

Horry-Georgetown Technical College

2004-2005 Departmental Purpose and Benchmarks

Department President

Neyle Wilson

Purpose: "Responsible for the overall operation of Horry-Georgetown Technical College through effective administration, leadership, development and planning to ensure that the College fulfills its mission and purposes through the implementation of governing board policy with established goals and objectives in accordance with College, State Board for Technical and Comprehensive Education, local, state and federal statutory and regulatory requirements and accreditation guidelines."

Benchmark Statement

Level of Achievement:

- 1 Increase student enrollment by no less than 3% per year through new academic programs to meet workforce development needs.
- 2 Renovate remaining vacated space as a result of move to Building 1100.
- 3 Increase current Foundation giving at annual rate of no less than 3% above the previous three-year average.
- 4 Operate the College with a balanced budget and obtain positive external audits each year.
- 5 Meet a minimum of 80% of Affirmative Action goals as established through the College's Affirmative Action Plan.
- 6 Determine and recommend capital projects and funding sources to improve, renovate and/or expand the College's physical facilities on a yearly basis.
- 7 Utilize 100% of technology fees to expand the use of technology for instruction, student support, and administrative functions and applications each year.
- 8 Obtain System and State approval for 100% of all new programs developed in response to identified service area needs.

Purpose: The purpose of the Human Resources Department is to provide day-to-day leadership and management for a comprehensive human resources function for a multi-campus operation; responsible for the accountability and compliance of delegated authority for all human resource actions; serve as the director of employee relations; research personnel issues to formulate appropriate college policies and procedures; implement an effective employee recruitment program; administer an extensive; college-wide benefits program; and manage the telecommunications function.

Benchmark Statement

Level of Achievement:

- 1 The Human Resources Department will recruit and hire 75 to 80% of its full time employees within its scheduled timeline.
- 2 The Human Resources Department will conduct internal & external training programs for employees and/or supervisors as appropriate.
- 3 The Human Resources Department will conduct annual enrollment/training for state insurance and other employee benefit programs.
- 4 The Human Resources Department will receive an acceptable audit from the State of South Carolina Human Resources Division regarding its classification and compensation actions.
- 5 The Human Resources Department will establish Affirmative Action goals to reach parity within all EEO categories.

Purpose: The purpose of the Office of College Relations & Marketing is to support the growth of the College, and public understanding and support of its mission through the development of publications and specific awareness, branding and image enhancement initiatives, promotions and advertisements.

Benchmark Statement

Level of Achievement:

- 1 The College will have received extensive media coverage of not less than 5 major stories.
- 2 The department will have evaluated College-wide publications and promotions, eliminating, enhancing and/or modifying them as necessary to meet institutional promotional and informational needs.
- 3 The department will have developed and implemented an annual College-wide public awareness and image enhancement plan.
- 4 The department will have assessed public awareness and opinion of the College through an annual survey of students.

Purpose: The purpose of the Printing Services Department is to provide support for the copying and printing services of the College through the effective distribution, operation, and maintenance of centralized copying supplies and equipment. The Department is also responsible for the continual enhancement of copying and printing services of the institution.

Benchmark Statement

Level of Achievement:

- 1 The College will have secured and maintained adequate copying supplies and equipment.
- 2 The Department will have collected and reported the ongoing copying activities of the Departments of the College.
- 3 The activities, services, and support of the Department will have achieved at least a 4.1 level of satisfaction on a 5.0 scale, from the faculty, staff, and administration of the College.

Purpose: The purpose of the Development Department is to raise funds to support the programs, services and activities of the College, its students and employees and to create and strengthen positive relationships between the College and the community.

Benchmark Statement

Level of Achievement:

- 1 The College will have identified appropriate grant prospects and filed not less than 5 grants seeking additional resources.
- 2 The College will have secured at least \$50,000 in new external grant funds.
- 3 The College and HGTC Foundation leadership will have promoted the activities of the College and the Foundation by meeting with and/or soliciting not less than one person each week (50 per year).
- 4 The HGTC Foundation will have secured at least \$175,000 in additional funds.
- 5 The HGTC Foundation will have a strategic/operational plan and will have assessed its effectiveness in achieving its plans, including a continual revitalization of the Board.
- 6 The Alumni Association will have completed at least one organizational event promoting the association and at least one fund-raising event supporting the activities of the College.

Purpose: The purpose of the Information Systems Department is to provide, support, and enhance the application of information technology in support of teaching and learning, administration, and management.

Benchmark Statement

Level of Achievement:

- 1 The activities, services, and support of the Department will have achieved at least a 4.1 level of satisfaction on a 5.0 scale, from the faculty, staff, and administration of the college. (Customer Satisfaction)
- 2 The Department will have resolved 95% of the reported problems and within one (1) business day, for personal computers accessed by students. (Support)
- 3 The Department will have implemented at least two (2) significant information systems enhancements, for students, faculty, and/or staff. (System Development)
- 4 The Department will have submitted data to external agencies on the scheduled due date. (Reporting)
- 5 The Department will have maintained a ratio of 60 or lower for the "total IS staff to the total number of college personal computers". (Staffing)

Purpose: The purpose of the Institutional Research Department is to plan, coordinate, and implement a comprehensive internal and external research program for the College. The Department is to provide data/information to the leadership of the College, to external groups, and to faculty/staff & students.

Benchmark Statement

Level of Achievement:

- 1 The Department will have collected all data and filed all federal and state reports accurately and on schedule.
- 2 The Department will have developed, produced, and distributed the required internal studies necessary for the review and support of academic and administrative departments.
- 3 The activities, services, and support of the Department will have achieved at least a 4.1 level of satisfaction on a 5.0 scale, from the faculty, staff, and administration of the college.

Purpose: To provide accurate, timely and complete financial information; to ensure the effective and efficient use of resources and proper safeguarding of physical assets; to ensure compliance with all applicable laws and regulations; and to secure financing for all major capital projects.

Benchmark Statement

Level of Achievement:

1. Oversee all accounting and finance functions, and ensure that the execution of duties within these areas meet internal (College) requirements and external (State, Audit and Federal) guidelines. Develop the annual budget and other financial reports within the timeframes and parameters as stipulated by State guidelines.
2. Initiate a risk management (internal control) self assessment process. All major functional areas will be reviewed to ensure that acceptable levels of internal control are in place, and functioning as intended.
3. Ensure that physical inventory measures, and related policies and procedures are appropriate to meet State guidelines and external audit requirements.
4. Ensure that customer service levels provided by all accounting, finance and general business functions is appropriate.
5. Evaluate the effectiveness and efficiency of major business processes and implement measures to streamline those processes and/or reduce costs.
6. Evaluate the financial results and economic viability of all auxiliary operations, and implement measures to optimize the profitability of those operations.
7. Provide on-going decision support and analysis to Cabinet and the overall Institution.
8. Secure financing for all major capital projects and strategic initiatives.
9. Establish a comprehensive plan of control for construction and renovation efforts. Oversee all construction and renovation activities and implement measures to ensure that all related work is completed in a timely, efficient and cost-effective manner.

Purpose: The Finance Department is responsible for management of the financial resources of the college through institution-wide budget preparation, fiscal reporting, auditing, student fiscal accounts, payroll, accounts payable and receivables.

Benchmark Statement

Level of Achievement:

- 1 The College will unqualified audit opinion on the annual single audit .
- 2 Student Financial Services (Business Office) will score higher than 3.0 on a 4.0 scale on the annual Graduate Satisfaction Survey.
- 3 To process at least 98% of accounts payable invoices within 2 AP cycles of the receipt of the proper documentation.
- 4 100% of payrolls will be processed within a proper time frame to guarantee the feed to the bank to make available the funds for direct deposit.
- 5 An annual College budget will have been prepared and presented to the Area Commission no later then at its July meeting.
- 6 A mid-year budget revision will be presented to the Area Commission no later then its February meeting.

Purpose: The Procurement Department is responsible for the daily operation of all material management functions including procurement, inventory, shipping and receiving, postal service and interagency mail.

Benchmark Statement

Level of Achievement:

- 1 The Procurement Department will at a minimum maintain its current procurement authorization level.
- 2 The annual equipment inventory will be completed by the deadline.
- 3 All college departmental procurement violations will be properly documented and appropriate action taken.
- 4 Ninety-five% of packages received by Shipping/Receiving will be delivered to departments within 1 day of receipt.

Purpose: The purpose of the Maintenance Department is to maintain the functionality and aesthetics of the physical aspects of Horry-Georgetown Technical College.

Benchmark Statement

Level of Achievement:

- 1 The maintenance department will fulfill all approved maintenance requests in a timely and satisfactory manner.
- 2 The grounds will be landscaped to accentuate both the atmosphere of learning and the fellowship of the employees by keeping them attractive and convenient for student & employee traffic.
- 3 The buildings will be kept clean and in good repair for the safety and enjoyment of students, faculty, staff, and visitors.

Purpose: To ensure that all auxiliary services are operated in compliance with State and Federal guidelines; and that the product and/or services provided by those operations exceed customer expectations regarding price, quality and service.

Benchmark Statement

Level of Achievement:

1. Oversee all accounting and finance functions related to the Bookstore operations, and ensure that the operation of the Bookstore complies with all State and Federal guidelines.
2. Evaluate the effectiveness and efficiency of bookstore operations and implement measures to streamline those processes and/or reduce costs.
3. Ensure that customer service levels provided by the Bookstore are maintained at an appropriate level.

Purpose: To ensure that all auxiliary services are operated in compliance with State and Federal guidelines; and that the product and/or services provided by those operations exceed customer expectations regarding price, quality and service.

Benchmark Statement

Level of Achievement:

1. Oversee all accounting and finance functions related to Café 1100 operations, and ensure that the operation of the Café complies with all State and Federal guidelines.
2. Evaluate the effectiveness and efficiency of Café 1100 operations and implement measures to streamline those processes and/or reduce costs.
3. Ensure that the level of service provided by Café 1100 is maintained at an appropriate level.

Purpose: To ensure that all auxiliary services are operated in compliance with State and Federal guidelines; and that the product and/or services provided by those operations exceed customer expectations regarding price, quality and service.

Benchmark Statement

Level of Achievement:

1. Oversee all accounting and finance functions related to vending activities, and ensure that the operation of those activities complies with all State and Federal guidelines.
2. Ensure that the level of service provided by vending operations is maintained at an appropriate level.

Purpose: To establish quality standards, programs and access to the College's academic offerings.

Benchmark Statement

Level of Achievement:

- 1 Develop at least one new associate program per year
- 2 Maintain an appropriate level of full-time to part-time faculty ratio not to exceed overall average of 40% part-time faculty
- 3 Develop at least one partnership each year with an external system, college, university or business
- 4 Increase the number of technology opportunities for faculty
- 5 Increase the number of course offerings at NMB and GS campuses and increase number of online courses.

Purpose: To provide campus-wide leadership and strategic direction for the operation of the GSC; under the auspices of the Sr. V-P and in coordination with others, to oversee the management, planning and delivery of campus programs, services, and events; to provide leadership and direction in the development and maintenance of campus facilities.

Benchmark Statement

Level of Achievement:

- 1 Campus enrollment growth will continue to increase by a minimum of 5% per year.
- 2 Programs and course offerings will increase in accordance with growth, need, and funding availability; with at least one new needs assessment for program development conducted annually.
- 3 Facilities will be enhanced in accordance with growth, need, and funding availability; with at least two new major renovations or construction projects completed annually.
- 4 Student satisfaction surveys, as conducted by the Office of Institutional Research, will yield a rating of satisfactory or above on all categories related to programs, services, and facilities at the Grand Strand Campus.

Purpose: To satisfy the academic and continuing education needs of the residents of the North Myrtle Beach area.

Benchmark Statement

Level of Achievement:

- 1 Enrollment should reach a minimum of 400 head count in the 2003 – 2004 term for the academic offerings
- 2 Retention rate within each class section for a given semester shall average 85%.
- 3 A minimum of fifty percent (50%) of class sections will be taught by full-time faculty.

Purpose: To be the preferred workforce training & development provider in Horry & Georgetown Counties.

Benchmark Statement

Level of Achievement:

- 1 Student evaluations of instruction for public continuing education classes (6200) will average a minimum of 3.5 on a 5.0 scale.
- 2 Customer satisfaction with the CE Registration & Information Center will average a minimum of 4.0 on a 5.0 scale.
- 3 Tuition revenues for WDCE for the current year will meet or exceed those of the previous year.
- 4 Fundable contact hours for WDCE for the current year will exceed those of the previous year by a minimum of 5%.

Purpose: To provide ongoing leadership and direction as chief operating officer of the Georgetown Campus. Coordinate programs and services located on the Georgetown Campus and provide community/economic development leadership within the county in cooperation with the President and Cabinet.

Benchmark Statement

Level of Achievement:

- 1 The Georgetown Campus enrollment will increase by no less than 3% per year by offering academic programs that meet the employment needs of Georgetown County.
- 2 Institutional Research results will validate that the students agree that both the programs and services offered on the Georgetown Campus are of high quality.
- 3 A plan will be submitted to the Cabinet that insures that the facilities meet the needs of students, faculty, and staff.

Purpose: To serve as a senior administrative officer and provide progressive academic leadership and direction for the initiation, development, implementation and evaluation of programs, curricula and courses leading to career opportunities and college transfer; to serve as an advocate for the College's mission and growth through effective, efficient and quality educational services to the community and students; and to facilitate divisional administration across the College through teaming, consensus building, communicating and mentoring for the advancement of teaching and learning.

Benchmark Statement

Level of Achievement:

- 1 90% of the programs of study will have a graduate placement rate of at least 70%.
- 2 85% of the programs of study will have a retention rate of at least 60%.
- 3 75% of the programs of study will demonstrate a full-time to part-time faculty ratio of at least 60/40.

Purpose: The purpose of Electronics Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.

Purpose: It is the purpose of the Civil Engineering Technology and Heating, Ventilation, & Air Conditioning Department to provide an education leading to high quality employment in career related fields or choose to pursue additional education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.
- 5 The average student score on all (day and evening) CPS end-of-course exams shall exceed 70%. Note: 70% is considered acceptable since the course is administered prior to review for the final exam in each course.
- 6 The average score of HVAC graduates who take the ICE (Industrial Competency Exam) shall meet or exceed the national average.

Purpose: The purpose of the Forestry Management Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.
- 5 Forestry students will achieve an 80% pass rate on the Pesticide Applicators Exam given in the Spring Semester.
- 6 Forestry students will achieve a 90% pass rate on the S-190 Fire Behavior Course.

Purpose: The purpose of the Golf Course Management / Turf Equipment / Horticulture Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.

Purpose: The purpose of the Information Technology Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.

Purpose: The purpose of the Office Systems Technology Department is to provide quality instruction for students in its associate degree, certificate, and diploma programs and to enhance student knowledge of career technology in order to produce qualified and skilled employees to meet the demands of businesses within the College's constituency.

Benchmark Statement

Level of Achievement:

- 1 The Department will have retained in the spring semester not less than 60% of the new students enrolled in the previous fall semester.
- 2 The Department will have scored not less than 3.5 (on a 4.0 scale) on the Graduate Satisfaction Survey questions related directly to the OST faculty and department.
- 3 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.
- 4 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 5 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.

Purpose: The purpose of Culinary Arts Technology Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.

Purpose: The purpose of the Hospitality and Tourism Management Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.

Purpose: The purpose of the Nursing Department is to provide quality instruction for students in associate degree and certificate programs in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.
- 5 First Time candidates of the NCLEX-PN and the NCLEX-RN pass rate will equal or exceed the National pass rate for the respective exam.
- 6 At least 90% of the graduates will express satisfaction with the program.

Purpose: The purpose of the Surgical Technology Department is provide quality instruction for students in order to enhance student knowledge of career technology to produce qualified and skilled employees meeting the demands of businesses within the College's constituency and to provide opportunities for students to pursue higher education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the student full-time equivalent credit hours will have been generated by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than a 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Using State Technical College System guidelines, not less than 90% of the graduates of the program will have secured employment in the field.
- 5 Students will score 85% or better on Program Assessment Exam (PAE).

Purpose: It is the aim of the Dental Sciences Department to create a supportive environment in which the student will develop self-confidence, acquire clinical skills, and the desire to learn to become an effective, dedicated, health care provider. Through the use of problem solving, planned experiences, goal setting, and self-assessment, the graduate is expected to become a purposeful, thinking, self-directed member of the professional society able to make critical judgments in both personal and professional roles.

Benchmark Statement

Level of Achievement:

- 1 New student enrollment will be at 100% each Fall for the five semester Dental Hygiene program and the three semester Expanded Duty Dental Assisting program.
- 2 85% of the subject categories on the Dental Hygiene National Board Certification examination will be within 6 points of the National Average.
- 3 Passage rate for the clinical dental hygiene licensure examination will be at 90%.
- 4 Employment rates will be at 90% or higher for each graduating class.
- 5 Graduate/Employer satisfaction surveys will be at 90% or higher.

Purpose: The purpose of the Radiologic Technology Department is to prepare students to produce diagnostic images of the human body through safe application of x-radiation. The radiographer is a central member of the health care team and assists the radiologist, a physician specialized in body image interpretation. Upon successful completion of degree requirements, the student will be eligible to take the American Registry of Radiologic Technology (ARRT) examination leading to certification as a Registered Technologist in Radiography.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Accounting and General Business Department is to prepare individuals in finding employment in the fields of accounting, business management and/or marketing or upgrading their knowledge and skills for promotion by providing instruction in accounting concepts, organizational development, management and business procedures.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Digital Arts Department is to provide students with both the artistic and technological skills necessary to succeed in the high-tech art world of today and tomorrow. The program also will prepare the students to succeed at the baccalaureate level in similar fields. Students who complete the program will be prepared for employment in graphic art and design, in electronic design for the web and CD/DVD, and in digital photography and video production.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will maintain an average Student Evaluation of Instruction rating at or above the college average.
- 4 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduates Satisfaction Survey question evaluating "Instruction in your Major."

Purpose: To serve as a senior administrative officer and provide progressive academic leadership and direction for the initiation, development, implementation and evaluation of programs, curricula and courses leading to career opportunities and college transfer; to serve as an advocate for the College's mission and growth through effective, efficient and quality educational services to the community and students; and to facilitate divisional administration across the College through teaming, consensus building, communicating and mentoring for the advancement of teaching and learning.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Mathematics Department is to empower the HGTC student with the appropriate analytical, quantitative and reasoning skills necessary to successfully complete his or her chosen field of study in certificate and diploma programs. For students in an associate degree program, a second part of the department's purpose is to provide first and second year Mathematics courses that are rigorous enough to allow a student to transfer to a four-year college or comprehensive university and be able to continue his or her studies founded on a solid Mathematics background.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Behavioral/Social Sciences Department is to provide academic courses that prepare students for transfer into senior institutions and employment into fields that require a high level of critical thinking, research, writing, speaking, reading, and other academic skills, and to provide courses in the behavioral and social sciences for occupational/technical programs offered at the college.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Human Services Department is to provide a broad base of knowledge, methods and skills that underlie comprehensive delivery of human services. The program is designed to teach students how to work with individuals or groups to prevent dysfunction and support independence through role modeling, counseling, crisis intervention, rehabilitation, social support and behavior modification.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution

Purpose: The purpose of the Fine Arts and Humanities Department is to provide academic courses that prepare students for transfer into senior institutions and employment into fields that require a high level of critical thinking, research, writing, speaking, reading, and other academic skills, and to provide courses in the arts and the humanities for occupational/technical programs offered at the college

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Communications Department is to provide academic courses that prepare students for transfer into senior institutions and employment into fields that require a high level of critical thinking, research, writing, speaking, reading, and other academic skills, and to provide courses in composition, technical writing, oral communication, and literature for occupational/technical programs offered at the college.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Developmental Studies Department at Horry-Georgetown Technical College is to provide concentrated instruction in the basic subject areas of reading, English, and mathematics in an effort to enhance the students' potential for success in a degree, diploma, or certificate program.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 Sixty-five percent of the students who successfully complete ENG 032 and subsequently enroll in ENG 100 or ENG 155 will make "C" or higher in the subsequent course.
- 4 Sixty-five percent of the students who successfully complete MAT 032 and subsequently enroll in MAT 155 will make "C" or higher in MAT 155.
- 5 Sixty-five percent of the students who successfully complete RDG 032 and subsequently enroll in a reading intensive course such as PSY 103 or PSY 201 will make a "C" or higher in the subsequent course.

Purpose: The Academic Achievement Center supports the educational objectives of the College by providing supplemental educational assistance to students enrolled in curriculum courses through the effective management of the peer tutor program and by providing orientation and access to relevant electronic and digital educational resources to students.

Benchmark Statement

Level of Achievement:

- 1 The AAC will provide tutorial assistance to at least 500 students during the Academic Year.
- 2 The AAC will schedule at least 3,500 hours of tutorial assistance during the Academic Year.
- 3 Students who utilize the services in the AAC will express a minimum overall level of satisfaction of 4.0 on a 5.0 scale with the services provided.

Purpose: The purpose of the Natural and Physical Sciences Department is to provide courses for individuals who are interested in a pre-professional or scientific program, and who plan to transfer to a four-year institution of higher education to complete a baccalaureate degree program with a major in one of the following fields of study: agriculture, biology, chemistry, computer science, engineering, pre-dentistry, environmental science, forestry, geology, horticulture, mathematics, pre-medicine, nursing, occupational therapy, pharmacy, physical therapy, physics, or science education.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Early Care and Education department is to provide the knowledge and skills needed for students to acquire employment in the care and direction of young children, or for those individuals presently employed in the field who wish to update and enhance their competencies. Occupational objectives include assistants, managers, teachers, and/or directors in day care, child development, and educational facilities.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Associated Health Science Department is: 1) to prepare students in the Massage Therapy program to administer relaxation and therapeutic massages. Upon successful completion of degree requirements, the student will be prepared for an entry-level position as a Massage Therapist and be eligible to take the National Certification Exam given by Prometric, which can lead to state licensure. 2) to prepare Phlebotomy students for basic venipuncture and special procedures required for blood specimen collection. The student will also be prepared for an entry-level phlebotomy technician position in hospitals, clinics, and other health care settings. The massage therapist and phlebotomist are members of the health care teams who can assist health care professionals by providing massage body work and blood collection for their clients and patients.

Benchmark Statement

Level of Achievement:

- 1 Full-time faculty will have taught not less than 60% of the courses offered by the Department.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall.
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major".
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or continued their education.

Purpose: The purpose of the Criminal Justice Department is to provide a broad foundation that will prepare students to enter any of the varied fields in criminal justice or to prepare for professional advancement. Students completing programs offered through the Department will be qualified for employment as local, state, or federal enforcement officers, police officers, adult/juvenile correction officers, or probation/parole officers.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Emergency Medical Technology Department is to provide a broad foundation of academic knowledge and technical expertise that will prepare students to enter the work force as certified Paramedics. Students are allowed to enter and exit the program at three tiers EMT-Basic, EMT-Intermediate, and Paramedic.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.

Purpose: The purpose of the Legal Studies Department is to provide college wide availability of quality law related education to students enrolled at Horry-Georgetown Technical College, thereby enabling them to meet their specific program requirements and obtain gainful employment within their chosen profession; to develop and maintain appropriate legal resources that will support all law related education coursework at the college and provide legal reference resources for availability to the general community; and to direct usage of law related facilities such as the legal studies courtroom and law library.

Benchmark Statement

Level of Achievement:

- 1 Not less than 60% of the courses offered by the Department will have been taught by full-time faculty.
- 2 The Department will have retained in the Spring semester not less than 60% of the new students enrolled in the Fall
- 3 The Department will have scored not less than 3.5 (on a 4 point scale) on the Graduate Satisfaction Survey question evaluating "Instruction in your Major."
- 4 Not less than 90% of the graduates of the program will have secured employment in a related field or transferred to a four-year institution.
- 5 100 % of LEG3 and PAS7 students enrolled in LEG courses will have access to current, accurate research materials to help them prepare for a career that's integral to the practice of law.

Purpose: The Library's purpose is to support the educational objectives of the college by providing a collection of materials and teaching information literacy in a variety of formats appropriate to the curricula and delivery methods of Horry-Georgetown Technical College. The Library provides a unified program of print and information technology resources relevant to the information needs and to the intellectual, professional, cultural, and personal growth of the college community.

Benchmark Statement**Level of Achievement:**

- 1 The Library will maintain a clear, comprehensive mission statement, reviewed annually, that will support the nature and purpose of the institution and serve as a foundation for the institutional effectiveness review of the Library program.
- 2 The administration of the Library will be directed by a professional librarian holding a Masters Degree in Library Science and the title of Dean or Director. The organization and duties of Library staff will be clearly defined and evaluated annually in relation to the quality of the overall educational program.
- 3 Sufficient and qualified professional and support staff will be available to implement Library services and programs at three campus libraries and to support the college curriculum.
- 4 In order to support the Library's mission statement, the Library budget will provide ample and stable funding based on total student enrollment and new curriculum programs for materials to support academic programs, contractual services, equipment and materials replacement, and for maintenance of automated public and technical services.
- 5 The Library will support and expand the instructional capabilities of the institution by providing access to a variety of services and resources that meet the patrons' technological and informational needs and lay the foundation for successful lifelong learning.
- 6 The library will maintain an organized, accessible, adequate, and relevant collection in diversified formats with an average age appropriate to the respective discipline.
- 7 The Library will provide an adequate, inviting, and secure space to process and house a variety of material formats and allow sufficient space to accommodate individual study and research styles. The Library will be in compliance with the Americans with Disabilities Act.
- 8 The Library will provide an Information Literacy program for patrons through a variety of techniques that will prepare them for lifetime use of information resources.

Purpose: The purpose of the Education Technology Department is to provide institutional leadership and technical support in the planning, development, delivery, and assessment of the use of instructional technology. The use of this technology includes the delivery of courses/programs through interactive video, on-line personal computers, satellite, instructional television, and traditional classroom settings. Additionally, the Department provides technical assistance and training to students in the use and application of web services, allowing students to perform such functions as accessing their grades, course syllabi, academic records, and student related policies and procedures.

Benchmark Statement

Level of Achievement:

- 1 The College will increase the current number of on-line courses available to students.
- 2 The College will increase the current number of course sections offered through interactive video.
- 3 The number of students using Pipeline accounts will increase until a maximum of 100% percent is achieved.
- 4 The Education Technology Department will provide education technology training to all beginning faculty as part of the New Faculty Orientation Program.
- 5 The Education Technology departmental staff will conduct a minimum of six workshops per year over the next five years designed to advance faculty to the intermediate level of skill in using instructional technology.
- 6 Student use of the Student Technology Lab will increase over the current level of student usage for the next five years.

Purpose: The purpose of the Distance Learning Department is to provide institutional leadership and technical support in the planning, development, delivery, and assessment of the use of instructional technology. The use of this technology includes the delivery of courses/programs through interactive video, on-line personal computers, satellite, instructional television, and traditional classroom settings.

Benchmark Statement

Level of Achievement:

- 1 The College will increase the current number of course sections offered through interactive video by five percent for each of the next five years.
- 2 The college will stay current with the technology standards used for the delivery of courses using interactive video

Purpose: The purpose of the Division of Student Affairs and Campus Life is to provide services to students that ensure successful assessment, placement, enrollment, course completion and graduation, as well as to provide enriching educational and cultural experiences. The Division will also assist with the successful recruitment, retention and graduation of students with a focus on services for minority students. The South Carolina Student Code of Conduct and Grievance Procedure will be enforced by this Division to ensure a safe and satisfying college experience and to facilitate the resolution of complaints/concerns. This Division also serves to expose middle and high school students to a college atmosphere; to assist them in making age appropriate career decisions; to facilitate their college enrollment; and to provide supportive services that will ensure their college success.

Benchmark Statement

Level of Achievement:

- 1 VP will serve as a conduit for timely and accurate information flow to and from Cabinet for the Student Affairs Division.
- 2 VP will serve as a voice for the students in college-wide decision-making.
- 3 VP will ensure that the Student Affairs Division units are working in concert with each other and with other units across the college.
- 4 VP will serve as the final point in problem resolution for students, faculty and staff in Student Affairs issues.

Purpose: The Purpose of the Office of Records, Registration and Information Technology is to provide students with accurate and secure academic records, accurate evaluation of transfer and exemption credit, efficient registration processes, and accurate graduation certification methods; to conduct and comprehensive and dignified commencement service and to provide direction for the student information technology needs of the Division.

Benchmark Statement

Level of Achievement:

- 1 Academic Records: Students will be provided an accurate academic record, as well as access to their academic records, in a timely manner. Academic records are maintained in a secure environment.
- 2 Transfer and Exemption Credit: Students will be provided an evaluation of transfer credit from other post-secondary institutions, as it applies to their program of study within their first term of enrollment; Students will be provided exemption credit according to College Policies and Procedures within their first term of enrollment.
- 3 Registration Process: Students will be provided a well-organized registration process, which is accessible through each campus location; Students will receive accurate and timely notification of registration processes and timeframes each term
- 4 Graduation Certification: The College will be provided with up-to-date, accurate curriculum guide sheets on an annual basis; Graduate candidates records will be audited against degree requirements.
- 5 Commencement will be conducted on an annual basis in a comprehensive and efficient manner.
- 6 Information Technology: Students, faculty and staff will have access to an effective and efficient Student Information System.

Purpose: The purpose of the Office of Student Affairs on the Georgetown Campus is to provide a comprehensive program of services for the enrichment and support of student success, and one that is both complementary and supportive of the academic mission. This includes Admission and Residency, Registrar functions, Testing and Advisement, Counseling (Personal, Career, and Services to Students with Disabilities), Retention and Recruitment, Student Activity Hours and Coordination of Financial Aid, Registration, Student Support Services, and Student Conduct Violation referrals.

Benchmark Statement

Level of Achievement:

- 1 New Students will be accurately admitted, advised, registered, and given sufficient access to Financial Aid in a timely manner.
- 2 Orientation will be made available for all new students and information will be provided on policies, procedures and services.
- 3 Faculty will be informed of the Early Alert retention system and staff will follow-up on all referrals.
- 4 Will collaborate with the PACE Coordinator to facilitate recruitment, admissions and enrollment in PACE classes.
- 5 Students will receive testing services in a quiet and secure environment. The following are tests that will be administered: Compass, Internet, Distance learning, Testing for students with disabilities, and HOBET.
- 6 Appropriate counseling will be made available or referrals made for students in the following areas: Career, Personal, and Student with Disabilities counseling.
- 7 Student Code of Conduct Violations will be reported to the appropriate administrator in a timely manner to allow appropriate action.
- 8 Student Affairs personnel at Georgetown will participate in College, High School and Community Recruiting Activities (Career Days, EDOP, Specific program Recruitment) to make the public aware of the availability of programs of study at HGTC.
- 9 Student requests for an exception to the Refund Policy will be processed in a timely and consistent manner.

Purpose: The purpose of the Office of Student Affairs on the Georgetown Campus is to provide a comprehensive program of services for the enrichment and support of student success, and one that is both complementary and supportive of the academic mission. This includes Admission and Residency, Registrar functions, Testing and Advisement, Counseling (Personal, Career, and Services to Students with Disabilities), Retention and Recruitment, Student Activity Hours and Coordination of Financial Aid, Registration, Student Support Services, and Student Conduct Violation referrals.

Benchmark Statement

Level of Achievement:

- 1 New Students will be accurately admitted, advised, registered, and given sufficient access to Financial Aid in a timely manner.
- 2 All new students will have Orientation available and will be provided information on policies, procedures and services.
- 3 Faculty will be informed of the Early Alert Retention System and staff will follow-up on all referrals.
- 4 PACE Coordinator will be collaborated with to implement services to assigned high schools each semester to facilitate admissions and enrollment and recruitment in PACE classes.
- 5 Students will receive an array of testing services in a quiet and secure environment which will include the following: Compass, Internet, Distance Learning, Testing for Students with disabilities, and HOBET.
- 6 Students will have appropriate counseling or appropriate referrals available in the following areas: Career, Personal, and Student with Disabilities Counseling.
- 7 The appropriate administrator will be notified of Student Code of Conduct Violations in a timely manner to allow timely action.
- 8 Student Affairs personnel at Grand Strand will participate in College, High School and Community Recruiting Activities (Career Days, EDOP, Specific program Recruitment) to make the public aware of the availability of programs of study at HGTC.
- 9 Student requests for an exception to the Refund Policy will be processed in a timely and consistent manner.

Purpose: The purpose of the Office of Minority Student Recruitment and Retention is to assist the college in providing a college wide effort ensuring that the recruitment, retention and graduation rate of minority students are adequately maintained.

Benchmark Statement

Level of Achievement:

- 1 To help the college-wide retention efforts by providing assistance, resource information and strategies with program implementation that will increase minority retention rate by 2%.
- 2 To help the college-wide recruitment efforts by providing assistance, resource information and strategies with program implementation that will increase minority recruitment rate by 2%.
- 3 To help the college-wide graduation efforts by providing assistance, resource information and strategies with program implementation that will increase minority recruitment rate by 2%.

Purpose: The Purpose of the Office of Career Services and Counseling is to provide current and prospective students with support through career services, counseling, services for students with disabilities and campus activities in an effort to ensure appropriate placement and academic success; to increase retention; and to facilitate the placement of graduates into career related jobs. The Office of Career Services and Counseling is also responsible for the adjudication of Student Code of Conduct Violations.

Benchmark Statement

Level of Achievement:

- 1 The Discover Program will be available online. The number of students that access this system will be recorded and evaluated regularly. During the Spring semester, this should result in a 10% increase in users of Career Services.

Purpose: Educational Talent Search is to provide supportive services such as academic advising, personal, career and financial aid counseling to a thousand disadvantaged, first-generation and physically challenged secondary, college and adult students.

Benchmark Statement

Level of Achievement:

- 1 Students will have benefited from the activities offered at various cultural events at the 4.1 level on a 5.0 scale.
- 2 At least 80% of the eligible program participants of the ETS grant who have at least a "c" average will take advantage of the services as measured by the evaluation instruments and sign-forms.

Purpose: The purpose of SSS is to provide supportive services such as academic advising, personal, career and financial aid counseling to one hundred fifty post secondary disadvantaged, first generation college students, and students with disabilities.

Benchmark Statement

Level of Achievement:

- 1 Pre-advisement will be offered to all SSS participants a month prior to registration each semester. Participants will submit course advisement forms to their respective academic advisors.
- 2 Personal and career counseling will be provided to participants to increase retention of participants in the SSS program.
- 3 One-hundred percent (100%) of the eligible program participants will complete all financial aid forms required to receive the maximum financial assistance.
- 4 The project will graduate fifty percent (50%) of its participants eligible for graduation in six (6) or fewer semesters, excluding transfers, military deployment, and those who exit the institution for medical reasons.

Purpose: The purpose of Upward Bound is to increase the rate at which participants complete secondary education, enroll in and graduate from institutions of postsecondary education compared to non-participants at the targeted high schools.

Benchmark Statement

Level of Achievement:

- 1 The Upward Bound Program will identify and/or maintain at least 70 students each program year who meet eligibility criteria and who demonstrate a need for program services.
- 2 The Upward Bound Program will assess the academic, educational and social needs of all (100%) newly admitted participants within 30 days of acceptance to determine program services needed and to prepare an Individualized Educational Plan (IEP) for each student. The Upward Bound Program will revise Individualized Educational Plan for currently enrolled.
- 3 The Upward Bound Program will provide students with academic instruction and tutoring during the academic year and summer component.

Purpose: The purpose of the Office of Enrollment Development is to manage enrollment growth and effectively serve prospective, new, and current students by providing programs and services in the areas of: recruitment; assessment; admissions; new student advising; and testing services

Benchmark Statement

Level of Achievement:

- 1 All applicants to limited access programs will be informed of the application/acceptance process in personal interviews.

Purpose: The purpose of the Office of Financial Aid and Veteran's Affairs is to assist our students in obtaining funding for their college related expenses through Federal, State and Institutional aid sources.

Benchmark Statement

Level of Achievement:

- 1 Financial Aid awards will be made within four weeks of completion of all required documentation.