional Goals
Strategic
5 Innovation
6 Maintenance of Operations

Assessment Measures

Date	Description
05/28/2014	<ul style="list-style-type: none"> IT Help Desk Support Tickets Customer Satisfaction Survey

Intended Results

Date	Description
05/28/2014	<ul style="list-style-type: none"> IT: Response times to Help Desk requests that are identified as issues that occurred outside normal college business hours will be within 24 hours IT: Customer Satisfaction Survey results administered to faculty who teach outside normal college business hours will be 90% or above Instructional Technology: 90% of Support Tickets will be resolved within 24 hours Instructional Technology: Customer Satisfaction Survey results administered to faculty who teach outside normal college business hours will be 90% or above

Actual Results

Date	Description
09/24/2014	<ul style="list-style-type: none"> IT: Response times to Help Desk requests that are identified as issues that occurred outside normal college business hours will be within 24 hours IT: Customer Satisfaction Survey results administered to faculty who teach outside normal college business hours will be 90% or above Instructional Technology: 90% of Support Tickets will be resolved within 24 hours Instructional Technology: Customer Satisfaction Survey results administered to faculty who teach outside normal college business hours will be 90% or above <p>Data has not yet been collected by the committee to verify the actual results.</p>

Use of Results

Date	Description
09/24/2014	The committee needs to follow-up on the assessment measures to determine if the goals have been met.