

Horry-Georgetown Technical College 2004-2005 Objectives With Action Taken

Department **President**

N. Wilson

Objective Statement

Indicator of Effectiveness

Action

¹ Secure expanded funding to assist the College in renovating the old hospital property on the Grand Strand Campus.

Secure \$5 million in external funds.

Secured a total of 6.5 million from the Myrtle Beach Air Force Base Redevelopment Authority and Horry County Council.

² Increase Foundation contributions for FY 2004-05.

Add a minimum of \$200,000 to the Foundation bottom line.

From 4/1/04 through 3/31/05, increased contributions by a total of \$760,005.67 (increased \$560,000 over the \$200,000 goal).

³ Identify funds and implement institutional salary adjustment plan.

Plan implemented no later than January 1, 2005

Salary adjustment plan identified and implemented September 1, 2004.

⁴ Identify and employ executive level Cabinet members.

Successfully employ executive level staff per College organization structure no later than June 1, 2005.

A Vice President for Business Affairs was hired September 2004; a Vice President for Technology & Institutional Planning was hired November 2004; and a Vice President for Workforce Development has been hired effective June 2005. The Vice President for Institutional Development and Public Relations is currently being advertised.

⁵ Increase full-time minority faculty.

Successfully identify and employ three minority faculty by January 1, 2005.

Hired four minority faculty members (Michelle Lance, Tracey Graham, Pat Harvey and Corey Amaker).

⁵ Increase full-time minority faculty.

Successfully identify and employ three minority faculty by January 1, 2005.

Hired four minority faculty members (Michelle Lance, Tracey Graham, Pat Harvey and Corey Amaker).

⁶ Seek funds for an "Early College" site in Horry County.

Develop partnership with Horry County School District and one external partner to co-fund a grant-writing project.

Proposal for funding was developed and written for submission to Gates Foundation. Proposal was reviewed by external readers with endorsement for submission. Proposal was delivered to the Early College Advisory Board and approved as written. College, along with Horry County Schools and B & C, Inc. hosted two Gates Foundation intermediaries, Jobs for the Future and the Woodrow Wilson Foundation. Hosted one of the two Advisory Board meetings.

⁷ Seek collaborative partnerships with Coastal Carolina University on Conway Campus security.

Successfully negotiate a Conway Campus security partnership with Coastal Carolina University (at no additional cost) as an extension of CCU's security program.

A partnership with Coastal Carolina was established in August 2004 whereby CCU would provide security/safety services for the HGTC Conway Campus. The aforementioned agreement was renegotiated in April 2005, whereby CCU would provide security/safety services to the Grand Strand and Georgetown campuses (in addition to Conway). The newly expanded services will take effect May 1, 2005.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop college wide recruitment strategies for full time and part time employment opportunities.

Work with Department Heads/Supervisors to develop initiatives that position the College to attract applicants for employment opportunities with the College.

² Continue to streamline the College recruitment and selection process.

Develop a committee to review the College's Hiring Procedure. Research and implement any processes to automate applicant tracking.

³ Develop strategies for capturing and maintaining critical knowledge with respect to the College's Human Resources operations and processes.

Conduct training sessions with HR staff on established operations and processes to meet future staffing changes.

⁴ Develop part-time employment package on line.

Meet with Information Management Systems Department for assistance in the development and implementation of the part-time employment on line.

⁵ Review 1/3 of the College's Human Resources policies and procedures.

Review and make recommendations for changes to 1/3 of the College's HR policies and procedures. Recommendations to be forwarded for approval to Area Commission and/or President's cabinet.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop/produce comprehensive integrated College promotion strategy for Academic Year 2005-6, focused on image and public awareness.

Production, approval and implementation of plan.

Plan developed, produced and presented to Cabinet for approval. Tactics to be implemented effective July 1, 2005.

² To develop an experts guide for media reference for use in general and specific news stories.

Development and distribution of guide to area media.

Objective assigned and under development, with expected completion by 8/1/05.

³ To produce a comprehensive College promotional video that focuses on HGTC as a first-choice higher education institution.

Production of video, with availability for recruitment and/or broadcast use.

Script developed, but production delayed due to loss of production assistant. Script developed for 40th anniversary celebration video; in production by Digital Arts curriculum students.

⁴ To develop and distribute materials and messages targeting how HGTC benefits area business, including promotion of the Lottery Tuition Assistance program as an avenue for business employee development.

Production and distribution of printed and/or electronic materials; inclusion of materials in business publications and/or community relations events.

Materials in development. Slated for completion by 7/15/05.

Objective Statement

¹ To conduct a thorough analysis of Printing Services operations and make recommendations to enhance effectiveness and/or improve efficiency.

Indicator of Effectiveness

Recommendations presented to Cabinet and/or the President for approval.

Action

Three new copiers acquired to improve efficiency, with no increase in annual lease cost. New duplicator acquired to reduce cost of outsourcing two-color printing.

Objective Statement

Indicator of Effectiveness

Action

¹ To review, revise and prioritize the College's grant-seeking strategies for FY04-05.

Revised strategy seeking a minimum of \$1.5 million submitted for Cabinet approval by September 15, 2004.

Strategic grants plan approved by Cabinet to include College goal-focused funding sources (Duke Endowment to support healthcare education and EDA, for example) \$2,561,000 in grant requests submitted FY 04-05 to public and private sources; \$200,727 received in grant funding FY 04-05 to date, \$1.9 million pending review and notification.

² To lead the development of supporting materials designed to enhance the image and fundraising potential of the HGTC Foundation.

New HGTC Foundation website and supporting supplemental materials for Foundation Allied Health campaign submitted to Foundation PR Committee for approval.

New Foundation website up and functional. New Foundation promotional materials produced and on hand. New Case for Support for pending Major Gifts Campaign in development.

Objective Statement

Indicator of Effectiveness

Action

¹ To implement the SunGard SCT Banner administrative system.

Tasks will be completed as outlined in the project plan and the Banner Finance system will be operational June 30, 2005.

Technical staff attended training on the Banner/Oracle database system and assisted with tasks associated with data conversion and system preparation. Finance staff completed system education, developed a chart of accounts, created tables, tested the system, and will be live with the new system for July 1. Training was begun for student, human resources, and financial aid systems and will continue through the next fiscal year. All departments completed a business process analysis. In cooperation with the 4-college consortium, training was conducted jointly, reporting software was evaluated and selected, and activities were continually monitored with the SCT project manager. This is a multi-year project that will be continued for 2005-06.

² To implement the use of spam-blocking software for the college e-mail system.

All incoming e-mail will be scanned and appropriate action taken for messages identified as spam.

A new e-mail server was installed and configured with Exchange 2003. All users were migrated to the new system and a new web interface was made available. The market was researched for products to block spam mail and a Barracuda 300 spam appliance was chosen. The device was installed and configured; and integrated with Exchange. Reports indicate that at least 80% of incoming e-mail is spam and approximately 5 million messages will be blocked during the first year.

³ To implement and converge video and data over the IP network for the Distance Learning classroom at each campus.

All video classes and meetings will be delivered over the IP network to each campus.

IP video requirements were identified and included circuit cost analysis, bandwidth, quality of service, and equipment. The existing compressed video circuits were disconnected, additional bandwidth was added to the IP data circuits, and Packeteer devices were installed at each campus to insure quality of service. Distance Learning classes were delivered over the IP network for all campuses effective fall 2004 semester. Communication line savings with the converged network exceeded \$6000.

⁴ Provide effective leadership for interim duties of Institutional Effectiveness and Institutional Research.

Institutional Effectiveness and Institutional Research programs were successfully managed during interim period.

All required reporting was completed during the interim period with the most substantial project being the compilation and submission of the annual Institutional Effectiveness Report to CHE. Other activities included Graduate Survey Report for 2000-01 and 2001-02; Student Evaluation of Instruction; Financial Aid, Educational Talent Search, and PACE surveys; IPEDS data collection; Academic Program Review; Sonography needs assessment; and planning and evaluation process. Interim duties were completed November 5, 2004.

Objective Statement

Indicator of Effectiveness

Action

¹ To evaluate and update the content and navigation of the department's website.

Data and reports currently gathered and produced will be reviewed and included on the website as appropriate with emphasis on compliance with state reporting requirements.

Website was reviewed to determine needs such as appearance, current data, and active links. Broken links were repaired, and as information became available, reports were added to the department's website.

² To research and develop a recommendation on a standard tool(s) for administering electronic and paper surveys.

Current capabilities will be reviewed and deficiencies identified, alternatives will be researched, and a recommendation will be published.

Restrictions and deficiencies of current software capabilities were identified. Research was conducted on available software and services in the marketplace and specific information was gathered from several vendors who have an appropriate solution. A primary need that was identified was a software tool to deliver surveys over the Internet along with integration of paper-based surveys. Costs have been identified and a 2005-06 equipment request was submitted to purchase software.

³ To develop and administer a college-wide user satisfaction survey of administrative departments.

Previous surveys will be reviewed, a new survey will be developed and administered, and the results will be disseminated.

Due to a change of leadership and the ensuing priorities within the division, the objective has been deferred pending the accomplishment of objective two, online surveys; and the evaluation of administrative department review process.

Objective Statement

Indicator of Effectiveness

Action

¹ Establish a comprehensive plan of control for construction and renovation efforts. The master plan will include all major construction and renovation projects planned by the College including utilization of idle facilities, estimated costs, prioritization, etc. Utilize this plan to optimize the use of construction and maintenance resources, seek additional funding, and outsource projects whenever practical.

A master plan of construction/renovation projects will be completed. Recommendations will be made and/or implemented for optimizing maintenance/construction activity.

Master plan is complete and in use. IDC contractors are being used to optimize maintenance productivity.

² Initiate a risk management (internal control) self- assessment process. Review all major functional areas to ensure that acceptable levels of internal control are in place to ensure the integrity of reported financial data, safeguarding of assets, and compliance with State and Federal guidelines.

Major functional (e.g., high-risk) areas will have been evaluated for weaknesses in their system of internal control. Appropriate internal controls will be implemented to offset any perceived risks identified during the self assessments.

Payroll & procurement are being subjected to an internal control review, led by me, in June 05. Appropriate controls will be implemented if weaknesses are identified.

³ Obtain project approval and financial funding for the Allied Health Hospital at the Grand Strand Campus. Initiate and facilitate completion of the project as necessary.

Funding for the project is obtained and the project is initiated and remains on appropriate budget and time schedules.

Project is approved and funding for the project has been obtained.

⁴ Obtain funding for the Allied Health Wing at the Georgetown Campus. Facilitate completion of the project as necessary.

Funding is obtained for the Allied Health Wing and the project remains on budget and time schedules.

Funding has been obtained.

⁵ Ensure that physical inventory measures, and related policies and procedures are appropriate to meet State and federal guidelines and external audit requirements.

All inventory will be counted and an unqualified (e.g., clean) audit opinion will be obtained. No matters of non-compliance or other significant problems will exist regarding physical assets or related inventory records.

All physical inventory has been counted and remains in compliance with state guidelines. Awaiting year-end audit opinion, however additional inventory controls have been implemented to further strengthen the inventory control environment.

⁶ 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, financial forecasts, and other reports within the timeframes and parameters as stipulated by State and federal guidelines.

A successful, unqualified audit opinion will be received with no significant management letter findings. The annual budget and other reporting requirements will be accurately and timely completed.

Budget is complete and all reporting requirements have been met. Awaiting year-end audit.

⁷ Establish a collaborative working relationship with peers and other resources within the institution; and among other local, State and federal entities.

Relationships will have been established with peers and colleagues at the local, State and federal levels.

Appropriate and effective mutual relationships have been forged with local, state and, as necessary, federal resources.

⁸ Perform a cursory review of the procurement function to determine whether the effectiveness and efficiency of that operation is commensurate with the strategic needs, mission, goals and objectives of the institution.

The procurement function will be reviewed and opportunities for optimizing the function, reducing procurement costs, identification of best practices, and streamlining processes will be communicated for Cabinet review.

Procurement function has been reviewed and opportunities for improvement documented. New procurement manager is in place and is working on this task/objectives list.

Objective Statement

Indicator of Effectiveness

Action

¹ To successfully implement SCT Sungard Banner Finance for a go live date of July 1, 2005.

SCT Sungard Banner Finance will be successfully implemented.

The Finance office has attended all Finance Banner training scheduled to date and are on schedule for a go live date of July 1, 2005.

² To attend Banner training related to the Payroll area of the College.

Payroll will have attended all training session.

Payroll has attended all training sessions for HR Banner offered at this point.

³ To automate payroll processes/feeds to the Internal Revenue Service and the Social Security Administration to allow internet communications.

The IRS and SSA process will be automated.

Payroll has successfully implemented the College's feed to the Internal Revenue Service, however, the Social Security Administration has not been completed yet; we are waiting to see how Banner will process the reports.

⁴ To develop procedures for the upload of Financial Aid awards to the College Bookstore to allow students to charge against available funds.

The College will successfully feed Financial Aid awards to the College Bookstore.

The College's Student Account area has successfully implemented feeds for Financial Aid distributions to the College bookstore so students can access available funds and charge in the bookstore beginning several days before classes begin. It was implemented Fall semester 2004.

Objective Statement

Indicator of Effectiveness

Action

¹ To identify improvement initiatives and implement improvements to the College inventory control system. To educating College personnel on policies and procedures of safeguarding the College's inventory and to monitor the College's inventory control process to insure state compliance and produce a favorable Inventory Review and Spot Audit at year end.

Procurement will have successfully initiated the necessary steps to improve and safeguard the College inventory and receive a favorable Inventory Review and Spot Audit at year end.

² Work with Information System Department to develop procedures for receiving, installing, and moving technology equipment that are in compliance with state and college procurement guidelines.

Procurement will have developed and implemented procedures to insure the College is in compliance with state and college guidelines.

³ Procurement staff will attend the purchasing seminar that is sponsored by South Carolina Association of Governmental Purchasing Officials.

The Procurement staff will have attended any appropriate seminars.

⁴ To attend all Banner training related to the Procurement area of the College and successfully implement this process with no loss of functionality to end users which would include the self-service for online requisitioning.

Procurement will have successfully implemented all current purchasing processes including online requisitioning.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop, coordinate, schedule, and conduct training for appropriate personnel in the use of the evacu-chair on the Georgetown Campus.

The applicable Georgetown Campus personnel will have been trained in the use of the "evacu-chair".

Evacu-chairs have been installed; however, due to work load on construction projects, training has not been complete.

² Painting and carpeting faculty offices on the Conway Campus to enhance the work and learning environment.

To improve the appearance of the offices to be more conducive to a professional working environment.

Carpet has been installed in offices, IDC painting contracts have been setup and painting is being completed

³ Painting all of the store fronts on Buildings 500, 600, 700, 800, 900 & 1000.

To improve the College's physical facilities outward appearance to the public.

IDC painting contracts have been setup and all store fronts are complete

⁴ Survey all three campuses and develop a prioritized list of repairs, renovations, etc.

All campus buildings surveyed and prioritized; lot of repairs completed.

Survey has been started but not complete on all 3 campuses, maintenance is working on prioritized items.

⁵ Act as the on-site liaison for Grand Strand construction project.

Attend all construction meetings and work with architect to solve problems.

Construction project is complete and was on schedule

⁶ Develop a program to determine cost (materials and labor) for all major renovation projects.

Computerized program that estimates cost (materials and labor) implemented.

Incomplete

Objective Statement

¹ Evaluate the financial results and economic viability of Café 1100. Make recommendations for improving the profitability potential for the Café. If break-even is not feasible, make alternative strategic recommendations for the auxiliary facility.

Indicator of Effectiveness

Completed an evaluation of Café 1100. This operation will be at or above break-even by year-end; or alternative solutions will have been implemented.

Action

We have introduced a campus coffee shop to help increase daily sales and revenue. Although still in the early stages, we do feel that the coffee shop will generate the necessary additional income to bring the gross sales total above break even. We Have also scaled back our summer menu variety at the Café. We have removed the hot plate special during summer months, (Which contributes to a higher weekly food cost), and with student enrollment lowered in the summer, compared to our spring and fall semesters, we have an obvious decrease in our customer base. We have expanded the grill and deli menus, added more “Grab & Go” convenience items that are pre packaged and have introduced a cold drink and frozen dessert menu in the coffee shop. These changes combined should contribute to cutting the overall operating costs for the summer months, which is where we have found the biggest losses occur. We have also cut back on staff for the summer months and have encouraged vacation time to be used. We will cut back the hours of the part time contract staff if the workload does not require the scheduled hours. We will continue to run special offers and theme days to keep interest levels high and feel confident that we can meet our goals by years end with continued variety, service, convenience and advertising.

² Improve service levels provided by the Book Store operations. The primary focus will be dedicated to ensuring an adequate supply of textbooks, however, additional opportunities for streamlining processes, offering additional value-added services and reducing costs will be sought.

The shortages of textbooks will be dramatically decreased, service levels provided to the institution will increase, and communication between Barnes and Noble and the College Faculty/Staff will be dramatically enhanced.

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Objective Statement

¹ Lead the pertinent faculty and campus personnel in the renovation of the Georgetown Campus Health Science Wing for purposes of academic programming and instructional support.

Indicator of Effectiveness

Georgetown Campus Health Science Wing completed; programs identified; other campus configurations completed, i.e., Academic Assistance Center, Forestry classrooms, maintenance facility.

Action

Attended meetings on G'town Renovation Project; assisted with selecting architect; identified academic programs for space in the project; finalized space allocations for classrooms, program designations, faculty offices, location of classes/labs, and tech. support for classrooms. Reviewed plans with Academic Affairs, Cabinet and President with President's final approval.

² Develop articulation agreements and build collaborative projects with other educational institutions.

Complete and expand collaborations with Horry County Schools, Clemson, and Coastal Carolina University.

Clemson University. Provided leadership in discussion, documentation and review of agreements for the Early College partnership via the Advisory Board, in the review of the Construction Project Management assoc. degree for approval by CHE and for articulation to Clemson; and review of our proposed Assoc. in Science degree with a transfer track into Clemson's Turf Management degree. Coastal Carolina University: Participated in discussions with Coastal Carolina's Deans and Provost to develop transfer courses in arts, sciences, education, mathematics, and potential BSN. Discussions are ongoing over the summer months. Assisted in discussion with Coastal's Provost and President regarding the Early College partnership to explain their role on the Advisory Board and the mission for the Early College. Participated with Coastal's Dean of Business and their Vice President for Planning on writing a grant for rural entrepreneurship and working with the area's four technical colleges. The grant was not funded. Horry County Schools: Developed PACE brochure with Beth Havens for high school registration packets and for letters to high school parents of juniors and seniors; attended and participated in workshop with Horry County Schools to present on the Early College proposal and PACE; led early discussions with North Myrtle Beach High School for their proposed business academy to commence Fall 2005; reviewed and assisted in writing all Early College documents; presented with Dr. Gerrita Postlewait the Early College to CHE; participated in the Early College Advisory Board meetings to lead discussions on regulations for the Early College implementation. Wrote a grant for \$50,000 (approved) from the State Technical System for Tech-PACE students from the Academy.

Georgetown County Schools: Convened with the approval of the Superintendent, Assistant Superintendent and the Principals, a meeting with support documents to increase PACE opportunities with Georgetown High School students.

Charleston Southern University: Initiated discussions on developing an articulation agreement in Management.

Wrote letters of support for the following to assist in their approvals via SACS and CHE: Francis-Marion University and their BSN program; Coastal Carolina University and their BA in Tourism degree; Coastal Carolina University and the RAIN Conference and their NSF Grant; and Clemson University and the BSN/MSN degree proposal.

³ Shepherd the development of a new construction technology program as well as initiation of at least two other new programs.

New programs developed and ready for implementation Fall 2005.

Construction Project Management: Assisted the dean in writing and editing the program proposal, curriculum, and budget. Presented the proposal through the State Technical System office staff, ACAP (Advisory Committee on Academic Programs) and CAAL (Committee on Academic Affairs and Licensing) of CHE. Described the Construction Project Management program to the Clement's focus group. Serving to screen applicants for the faculty position. Implementation in Fall 2005.

Pharmacy Technician Diploma: Assisted in the development of the Pharmacy Technician program via curriculum development and structure; approval through the Area Commission, admission process and recruitment strategies, and recommending final faculty candidate. Implementation in Fall 2005.

Commercial Refrigeration Certificate: Reviewed certificate for curriculum structure, semester display; gained approval from Academic Affairs, Cabinet, and Area Commission.

⁴ Serve on boards and agencies as appointed by the President for external bodies.

Serve on Rotary Board, Myrtle Beach Area Chamber of Commerce, Belin Church Committee and others as personally selected and as nominated by the President.

Serve with/on the following: -Myrtle Beach Area Chamber of Commerce Education Task Force -Carolina Forest Rotary as Chair of Service Committee -CHE Advisory Committee on Academic Programs (ACAP) - SACS visiting team member -Fortune Academy Board of Directors

⁵ Provide leadership for the identification and selection of an appropriate scheduling software.

Software identified, funds identified and an implementation date determined.

Held research discussions on scheduling software with V.P. Ralph Selander and Rene Smith based upon their roles with the Banner software implementation. Per Vice President Selander, scheduling software will be added on after Banner implementation.

⁵ Provide leadership for the identification and selection of an appropriate scheduling software.

Software identified, funds identified and an implementation date determined.

Held research discussions on scheduling software with V.P. Ralph Selander and Rene Smith based upon their roles with the Banner software implementation. Per Vice President Selander, scheduling software will be added on after Banner implementation.

⁶ Assist the President in fundraising activities

Accompany the President and/or make fundraising calls as requested.

Joined the President in meetings and discussions with: Georgetown Hospital; Loris Hospital; Doug Samples and WIA funds; Brookgreen Gardens (Maeser, Wilson and Jewell); Dargan Construction with Tom Maeser and Neyle Wilson; BCBS with T. Maeser and N. Wilson; Centex Homes with N. Wilson; Clements Group and construction focus meetings.

⁷ Assist the President in selecting and hiring vacant Cabinet positions.

All vacant Cabinet positions filled.

Served on hiring committees for Vice President for Business, Vice President for Technology and Institutional Planning, and Vice President for Continuing Education.

Objective Statement

Indicator of Effectiveness

Action

¹ Assist senior administration in the coordination and planning of the renovation of the GSC Science & Technology Complex.

GSC Science & Technology Complex complete, necessary equipment acquired faculty/staff moves coordinated and completed in accordance with plan.

Periodic meetings held with science faculty, architectural representatives, and Hay construction to coordinate plans, equipment, work and interior design needs; the new Science & Technology Wing has been completely renovated, equipped, and furnished, and was ready for classes beginning with the Spring Semester of 2004-5. Additionally, plans are now underway to paint needed areas of the exterior and provide additional adjacent parking.

² Assist senior administration in the coordination and planning of the renovation of the GSC Allied Health Education Center.

Plans will be developed with feedback from pertinent faculty and staff; related programs identified, and, in coordination with the Business Office, construction will begin.

Faculty/staff meetings held, input provided, architectural meetings attended, plans reviewed, project underway, as scheduled.

³ Support new programs, administratively and physically, and encourage the development of other programs throughout the year.

New programs in both curriculum instruction and continuing education received support in terms of development, equipment, and space.

Visited Midlands Tech to see/discuss Pharmacy Tech Programs, assisted in collaboration to move lab to our campus; met with DHEC during initial discussions regarding EMT Program and provided facilities/equipment needed in coordination with CE program; Collaborated with curriculum and CE staff to modify/ add programs in landscaping, baking & pastry, and personal trainer/spa tech. Proposed certificate programs for CE/CU collaborations in Cardiac Care, medical billing/coding, truck driving, and others. Also, assisted in the establishment of the Beach Bistro 354 at the GSC.

⁴ Serve as an ambassador for the College and the GSC in particular, by fostering relationships with others and attending and/or speaking with local organizations, boards, etc.

Relationships have been supported as evidenced by HGTC visibility at local functions, organizations, schools, etc.

Numerous meetings attended and/or presentations made for various organizations including (but not limited to) Coastal Carolina Board of Realtors, Chamber of Commerce, City of MB, Myrtle Beach Redevelopment Authority, NMB Rotary, and interviews w/“River-Talk,” Richard Green w/Time Warner, Sun News; also worked with AAWCC Board, American Heart Association, and the Muscular Dystrophy Association, and Salvation Army Boys & Girls Club. Also, worked extensively with community organizations and Coastal Carolina to establish the on-line “Senior Directory.”

Objective Statement

Indicator of Effectiveness

Action

¹ Complete a shadowing experience of registering students under the direction of a new student enrollment advisor.

A minimum of eight students will be shadowed.

Shadowed Hank Saufnauer during late registration in Fall 2004 (approximately 15 students). Spring 2005 was able to register students with minimal assistance.

² Integrate institutional visibility and participation through involvement in local civic organization.

Joined through institutional membership the NMB Rotary.

Made two presentations to NMB Rotary and participated in many events sponsored by the Rotary in the NMB area. Also became an advisor to the NMBHS Interact Club

³ Schedule Student Support Services activities throughout the year.

Certain days will be set aside for different student support; i.e. Wednesdays a financial aid officer will be on site in NMB.

Student support services have been offered one day a month at the NMB site and as needed.

Objective Statement

¹ Develop more comprehensive training programs in the corporate training area to provide more hands-on relationships with business and industry, replacing and enhancing former agreements.

Indicator of Effectiveness

Training programs will be revised/modified or replaced to meet new audit guidelines as issued by State Tech.

Action

- New series of on-campus Hospitality Training Seminars developed, facilities/equipment acquired, and classes successfully implemented, beginning with Guest Room Attendant in May (endorsed by MB Hospitality Assoc and Chamber of Commerce.) Additionally, client contracts with two major hoteliers have been successfully rewritten to comply with new audit guidelines.
- Training agreements established and executed with a number of business and industries, including but not limited to: Georgetown County, Georgetown Memorial Hospital, ISG, Wolverine Brass, Safe Auto, Client Logic, etc.
- Agreement w/City of NMB and w/ B&C to be the coordinator, facilitator and/or delivery arm of all of their training, sponsored by their departments of Learning & Development and Human Resources.

² Increase/enhance partnerships and/or collaborative efforts with business, industry, and other organizations, developing opportunities for collaborative educational and training programming.

Current and new agreements will be supported and/or developed.

- Partnership created with the MB Chamber to offer co-sponsored classes, publicized to their membership and memberships of other local Chambers, as well as the public.
- Established College representation on Board of Small Business Development Center.
- Established annual Admin. Spec. Conference co-sponsored with International Assoc. of Administrative Professionals- GS Chapter
- Establishment of annual Women's Leadership Conference in collaboration with community leaders
- Enhanced Disney Leadership seminars to include a corporate sponsorship to take place fall semester 2005.
- Developed training partnership with IT2 Inc. to provide training for ISG, with Cape/Fortune to provide Insurance Sales training for Safe Auto, with WIA to provide Tech support training for Client Logic and Computer Training at One-Stop Shop in G'town; Various programs included Safety, Supervisory Skills, Spanish, Forklift, Sales and Customer Service.
- Coordinated with Georgetown One Stop Shop to provide classes for TAA/WIA Students.

³ Provide financial aid information/assistance to CE students, utilizing all resources available to non-credit students.

CE students will have access to Foundation scholarships and all other allowable forms of financial aid through services provided at the CE Registration Center.

•Almost 100 CE students received awards from the Foundation Scholarships (allotment of \$20,000) for the 2004-5 year. FA assistance was received in the following programs:
oNurse Aide, Electrician Journeyman, ICD-9 Diagnostic Coding, CPT-4 Procedure Coding, First Years Sales, EMT Basic, Medical Terminology, Bartending, Baking/Pastry, EKG Interpretation, Network+, CompuSystems, Office 2003, Basic Arc Welding, Tractor-Trailer, A+ Certification, Intro to Exercise Science, Plumbing, Master, L-2 Principles of R.E. Appraisal, Appraising Standards & Ethics, Clinical Patient Examination, Medico Insurance Billing I, Property Management, Sports First Aid, Medical Transcription, L-1 R.E. Appraisal, L-3 R.E. Appraisal, Home Inspection, Health Spa Techniques, Residential and Commercial Electricity, Post License R.E., Word 2000.
oAdditionally, students were assisted with student loans, and obtaining WIA funding where applicable.

⁴ Provide quality customer service through the Central Registration Center to all CE students for all campuses.

Surveys and feedback will show a high degree of customer satisfaction for services provided by the center.

•Trident, Tri-County, Greenville, Midlands, & Florence-Darlington Colleges were survey to examine their processes in CE registrations/money/calls. Conclusions yielded a comparatively similar or better process for registration.
•Customer Service surveys were also solicited from CE students at the registration center. Results indicate a satisfactory or better degree of customer satisfaction with the Center.

⁵ To provide extensive WorkKeys services to a variety of business, industry, government, and educational entities.

WorkKey assessments and/or profiles will be provided to an increased number of organizations, including local schools and to specified College curriculum programs.

The following Agreements/Partnerships were developed or enhanced:

- WIA - to provide assessments for local companies in Georgetown and Horry County
- Santee Cooper - to provide profiles for all entry-level jobs on a statewide basis.
- AVX -to provide profiles and assessments
- One Stop Shop in Horry, Georgetown and Kingstree- to proctor WorkKeys assessments; also Adult ED in Georgetown
- Horry County School District- to provide assessments for their Career Center students.
- School district in Horry and Georgetown- to provide Para-Professional assessments for their individuals
- Collaborated with Pee Dee Action Agency, Central Carolina, Florence-Darlington Tech, Williamsburg Tech and Low Country Action Agency to help create a Career Readies Certificate.
- Collaborated with WIA to develop Marketing Plan for WorkKeys to reach other business
- Collaborated with Electrical and Civil Engineering Tech Departments of HGTC to provide WorkKeys assessments
- Collaborated with Civil Engineering Dept of HGTC to provide KeyTrain as a tutorial program for students
- In total, received over \$150,000 from partnerships with Wacamaw Regional Development Authority

⁶ To promote and coordinate collaborative efforts within the institution between curriculum and continuing education endeavors.

Collaborative efforts will be forged between curricula and CE programs as evidenced by increased coordination of programs and classroom offerings.

- Collaborated with curriculum and CE staff to modify/ add programs in landscaping, baking& pastry, and personal trainer/spa tech. Proposed certificate programs for CE/CU collaborations in Cardiac Care, medical terminology/ billing/coding, truck driving, and others.

⁷ Expand/enhance the distance learning component of continuing education.

The number and variety of on-line programs provided through CE will increase through the development of partnerships with other educational institutions.

- Partnership established with George Brown College to offer three, technical certificate programs; Electronics Technician, Electromechanical Technician, and Programmable Logic Controllers Technician.
- Partnership established with ZIIVA Information Technology to offer a seven part series in Lean Manufacturing.
- Partnership established with SmartCertify Direct to offer five, information technology (IT) certification examination preparatory courses in the areas of: A+, Network+, MCSA, MCSE, and MCDBA.

⁸ To expand/enhance continuing education offerings in the allied health industry.

New and/or revised classes will be offered in fields related to the Allied Health industry will be developed through the CE department.

- Development of an online "Medical Terminology" course for potentially credit and non-credit instruction.
- CE Certificates are being offered for Medical Assistant, Medical Billing, Medical Coding, Medical Transcription, Personal Trainer.
- Continuing Ed's Basic EMT course continues to serve as "feeder" for curriculum's EMT /Paramedics program.

⁹ To improve/increase information available providing analysis of student evaluations, marketing strategies, and needs assessments.

Instructor Evaluations, customer service surveys, and community marketing surveys will be developed, tabulated, and used as a CE management tool during the academic year.

- Marketing surveys commenced during year for current continuing education students and community. Student surveys administered and analysis partially completed.
- Student evaluations are conducted for each 6200 professional upgrade training class. Input from the students have provided insight into what we're doing well and the things on which we need to improve. The evaluations also serve as a limited needs assessment tool.

¹⁰ To improve the process for initiating and completing business office transactions and record documentation as relates to corporate training and public classes.

Instructor contracts, worksheets, registrations, and invoicing will be accomplished in a more timely, accurate manner.

- Joint meeting were held with staff from business affairs and CE – the importance of timeliness and accuracy regarding contracts of employments, worksheets, registrations and invoicing were discussed, and improvements have been achieved.
- All CE professional staff have been given responsibility for managing their own budgets, including monitoring of expenses, revenue goals, and program profit/loss, under the oversight of the V-P of CE
- All State Office Audits have yielded satisfactory reports
- Procedures have been established to generate monthly divisional “financial statements” from the business office in order to provide a management tool for CE administrators

Objective Statement

Indicator of Effectiveness

Action

¹ Assist with all efforts to build the Allied Health wing and renovate Rooms 156, 157, and 158 on the Georgetown Campus.

Georgetown Campus Health Science wing completed, other rooms renovated, and a maintenance building and circular drive constructed.

Have met with on-site job superintendent to insure that the construction process did not disrupt the ongoing activities on the campus. Almost no complaints have been reported during this period. The wing is on schedule for completion in late July. Approval has been received for a maintenance building which will be located in the rear of the campus. Tentative approval has been received for additional parking but did not include a circular drive.

² Serve on boards and agencies that help to promote HGTC's presence in Georgetown County.

Maintain active community presence through membership in Rotary Club, Interagency, Chamber of Commerce, Red Cross, and Career Center Advisory Board. Serve on a state board, act as SCTEA representative, and maintain presence in local churches.

Serves as Program Chair for Breakfast Rotary (coordinates Student of the Month awards and scholarship presentations). Also, serves on Red Cross Board, Georgetown Career Center Advisory Board, Georgetown Interagency Council, and Vision Committee for Georgetown County Economic Development. Served this year as HGTC representative for SCTEA. In second term on the state board for Wil Lou Gray Opportunity School. Teaches Sunday School for the Belin Class at Belin United Methodist Church.

³ Act as local contact for PACE and PACE Tech enrollment in Georgetown County until new employee is fully oriented and functioning.

Maintain contact with local counselors, principals, and teachers. Encourage additional classes and identify issues which hinder enrollment. Orient new employee to this process.

Followed through on enrollment activities for PACE classes in Georgetown County for the fall semester 2004. Numerous contacts were made with all high school senior counselors and principals to insure that enrollment took place in an orderly fashion. Oriented George Swindoll (new Coordinator for Student Affairs for the Georgetown Campus) to the process, and he is now organizing the enrollment for 2005/06. We also met several times with appropriate Georgetown County school personnel to seek new classes for the next school year. Progress has been made in all high schools, and we believe there will be an increase in enrollment in PACE and PACE Tech classes for the fall.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop, obtain approvals, and implement new programs

College offering of new degree, diploma, or certificate in response to constituency needs.

Construction Management Degree starting in Fall 05.

² Identification and selection of Academic Affairs scheduling software.

Software, implementation date, and funding identified and approved.

Software previewed, not found acceptable for cost in basic form. Banner implementation scheduled for Fall 05 semester with enhanced scheduling controls. May look further after Banner has been utilized for couple of semesters although Banner looks to be capable of meeting needs as known currently.

Objective Statement

Indicator of Effectiveness

Action

¹ Increase utilization and effectiveness of the Industrial Advisory Committee.

Two new members added and 3 Advisory Committee meetings held during the 2004-2005 school year.

Three members added and two meetings held with one scheduled for summer.

² To increase incoming Fall enrollment numbers by recruiting from the undecided among AA/AS students.

Receptions/information sessions held in spring and summer for identified candidates for EET from AA and AS.

Students identified and contacted. Informal sessions held with department head/faculty members.

³ To increase retention from Fall to Spring semesters

Weaker students identified and referred to the Academic Achievement Center.

Three students informed/advised regarding AAC.

⁴ Increase awareness of counseling and admissions function of Electronics programs.

One informational session held in early spring and one in early summer semesters for all enrollment advisors.

Two sessions held with advisors.

Objective Statement

Indicator of Effectiveness

Action

¹ In response to new accreditation requirements, obtain and prepare enhanced documentation of graduate/employer satisfaction. (CET Program)

Document interviews with a minimum of two graduates and two employers during the upcoming academic year.

Prepared two interviews with graduates and their current employers. Documented the interviews on video using the Dazzle video system and stored in CD format for future review by ABET accreditation team. This objective is complete.

² Perform an evaluation of the current HVAC certificate to re-evaluate graduate objectives.

Prepare a written survey of local and/or regional employer needs and prepare a proposal of improvements to the certificate to be presented to curriculum review for changes

Graduate objectives were evaluated. Revised objectives were considered advanced and a new Commercial Refrigeration and Air Conditioning certificate was created in response intended for students finishing the existing HVAC certificate. All action on this objective is complete.

Objective Statement

Indicator of Effectiveness

Action

¹ Increase the number of forestry courses utilizing in-class technology to enhance student learning. (I.e. PowerPoint / Smart classrooms)

Utilize in-class technology in two additional forestry courses.

Have upgraded the FOR-156 and FOR-258 classes with PowerPoint software to increase the use of graph displays available during lecture.

² Develop continuing educational offerings for the forestry professionals along the coast of South Carolina, in conjunction with other educational institutions or independently.

Coordinate one continuing educational program for the forestry profession by the Spring Semester.

Have hosted four forestry continuing education programs for professionals off the Conway Campus in conjunction with North Carolina State University. A fifth program will take place in June.

Objective Statement

¹ Increase the contact with curriculum constituency

Indicator of Effectiveness

Multiple newsletters to constituency. High School AG teacher contacts and minimum of one workshop for HS AG Teachers. Improved web site for the three programs targeted towards marketing.

Action

- Hosted GCM, HT, and TET Field Day on April 7th, 2005 for high schools agriculture programs; Seven schools participated with about 100 participants.
- Visited several high schools agriculture programs to promote HGTC agriculture programs; Schools included Carolina Forest High School, Carvers Bay High School, Pelion High School, Bannerwell Career Center, and Strom Thurmond Career Center.
- Presented HGTC agriculture programs to approximately 200 students from Carvers Bay Middle School on April 26th, 2005.
- Presented HGTC agriculture programs to approximately 200 students from Loris Middle School on April 27th, 2005.
- Planned and organized the hosting of the Summer High School Sports Turf Institute in coordination with Clemson University on June 14th and 15th ; Thirty high schools agriculture teachers are expected to attend.
- Updated photos and links to Brookgreen Gardens on HRT page.
- Updated GCM websites to include the new Associate in Science degree with Turfgrass Science emphasis articulated by Clemson and HGTC, the acquisition to Quail Creek Golf Course by CCU and HGTC and a link to Alumni and where they work.
- Created Front Page file for upload to change text format.
- Collected digital photos of TET shop, equipment, and procedures to add to website.
- Compiled lists of other websites to be linked to; consulted with industry leaders to plan links.

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- Collected digital photos of TET shop, equipment, and procedures to add to website.

- Compiled lists of other websites to be linked to; consulted with industry leaders to plan links.

² Host constituency technical information workshops for area members.

Host a minimum of three workshops.

Successfully coordinated and hosted the 3rd annual conference of the Turf Equipment Technician Association of the Carolinas (TETAC) on the Conway Campus; One hundred and fifty technicians participated; Eight 1.5 hour long seminars/workshops were presented; business meeting was conducted.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop curriculum paths for Horry County School ATA center.

Curriculum paths identified and developed.

The first two semester classes have been identified and selected. The courses that have been selected may need to be realigned because of the realignment of the new curriculum approved this spring for fall 2005 – 2006 school year.

² Develop Network Security Program(s) offering.

Program proposal(s) completed.

The newly proposed curriculum that was sent to the curriculum review committee and approved has the alignment of Network Security courses in it.

Objective Statement

Indicator of Effectiveness

Action

¹ Full-time faculty teaching Microsoft software will become MOUS certified in at least one subject area.

All full-time faculty teaching Microsoft software will be certified in Word, Excel, or Access.

Faculty teaching Microsoft Word 2003 earned certification during the spring semester 2005.

² Develop contacts in the public school systems and speak to classes regarding programs in the Office Systems Technology Department.

Faculty will identify and speak to two high school classes about OST programs within Horry and Georgetown Counties.

Faculty represented the Office Systems Technology Department through a variety of sources. Presentations were made at St. James High School, The Career Center, Georgetown High School, and Andrews High School. Additionally, faculty presented at on-campus tours, Educators in Industry, and the Administrative Specialists Conference.

Objective Statement

Indicator of Effectiveness

Action

¹ Implementation of first year CAT3 program at the GS campus.

Successful movement of program with adequate enrollment and operation of Beach Bistro.

The freshman CAT-3 curriculum shift to the GS campus has proven to be successful with the faculty and students. The general public Has welcomed the arrival of the Beach Bistro By supporting it daily with reservations and Customer activity.

² Increase the level of cooperation of area schools.

Minimum of three school visits for informational purposes.

Schools which have been visited or have been
Visitors include:
Socastee High School
Carolina Forrest Middle School
Aynor High School
Conway High School
Clemson University
Green Sea High School
Myrtle Beach Middle School
Myrtle Beach High School

Objective Statement

Indicator of Effectiveness

Action

¹ In conjunction with the North American Mobility grant, receive and send students to and from partner institutions.

Successfully receive and send minimum of four students between partner institutions.

Successfully hosted two students in the fall (041).
One from Canada and one from Mexico
Kerri Smith (New Brunswick Community College – St. Andrews, Canada)
Elizabeth Aleman (Universidad Autonoma De Coahuila, Mexico)
HGTC students' group trip to Mexico was postponed in order to co-ordinate a trip with some of the partner institutions. One is planned for the future.

² Increase awareness of Program offerings and College offerings in area schools.

Visits to area schools for informational purposes.

The following schools were visited with.
Locally: Statewide:
*The Career Center; *Aiken HS, Aiken;
Carolina Forest HS; *South Aiken HS, Aiken; *Myrtle Beach HS; *Thunderbolt Career Center, Waterboro
*North Myrtle Beach HS *FE Dubose Career Center, Manning
Waccamaw HS; *Lower Richland HS, Columbia
Georgetown HS; *West Ashley HS, Charleston;
*Garrett Academy, Charleston; *Bonds Career Center, Greer; *Golden Strip Career Center Greenville; * Schools that had students visit the Grand Strand Campus and was presented
Information on the HTM Department. Many of the visits were during the SC HS Hospitality & Culinary Arts Competition, which was hosted by the HTM Department.

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*North Myrtle Beach HS *FE Dubose Career
Center, Manning
Waccamaw HS; *Lower Richland HS,
Columbia
Georgetown HS; *West Ashley HS,
Charleston;
*Garrett Academy, Charleston; *Bonds
Career Center, Greer; *Golden Strip Career
Center Greenville; * Schools that had
students visit the Grand Strand Campus and
was presented
Information on the HTM Department. Many
of the visits were during the SC HS
Hospitality & Culinary Arts Competition,
which was hosted by the HTM Department.

Objective Statement

Indicator of Effectiveness

Action

¹ Prepare and submit Conway campus PN program proposal to State Board of Nursing.

PN program approval obtained for Conway campus.

South Carolina State Board of Nursing approved PN program for Conway Campus, commencing Fall term 2005.

² Provide all needed ADN and PN reference material to both Conway and GT campuses.

Reference material available.

Reference materials used by nursing students are now available on both the Conway and Georgetown Campuses.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop a pool of potential adjunct faculty members for the Surf Tech program.

Composite listing of potential faculty members with all pertinent contact information.

Listing developed and kept updated as changes occur.

² Benchmark the Surgical Technology program admissions requirements against other collegiate surgical tech programs and make recommendations on improving our admission requirements where needed.

Recommendations completed based upon benchmark outcomes.

Completed, time requirements of science courses changed to shorten how long ago the science was completed. Additionally a math minimum compass score was added.

³ Increase area school awareness of the Surgical Technology program and other allied health offerings of the College.

Visits to area schools for informational purposes.

Visits to area schools for informational purposes.

Objective Statement

Indicator of Effectiveness

Action

¹ Revise the Admission Standards for the Dental Hygiene program.

New Standards will be approved by the Admissions Committee.

Curriculum was revised to incorporate MAT 101 in place of MAT 155. Was approved by Curriculum committee. No further actions were taken.

² Create a recruiting CD to be placed on Web page.

Recruiting PowerPoint will be successfully incorporated into the Departmental Webpage.

The CD is completed but not incorporated into the Web page.

Objective Statement

Indicator of Effectiveness

Action

¹ Demonstrate proficiency in utilization of “smart classroom” techniques.

90% of faculty will utilize “smart classroom” technology one or more times per week.

Lynn Martin and Mary Beth Stenger teach all of their lessons with Power Point presentations and or slide presentations. Any new lessons they prepare are on PowerPoint. Mr. Clark uses his smart classroom equipment for slide shows and visuals of images saved on CD's. Beckey Miller uses a combination of PowerPoint for new lessons, overheads, board writing, lecture and slides from years of accumulated information. Overall this objective has been met

² Collaborate with the “communities of interest” to help enhance student learning

Bring in guest lecturers a minimum of twice per semester per program.

Brought in guest lecturer from the Radiology department at Conway Medical Center to help explain the Computerized Imaging System. Used guest lecturers from other areas of the College. Casey King talked about his work with the NRC in a Rad Bio class and Lynn Martin did an Abdominal pathology class for the Rad Pathology class. It has been difficult to get experts in during the daytime hours. The radiologists are the hardest to get to the college because of scheduling conflicts. We did have three lecturers that came in this year. Completed.

³ Collaborate with community middle schools to offer career presentations.

Visit with two middle schools per semester.

Lynn Martin has put together a Medical Imaging Sciences career CD that she presented to three groups of students at the Career Center in Conway in the Fall, and is going to North Myrtle Beach High School this semester to present. We have also hosted groups of students on this campus during career week in the Fall and in the Spring at Georgetown. Completed.

Objective Statement

Indicator of Effectiveness

Action

¹ To develop a Business Newsletter targeted to local businesses.

Newsletter completed and list of contacts developed. Distribution begun by April, 2005.

E-Newsletter has been developed and distributed 3 times this academic year. First edition went out in late Nov., most recent early April. Good responses from community

² To increase the utilization of technology in business & accounting courses.

Use of business computer lab for classes, revised syllabi to reflect software applications, & use of Pipeline.

ACC 245 was added to curriculum, ACC 125 students are preparing tax returns using tax software, ACC 202 and 230 are utilized problem templates for various exercises, BAF 260 is utilizing Excel to solve some problems, BUS 240 is utilizing Excel features for solving statistical problems. More full and adjunct faculty are using Smart Rooms. Portable devices are being used and requested by department. Students making presentations in MKT 110, 135, 120, BUS 101 using PowerPoint. Students using email for submitting assignments. Pipeline being utilized with more frequency as a communication device.

Objective Statement

Indicator of Effectiveness

Action

¹ With a “target” enrollment of twenty-four, at least eighteen students will be enrolled/complete the first semester of instruction.

The final fall enrollment report will indicate that not less twenty-four students will have enrolled, and a report of the grade sheets for the semester will indicate that not less than eighteen or 75% of the number of students enrolled will have completed the semester.

The Fall enrollment included 48 students, 45 of which completed the first semester of instruction.

² Comprehensive Course Packages will be developed for all of the Departmental courses taught in 2004-2005.

Copies of the Course packages will be on file in the department and attached to the Departmental Annual Report.

All were developed.

³ All of the facilities, equipment, and instructional resources (books, CDs, DVDs, etc.,) necessary for the effective delivery of the first year program will have been acquired, installed, and utilized.

The Departmental Annual Report will list all of the facilities, equipment which will have been acquired and installed.

All elements of this Objective were met.

⁴ Internships for all of the first year students will be established at local businesses and industries.

The Departmental Annual Report will provide a listing of all internships.

Changes in the planning for the program have suggested delaying internships for some of the incoming students. Of the 32 who completed enough coursework to qualify, 1 was exempt, 15 were not approved or requested delays, 16 are available, and as of this writing, 12 have been placed.

⁵ A program Advisory Committee will be formed and not less than two meeting, which will include all Performance Funding requirements, will be completed.

The minutes from the Advisory Committee meetings will be on file in the Department and attached to the Departmental Annual Report.

All elements of this Objective were met.

⁵ A program Advisory Committee will be formed and not less than two meeting, which will include all Performance Funding requirements, will be completed.

⁶ At least one Baccalaureate articulation agreement will be negotiated and signed.

The minutes from the Advisory Committee meetings will be on file in the Department and attached to the Departmental Annual Report.

A copy of at least one articulation agreement will be on file in the Departmental Office, will have been distributed to all students, and will be attached to the Departmental Annual Report.

All elements of this Objective were met.

A Baccalaureate articulation with Coastal has been negotiated with specific course transfers; however, no specific agreement has yet been signed.

Objective Statement

Indicator of Effectiveness

Action

¹ To assist in the development and implementation of a college-wide strategic plan to improve recruitment and retention processes.

Serve as co-chair for the Recruitment and Retention Committee. The committee will bring together representatives from Marketing, Student Services, Institutional Research and Academic Affairs to develop and implement a strategic plan for improving recruitment efforts in select programs and retention of students college-wide.

The dean worked with faculty, administrators and staff to develop a College-wide retention plan. The committee developed and implemented an online early alert system, wrote an advisement guide, conducted research on the 2004 Cohort students, researched best practices, and developed a list of recommendations for retaining students in mathematics classes. The comprehensive plan will include: changes in admission practices; a greater emphasis on career advising and effective program placement; improved academic advising; better use of activity hours for retention strategies; improved online use of early alert; research and follow-up on students who do not register for spring or who drop out during the registration process; and improved services through the AAC. A report will be forwarded to the Cabinet by the end of May 2005.

² To increase community relationships through the development of community service activities.

Implement community service projects and activities through the development of collaborative relationships between and among Conway Rotary and the Rotaract Club, and student clubs and organizations and local agencies and educational institutions.

The dean worked with faculty to recruit students for the Rotaract club. The club held community service activities during the spring semester. The activities included assisting in the building of a house through Habitat for Humanity, participation in Relay for Life and the Heart Association. The dean recruited students from the Human Services program on the Grand Strand Campus to join the Rotaract club, schedule community service activities, and recruit students from the Conway Human Services program to be new and active members.

³ To develop partnerships with senior institutions in South Carolina to promote a seamless transfer process for students seeking a bachelors degree.

Attend transfer workshops offered at senior institutions; initiate changes in AA/AS curricula to parallel the content and rigor of similar courses offered at senior institutions; assist in the development of transfer guides for senior institutions; coordinate with transfer counselor from CCU to set up special tours for students planning to attend the University.

The dean attended transfer workshops at Clemson University, the College of Charleston, Francis Marion University and Coastal Carolina University. The dean in coordination with the Vice President of Enrollment Management at CCU held a luncheon with deans and faculty from CCU and HGTC to develop strategies to improve transfer opportunities between the two institutions. The dean met with the dean from CCUs School of Education to develop a pre-education track at HGTC.

⁴ Evaluate and restructure the advisement process for AA/AS division.

Evaluate the distribution of advisees regarding their assigned advisors to determine the effectiveness of the assignments. Develop and implement a set of advising standards that take into account career/college choices for students, transfer opportunities, etc. Work with faculty and Web page coordinator to update transfer web page.

The dean developed an advising guide. The guide consisted of the following: definitions of the academic advisement process, role of the academic advisor, role of the advisee, general tips for conducting advisement sessions, self reflection interview questions, academic and career oriented interview questions, registration steps, and 30 reminders for effective advising. Through the efforts of the Retention Committee, a new system of advising and registering Cohort students has been developed and will be implemented in fall 2005.

Objective Statement

- ¹ Improve the GUIDELINES for advisement & placement of students in MATH courses so that success/retention rates improve. Gather & analyze data from SIS concerning the relationship between MATH grade earned & date of last MATH course, grade earned in last MATH course & time since Placement Test.
- ² Research the feasibility of opening MATH HELP CENTERS on each of HGTC's three (3) campuses. Investigate (1) use of current AAC, (2) possible locations for HELP CENTERS, (3) cost – computers, software, coordinators, tutors & (4) possible funding sources – HGTC, corporate grants, government grants.

Indicator of Effectiveness

Updated MATHEMATICS ADVISING GUIDE reflecting the results of the data analysis.

Report summarizing findings with recommendations for next step in the development cycle.

Action

Dept. Head wrote POSITION PAPER ON RETENTION supported by results of data analysis. Results confirm recommendations in the MATHEMATICS ADVISING GUIDE.

Report recommended that MATHEMATICS FACULTY spend time in the college's AAC to help provide qualified help for students. All SIX Conway Campus MATH FACULTY now participate in a program to spend ONE HOUR per week in the AAC.

Objective Statement

Indicator of Effectiveness

Action

¹ To increase our use of multicultural themes, topics and materials in the courses that we teach.

HGTC is a member of the SCIEC and SCAIEC (both state organizations that encourage international education). Both organizations are offering in-state conferences. The BASS Department will strive to send at least one person to each conference.

The SCIEC conference was promoted; however, due to scheduling conflicts faculty were not able to attend. BASS did adopt a new general psychology textbook, *Discovering Psychology*, 3rd edition by Hockenbury and Hockenbury that does recognize multicultural themes. Likewise, the developmental psychology textbook *Development Across the Lifespan*, 3rd and 4th editions by Feldman also encourages cross-cultural references. Monday, October 18, 2004, Dr. Nwanegwo attended a joint seminar with CCU and HGTC on the retention of international students.

² To increase the utilization of the Campus Pipeline by part-time and full-time faculty in our department.

With the assistance of the Technology Department, develop and maintain (throughout this academic year) a discussion board for BASS faculty (PT & FT). This board will encourage communication and exchange of ideas between PT & FT.

BASS faculty, both full-time and part-time have access to Campus Pipeline for grading, e-mail, and via our BASS Departmental Discussion Board.

³ To increase our participation in Internet course offerings.

With the assistance of the Technology Department, the BASS Department will offer two more courses via the Internet (PSY 203 and PSY 212).

BASS is currently offering Human Growth and Development (PSY 203), a required course for the ECD and HUS degrees, via the Internet. At least one section of PSY 203 is offered each semester. Starting Fall of 2005, BASS will offer Abnormal Psychology (PSY 212) via the Internet.

Objective Statement

Indicator of Effectiveness

Action

¹ To establish new partnerships and enhance existing working relationships with local agencies and organizations in the Human Services field.

Invite new members from Human Services organizations to join the department's Advisory Committee. Collaborate with local agencies to provide guest speakers form classes and internships for students. Create a Human Services Club that will work closely with employers within the Human Services field to complete community service projects.

A Human Services Club was created in the fall semester. The club conducted a number of community service activities throughout the year. The club was awarded the service award during the graduation ceremonies. The coordinator for the program visited a large number of local agencies to talk with the directors about the Human Services program. The chair was able to add a number of these individuals to the Advisory Committee and to confirm internship sites for the students.

² Enhance the Human Services curriculum to include addressing the needs of local employers, the effective use of instructional technology, and the development of new courses.

Analyze the existing curriculum to determine whether or not courses should be eliminated and new ones added. Meet regularly with local employers to make sure that the content offered in the program meets the needs of their organizations. Develop instructional packages and syllabi for new courses being offered in the Spring. Increase the use of instructional technology in the Human Services courses.

The department chair conducted a needs assessment with directors from local agencies and the Advisory Committee on what skills were needed for graduates to work successfully in the human services field. The result was to eliminate the Biology requirement and replace it with a course on domestic abuse and treatments.

Objective Statement

Indicator of Effectiveness

Action

¹ The department will work with AVP to increase effectiveness in advising for AA/AS students.

Evaluate the distribution of advisees regarding their assigned advisors to determine the effectiveness of the assignments. Develop and implement a set of advising standards that take into account career/college choices for students, transfer opportunities, etc.

With the help of AVP and Dr. Jonathan Heath, each faculty member of the Humanities/Fine Arts department was reassigned their advisees to equalize the distribution. The average number of advisees per advisor is now between 35 and 40 students. Before reassignment, faculty members were assigned advisees according to the alphabet. Some faculty had 30 advisees while others had over 90.

Faculty members were reminded to print out hard copies of their list of advisees to keep track of who they were working with during the year. They were also reminded that posting a sign-up sheet for advising and registration appointments during the Open Registration period would be a good tool for facilitating the process. For some faculty members, calling to make appointments was much more practical because of inter-campus traveling, time constraints, and conflicts with other job duties (i.e. dept chair may not always know about her availability for advising and registering because of meetings or observations).

Dr. Saltzstein and Prof. Moorman organized an advising workshop for new and permanent faculty regarding the advising and registration process. This is a workshop that will be offered every year for new faculty.

Prof. Moorman created a checklist of questions and advising steps for students who are planning or considering transferring to a 4-year institution. He pilot-tested the checklist with his own advisees.

Dr. Hymes, Prof. Moorman and Dr. Saltzstein serve on the Retention Committee with AVP.

The dept faculty will be involved in tracking

their individual cohort students for a Retention Study. Each faculty member received their assigned cohort students and the instructions regarding tracking and advising these students for the purpose of retention.

This is on an ongoing departmental objective, and work will continue next year.

² Develop an interdisciplinary approach to teaching humanities courses.

Collaborate with departmental faculty to create humanities modules. For example, in ENG 208, ancient Greek and Roman literature is covered. Perhaps faculty from history and art could be guest speakers in ENG 208, the favor could be reciprocated.

Most of this academic year's work on this objective was with History faculty members, Prof. Moorman and Dr. Hymes.

Several conversations took place between Dr. Hymes and myself concerning literature selections for both ENG 208 and 209. Dr. Hymes has volunteered to present the historical perspective for literature from the Middle East. He has given me copies of Muhammad Naffa's "The Uprooted" and Ivo Andric's "The Vizier's Elephant" for me to read and review for possible inclusion into next year's offering of both ENG 208 and 209.

Prof. Moorman and I have discussed extensively his also presenting the historical perspective for several established literature selections in ENG 208 and 209. In particular, we have discussed possible teaching strategies for the Epic of Gilgamesh in ENG 208. We have also discussed the French Revolution for ENG 209.

Unfortunately, we are still in the planning stages of this kind of collaboration. Teaching schedule conflicts have prevented us from putting into practice our teaching collaboration. We are all hopeful that next year's schedule will be less hectic, and we are looking forward to being guest lecturers in our respective classes.

This is also another ongoing departmental objective, and Dr. Saltzstein, Adjunct Professors Marra and Doud will be approached about possible collaboration in their philosophy, music and arts courses, respectively.

³ Research the extent to which plagiarism is occurring with students enrolled in Humanities and Fine Arts courses and develop strategies to reduce the use of plagiarism by students.

The department will investigate the extent to which plagiarism occurs across the humanities and fine arts offerings. The department will develop instructional methodologies to reduce the use of plagiarism, as well as a departmental policy to deal with students who plagiarize their work.

Most of the work for this objective was in the form of conversations and information exchange. Prof. Moorman and I have talked extensively about the use of research in our course assignments. He has confirmed the use of MLA documentation in my English courses, and has asked for advice about incorporating MLA style into his course writing assignments. He has instructed his students to use MLA documentation and formatting guidelines so that they become familiar with and continue practicing the documentation style taught in HGTC's communication courses.

Dr. Hymes uses a writing-across-the-curriculum strategy in his course writing assignments. I have personally observed him teaching writing strategies that are very familiar to the communications faculty. Strategies for focus and thesis, organization and coherence, and content development were being reviewed and applied to history writing assignments. And Dr. Hymes requires research documentation also.

Plagiarism does not seem to be a major concern for the history faculty. Each faculty member has a course policy dealing with plagiarism, and students are reminded that plagiarism is dishonest and will not be tolerated.

This also another ongoing dept objective, and work will continue next year with other faculty members in the other areas of the humanities and fine arts.

Objective Statement

Indicator of Effectiveness

Action

¹ To provide quality education for students in Technology programs through participation in professional development activities.

The Communications Department continues to host the Institute in Technical Communication in June. ITC is internationally recognized as one of the best training opportunities for teachers of technical communications. The College's hosting of this event (attended by as many four year faculty as two-year faculty) is enormously positive public relations internationally.

The Institute in Technical Communication was held as scheduled in June 2004. Participants from a dozen different states participated. Two members of the Department, Felder and Wood, served as participants, and one, Williams, continued, for the fourth year, to oversee and direct all aspects of ITC.

² To increase and enhance collaborative relationships with public schools and senior institutions of higher learning.

The talents of all members of this Department will be involved in hosting the ultimate academic/teaching conference for teachers of Communications within the Southeastern US (eleven states from West Virginia to Florida)—the Two Year College English Association of the Southeast (TYCA-SE). Department members will plan every aspect of this academic conference, which will be publicized locally via newspaper and television. Members will be involved in the planning phase of TYCA Southeast 2006 during AY 2004-2005.

Department members began planning TYCA-Southeast and embarked on several activities which fulfill the indicators of effectiveness. First, all department members except for Glassberg, Weber, and Felder, attended the No Frills conference in Columbia. Here they helped to publicize the TYCA-Southeast 06 Conference by presenting a session on TYCA and what it offers to other two-year college faculty in our state. Next, members Wheeler, Glassberg, and Williams attended TYCA-Southeast in Mississippi in February. At this conference, the "changing of the banner" took place and HGTC became the host college, officially. Members Glassberg and Williams attended the Regional Executive Committee and have undertaken to lead the conference planning effort. Members Britt and Chuska have also taken lead roles, and member Wood is completing a Web site especially for the Conference.

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³ To promote and enhance diversity issues within the Speech Communications and English classes.

The Department will embark on a Civil Rights theme-enhanced program of study in Speech Communications and English classes in Spring 2005 designed to emphasize the struggles and gains of minority citizens of America.

The primary member of the Department who undertook the Civil Rights themed program of study was member Weber. Among other activities, she appeared as part of a nationally broadcast documentary produced by the History Channel where she told a story of a tragic event from her childhood in Indiana. This shared storytelling component of public speaking culminated in “Coffee House Stories,” a program that featured the oral histories of several SPC 205 students. Members Wood and Winner also included a Civil Rights-themed component within their English classes.

Objective Statement

Indicator of Effectiveness

Action

¹ To increase the use of the Campus Pipeline by Developmental Studies adjunct faculty.

Fifty (50) percent of our adjunct faculty will use the Campus Pipeline for classroom instruction and/or communication.

We changed this goal on Feb. 1 to read "Fifty percent of our adjunct faculty will use the Campus Pipeline and/or other on-line support services for classroom instruction and /or communication. We met this goal with the following participation: 1. Reading faculty used the pipeline, Eduspace (on-line support for the reading text), and on-line support form Townsend Press. 2. The math faculty used MathMyLab (on-line support for the math text). 3. English faculty used pipeline for communication and sending course materials to students.

² To hold roundtable discussions each semester (Fall and Spring) for all full-time and adjunct Developmental Studies faculty to discuss and share successful teaching methods for our students.

Hold the two roundtable discussion groups.

We held Roundtable discussions on October 21, 2004, and March 17, 2005. Topics included student behavior in the classroom, learning styles, adjunct survey results, motivation techniques, book discussion, and statistical information regarding students taking developmental courses. Full-time and some adjunct faculty members participated in both discussions.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop and implement a record keeping system to track tutorial service usage.

Use data collected to compile a tutorial service usage report each semester.

Tutors maintained records of sessions during Academic Year. Records submitted monthly to Director. Data compiled into Access Database and included in report provided to Carolyn McIntyre, Bob Vogt, Marilyn Fore, and Neyle Wilson.

² Participate in New Student Orientation sessions to provide information about services available to students and also to foster positive relationship with the College community.

Included in Orientation Program as a speaker.

AAC represented on Conway, Grand Strand, and Georgetown campuses during New Student Orientation. Director and Coordinators provided with opportunity to speak to new students about support services available in the AAC.

³ Use Perkins Grant funds to obtain software and books/study guides that will complement the peer tutoring program.

Software and resources available and catalogued for student use.

Used Perkins funds to purchase Anatomy and Physiology models and study aids, health sciences study aids, test-taking strategies publications, study skills materials, and Praxis study materials. Consulted with Biology faculty to select appropriate materials for AAC.

⁴ Create a survey each semester which assesses student satisfaction with services provided by the AAC. Administer survey prior to the last week of classes each semester.

Surveys created and administered. Data collected and compiled. Review findings with Coordinators, tutors, and the Advisory Committee.

Survey administered fall and spring on Conway, Grand Strand, and Georgetown campuses. Fall data compiled into report provided to Carolyn McIntyre, Bob Vogt, Marilyn Fore, and Neyle Wilson.

Objective Statement

¹ Conduct a needs assessment for offering new courses in Natural and Physical sciences.

² Conduct a needs assessment on offering a new environmental sciences program.

Indicator of Effectiveness

Survey Science programs offered through senior institutions to determine which new transfer courses need to be developed in the department.

Survey local needs for the viability of an environmental science program in the community. Develop a program career path to be submitted to the curriculum review committee in spring 05.

Action

Science programs of Clemson, CCU, and UNC-Wilmington were surveyed and following that survey two new courses have been developed; AHS 162: Introduction to Alternative & Complementary Health Therapies, and BIO 230: General Pathology. The new courses are waiting the approval of Curriculum Review Committee for a spring 05-2 offering.

An A. S. degree concentration in environmental sciences has been developed, with the necessary courses attached to the program concentration approved by the department. This will be presented to the Curriculum Review Committee for approval this summer, and we hope that the program will take off in the spring of 06.

Objective Statement

Indicator of Effectiveness

Action

¹ Develop Phase 1 of NAEYC Accreditation Self-Study.

Map and revise two course syllabi to meet 5 of the NAEYC course standards.

Completed Phase 1 Initial Planning and Development of Self-Study. Indicated the resources needed to complete the study, as well as the timeline for activities. Have begun Phase II The Self-Study Process. Attended a conference that was coordinated by Cheryl Cox from the State Technical System and representatives from NAEYC.

² Develop 3 courses required for Infant and Toddler Initiative Regulations.

Three courses will be developed that meet the SC Infant Toddler Initiative Regulations.

The department chair coordinated with directors from local child-care centers, other ECE programs, and Cheryl Cox from the State Technical College office to develop three courses that met the Infant Toddler Initiative Regulations. One of the courses was field tested to determine the relevancy of the criteria.

Objective Statement

Indicator of Effectiveness

Action

¹ Start preparations for accreditation for the Massage Therapy Program

A strategic plan for receiving accreditation for the Massage Therapy Program will be developed for approval in the academic year 2006-2007.

The preparations for the accreditation for the Massage Therapy Program were begun by attending the mandatory workshop held by COMTA (Commission On Massage Therapy Accreditation) and obtaining the necessary documents for the application process.

² Offer a second starting semester in the Phlebotomy certificate program to satisfy student demand.

The department chair will acquire faculty commitment to teach the courses and clinic site commitment to accommodate additional students in the new starting semester.

A second starting semester was implementing the Spring Semester with commitment for clinic sites for the summer semester clinical course.

³ Increase the use of educational technology to enhance lecture instruction in Massage Therapy and Phlebotomy.

60% of faculty will use educational technology in the classroom and 40% of lectures will be given using ed technology to enhance instruction.

A document camera was purchased to be used in conjunction with the television screen in the Massage Therapy classroom. Students are able to see the demonstrated massage strokes unobstructed by means of the television screen. One instructor uses the camera of the two instructors. The Massage Therapy classroom is not set up as a smart classroom and the instructors do not use the smartcard.

Objective Statement

Indicator of Effectiveness

Action

¹ Continue development and the maintenance of the Criminal Justice Center: To be recognized within the community as a collegiate institution, as a primary point of entry into higher education, and as a provider of educational programs and services of highest quality. To increase the level of cooperation and collaboration with school districts, higher education institutions, and other entities for the expansion, enhancement and development of new or existing programs. To increase the level of cooperation and collaboration with school districts, higher education institutions, and other entities for the expansion, enhancement and development of new or existing programs. To provide greater responsiveness to local education and training needs. To expand and enhance the College's formal training and professional development partnerships with business, industry, government agencies and other organizations.

Successfully maintain the Criminal Justice Center to include the coordination of the following entities: Criminal Justice Program, South Carolina Criminal Justice Academy, the local and state law enforcement departments, the Boys and Girls Club, and Charleston Southern University. Successfully promote the center to the public.

The Criminal Justice Center has been successfully maintained and promoted throughout the year.

² Develop a multi-year strategic and operational plan for the Criminal Justice Center: To display a consistent, high-quality image reflecting the College Mission. To build new and enhance existing community relationships. To foster a more productive work and learning environment. To enhance the College's physical facilities.

The department chair will develop a multi-year strategic plan based on input from the division dean, the advisory committee, and the most recent program review. Strategic goals will be developed for both long-range (3-5 years) and short-range (1-2 years) time frames. An operational plan will be developed to meet those goals

The multi-year strategic plan is in progress but not completed. The plan should be completed by the end of the summer semester. The program review has been completed and the input from the advisory committee is scheduled for the Mat 2005 meeting.

³To review the need for and develop a forensic science component to the Criminal Justice degree either as a certificate or an associate degree: To be recognized within the community as a collegiate institution, as a primary point of entry into higher education, and as a provider of educational programs and services of highest quality. To provide greater responsiveness to local education and training needs. To upgrade and improve academic and administrative access to information technology hardware and software, in order to stay within current industry standards. To increase the use of instructional technologies by college faculty and staff.

Conduct a needs based assessment to determine the need to add forensics. If needed, review other programs and determine a curriculum. Develop the program to be implemented in the 2005-2006 school year.

The need for a forensics degree does not appear to be supported at this time. There appears to be more interest in a certificate program or some forensic electives. Work will continue on this into the 2005-2006 school year.

Objective Statement

¹ To begin the new Emergency Medical Technology Associate Degree program: To increase the level of cooperation and collaboration with school districts, higher education institutions, and other entities for the expansion, enhancement and development of new or existing programs. To provide greater responsiveness to local education and training needs.

Indicator of Effectiveness

Successfully implement the new EMT program. Satisfy all DHEC and DOT requirements in implementing the program. Review test books and begin the creation of the course syllabus. Work with the local community to develop an advisory

Action

The EMT Program has been successfully implemented. All DHEC and DOT requirements have been successfully implemented. Text books have been selected for use and ordered. Course syllabuses have been written for the first two semesters of the program with work continuing on the summer classes. The advisory board has been formed and has met. A grant has been submitted for additional program funding. Currently working on hiring a full-time faculty member.

Objective Statement

Indicator of Effectiveness

Action

¹ Increase number of minority part time LEG faculty.

Employ qualified minority part-time faculty within LEG courses.

Two qualified minority part-time faculty were found and hired to teach in both the fall 2004 and spring 2005 semester.

² To increase the use of legal research technology in LEG courses.

100% of LEG3 and PAS7 students enrolled in LEG courses will have been issued their own individual Westlaw Password.

Every LEG 3 and PAS7 student enrolled in an LEG course was issued their own individual Westlaw Password.

³ Collaborate with local school districts on the use of legal studies facilities.

The Department will identify the needs of the local school districts in the shared use of legal studies facilities and accommodate such shared usage to the benefit of the college and school district.

Use of the Legal Studies facilities (such as courtroom and law library) were made available to the local school district and as a result of that availability, two high schools (Socastee and St. James) booked substantial usage of the courtroom during the spring 2005 semester.

Objective Statement

Indicator of Effectiveness

Action

¹ To develop a library book display promoting reading and information literacy based on a book that “Made a Difference” campaign.

Descriptive reviews will be requested from selected college employees, local and state officials and celebrities, and the First Lady of the United States, to enlighten library patrons to the book that “Made a Difference” and was most influential in the previously stated lives. Each book with accompanying review will be placed in a library display cabinet.

Completed – Letters were mailed to approximately 100 officials, celebrities, and HGTC employees. Low participation

² Promote library services and resources through Information Literacy Workshops as part of the curriculum for the new college course, College 100.

Students enrolled in College 100 will become more adept at using library resources and will apply the research skills learned from library staff members as part of their lifelong learning.

Completed – All students enrolled in College 100 attended an Information Literacy Workshop

³ Develop a joint vision and mission statement for the Library and Distance Learning to foster collaboration between these two departments to better meet the needs of students and faculty.

A vision and mission statement will be developed and approved by administration.

Completed and needs approval of administration – See attached

Objective Statement

Indicator of Effectiveness

Action

¹ Purchase and install new WebCT server updated version of WebCT.

New server and software will be purchased and courses loaded from current server to new server.

Completed – New server purchased and installed. All courses loaded on new server. Beginning Summer '05 all courses will be delivered on new server.

² To develop and implement Help Desk for Pipeline and WebCT.

A Help Desk will be implemented at all campuses.

Completed – Help Desk has been implemented

Objective Statement

Indicator of Effectiveness

Action

¹ Upgrade Distance Learning classrooms connectivity from the current compressed video format (H. 320) to an IP Video format (H. 323) at all three campuses.

Distance Learning Teleclasses at all three HGTC campuses will connect via IP Video (H.323) format allowing compressed video (H.320) T1 lines to be discontinued.

The Distance Learning Department working together with the HGTC Information Systems Department and the SC Technical College System IT office has completed the project where both the administrative video-conferencing room and all the HGTC video-conferencing classrooms now connect using IP Video (H. 323 format) and the state compressed video (H. 320) lines have been disconnected.

² To conduct a study of satellite infrastructure wiring on Conway campus in order to recommend action items to improve the quality and increase the quantity of classrooms receiving both SCETV and C&Ku Band satellite broadcasts.

Recommendations will be made for improvement of satellite infrastructure.

Recommendation – Use digital converters to change incoming satellite signals from analog to digital in order to send signals through fiber optics from building 200 where satellite receivers are located to buildings 500, 700, 800 and eventually to add building 1100 on Conway campus. Also, recommend installing new coax cable in buildings 200, 500, 700, 800 and 1100 from converters to classrooms in order to improve transmission quality.

A study has been completed and the Distance Learning Department will submit a report with quotes from Verizon consultants with costs involved to upgrade the wiring infrastructure for the SCETV and C&Ku band satellite signal reception.

Objective Statement

Indicator of Effectiveness

Action

¹ To analyze student services provided on the Georgetown Campus to ensure that core services are appropriately provided to the students on this campus.

A comprehensive listing of services needing to be provided to students will be developed and the position providing each of these services will be identified. The new Coordinator of Student Services at that campus will be trained in admissions, testing, advising, personal and academic counseling support materials, career services and services to students with disabilities. They will also be introduced to Counselors at each of their service area high schools and trained on the details of PACE enrollment. Training will be provided on services related to financial aid, registration, student Code of Conduct violations and given information on residency, student activities, transcript evaluation and grades.

The analysis of Student Affairs Services at the Georgetown Campus has resulted in all major services being offered at that location. The new Coordinator of Student Services has been trained in financial aid, admissions, testing, advising, registration, personal and academic counseling support materials, Student Code violations, career services and services to students with disabilities. He has made exceptional advanced in the area of PACE and is also making recommendations to the VP for Student Affairs regarding refunds for that campus.

² To develop the function of Job Placement and Alumni Affairs in conjunction with the services being provided by the One-Stop thus ensuring full job placement services for the students and alumni of the College.

The position of the Job Placement/Alumni Coordinator will be filled, a job listing service will be developed on the Conway Campus, a coordinating relationship will be established with the One-Stop whereby job listings will be shared and the referral of students for review of jobs available through their service will be enhanced.

The position of Job Placement/Alumni Affairs has been created, approved for funding, search process completed and the final selection of a candidate will be made this week.

³ Conduct a user survey of the Financial Aid functional area and make appropriate recommendations to Cabinet that address identified concerns.

Survey will be evaluated and Cabinet approved recommendations will be implemented.

A Business Process Analysis was conducted of the Financial Aid area with the overall results showing that the area is very effectively managed. There were three areas where recommendations were made and are either resolved or are being implemented: 1. Personnel issues, 2. Excessive volume of telephone calls, and 3. Programming issues. Staffing reporting lines have been changed, as recommended and other personnel issues have been resolved through the evaluation process or are in the process of resolution. Additional staffing at a reduced rate has resulted in telephone volume being handled in a more efficient manner. Programming issues are being addressed, but will require continued support as the transition to Banner occurs.

⁴ Provide leadership to identify ways to improve collaboration and cooperation between the Student Affairs division and the College's marketing functions.

Plan for improving collaboration and cooperation will be developed and implemented.

Collaboration and communication between the offices of Student Affairs and Marketing have increased during the past year. There is still room for improvement, and this area will be carried forward as an initiative for the next year.

⁵ Develop a transitional plan to address replacement of Student Services' "TERI" participants in 2005.

Plan developed and presented to the President for approval and implementation.

The transitional plan for "TERI" participants was developed, approved and is currently being implemented. This plan also was expanded upon to include individuals that are retiring without using the "TERI" plan. The plan developed resulted in almost \$100,000 being reduced in the budget from the Student Affairs area for the 2005-06 Budget.

Objective Statement

Indicator of Effectiveness

Action

- ¹ Design, test and implement electronic withdrawal process for students to be withdrawn for excessive absences.
- ² Implement an automated process for faculty to submit verification of student first time attendance in compliance with federal financial aid guidelines.
- ³ Review all published policies and procedures within department. Revise and seek approval as necessary.

Process has been designed, tested, and implemented by May 2005.

System has been developed and implemented by May 2005.

All policies and procedures are reviewed for accuracy and revised and submitted for approval as necessary By May 2005.

Process for electronic withdrawal process for use by faculty has been designed, tested and implemented.

System has been designed, tested and implemented Since Fall 2004.

Policies and Procedures have been reviewed, nine (9) were revised and submitted to Vice- President for Student Affairs in January, 2005.

Objective Statement

¹ Expand upon the information and knowledge of the high school counselors and principals in GT County regarding the advantages of PACE Courses and their potential impact upon LIFE Scholarships

² To develop and implement a continuous improvement/evaluation process for Application, Enrollment and Financial Aid at the GT Campus.

Indicator of Effectiveness

To communicate directly with each high school regarding the CHE regulations; convene the annual Counselor's luncheon; and regularly visit each high school in the area (bi-monthly).

Convene a committee to review and evaluate these processes. Create a workable checklist of steps to go through for registration of students, highlighting things that will drop you for non-payment if you don't follow through with them. Issue this checklist to students during registration for Spring '05 and Fall '05 registration.

Action

I have visited each high school at least once monthly. Due to these meetings, we have expanded PACE offerings for Fall at Georgetown High and Waccamaw High. MAT 111 was added at GHS. Mat 110 and PSY 201 was added at WHS. The annual Counselor's luncheon was held in November. CHE regulations were discussed.

A checklist was given to students during registration for Spring '05 and Fall '06. A committee was formed on the Georgetown Campus to look at all retention issues, including Registration and Financial Aid. The members of the committee were George Swindoll, Judy St. Jean, and Mack Henderson.

Objective Statement

¹ Work with Vice President of Student Affairs to establish a plan for expansion of Student Services that will accommodate the growth in programs at the Grand Strand Campus.

Indicator of Effectiveness

Collaborate, write and present a proposal for effective Student Services expansion at the Grand Strand Campus.

Action

The following steps have been taken regarding the proposed plans for projected growth effected by new medical programs, etc.:

1. Proposed and implemented plans for renovating the Testing Center at the Grand Strand Campus that will accommodate additional Testers at the Grand Strand Campus when the medically related programs move to Grand Strand Campus and to better meet the needs of Students with Disabilities. (Numbers of students with Disabilities has increased so that the demand for distraction reduced testing rooms has outgrown availability.)
2. Requested new positions and part-time help to cover Testing, Admissions and Counseling demands (based on increase in the numbers of testing services and potential growth, and additional requests by the high schools to implement Compass Testing at the High School locations.)
3. Proposed plan for additional office space needed because of projected growth and additional services.

² Work with assigned High Schools to implement new linkage and strengthen relationships.

Establish a committee consisting of Assigned High Schools to design a pilot plan for collaborating on the Kuder Career Assessment and implement that plan with at least one pilot school.

1. Served with AVPs for Academic Programs and the PACE coordinator to meet with administrators and counselors and a representative from Horry County Schools to improve PACE and dual credit offerings for high schools and to establish an ongoing relationship with high school administration.
2. Met at assigned high schools to establish courses that would be offered at the various schools in my service area.
3. Presented a session to a class of high school counselors who were taking a Master's level class for certification in Career Counseling. The session dealt with how the college will utilize the Kuder Career Assessment to plan for college recruiting and Career Days.
4. Received a commitment from Socastee High School whereby a specific group of high school juniors have been identified to be assessed on the Kuder Career Assessment. This group has been identified and the date established for Kuder Career Assessment Testing for a Pilot group.
5. Plans are ongoing for the implementing of the assessments and utilizing this information to identify student's Career clusters for the 05-06 usage to plan Career Days at HGTC.

Objective Statement

- ¹ To provide community awareness and structured programs that will promote harmony, awareness and an environment that promotes multicultural awareness at the College and in the two (2) county area.
- ² To provide leadership, direction, and expertise to the development of programs designed to provide better information and easier access to potential students with a focus on improved retention and recruitment of minority students.

Indicator of Effectiveness

- Plan and implement a minimum of five special programs/initiatives that will provide exposure /awareness of college offerings to young people in Horry and Georgetown Counties.
- To plan promote and implement a minimum of two programs or initiatives that ensure improved retention or recruitment of minority students.

Action

- Coordinate and facilitated (5) five community forums in the two county area.
- Conduct two (2) career counseling development workshops for 8th graders.
- Conducted two (2) career counseling development workshops for South Carolina Employment Security Commission unemployment applicants.

Objective Statement

¹ To foster better communication between student services and academic departments.

Indicator of Effectiveness

Will personally have scheduled meetings with Academic Affairs administrators and faculty. A counselor will be assigned to work with each academic department. Will also have Counselors scheduling meetings with the Departments and/or faculty for which they have responsibility. Increased faculty involvement as evidenced by number of attendees in New Student Orientation, Student Activity Hours, and other events. Increased number of meetings with Academic Affairs Administrators and faculty to discuss their programs to increase recruitment and retention.

Action

In an effort to increase communication and collaboration between student services and academic departments the following actions have been taken: Scheduled meetings with Academic Affairs leadership to discuss topics such as academic achievement center, early alert, retention, low-enrollment programs, advising, new student orientation, 40th year anniversary celebration, career days, campus tours, and PACE.

It was not feasible to assign a counselor to each department, but we maintained close alliances with the following departments in areas of ADA and classroom presentations including, but not limited to career planning and study skills: Dental Hygiene, Paralegal, Computer Technology, General Business, Developmental Studies, Nursing, Mathematics.

Will make collaborative high school visits with Golf Course Management in 2005-2006.

A proposal to change the delivery method for New Student Orientation has been made to offer a one-on-one delivery and an on-line orientation.

² To foster better communication between high schools.

Counselors and advisors will make regular contact with their assigned schools to disseminate information regarding academic programs, PACE, Career Days, Counselor's Luncheon, etc. A comprehensive report of contacts with high schools will be submitted to the VP for Student Affairs at the beginning of each quarter.

Counselors and New Student Enrollment Advisors have maintained monthly contact with each of their schools, either by personal visit, phone call or e-mail.

We participated in a recruiting effort with Coastal Carolina University in the high schools.

Four Career Days were held, each highlighting specific curriculum areas.

The Counselor's luncheons were extremely successful in participation and content. One comment was that this was the best counselor's luncheon they had attended.

³ To facilitate expanded usage of the Kuder Career Assessment in planning Career Days where possible.

Will use current data from the two high schools that have completed this assessment as a model for implementation and to encourage implementation at the other high schools.

This is an on-going goal that will be revisited during the 2005-2006 academic year. Upon further review of data that was obtained at the time this objective was written, it was learned that the majority of those students who had taken the assessment were not our target group. They were mostly 8th graders. During our annual fall counselors luncheon, we learned that there were many obstacles that have prevented these counselors from transitioning to the Kuder Career Assessment. We will continue to work with individual high schools to encourage and assist them with transitioning to this tool.

Objective Statement

- ¹ To provide a more extensive entry process for adult students entering the college through the, "Get Back Into School Drive."

- ² Staff will be First Aid/CPR Certified to ensure adequate care of participant while under staff supervision.

- ³ Staff will become verse in the PACE courses and work to facilitate enrollment wherever possible to increase PACE enrollment for fall of 2005.

Indicator of Effectiveness

Eighty- five percent (85%) of the adult students who enroll in the college through the "Get Back Into School Drive," is retained through their first semester at the college.

One hundred percent (100%) of staff will be First Aid/CPR certified by local Agency certified to conduct training.

One hundred percent (100%) of eligible ETS students will have knowledge of their eligibility for PACE courses.

Action

Through "The Get Back Into School Drive," Fifteen (15) adult students were admitted and enrolled in the Fall of 2005 and thirteen (13) are currently enrolled for Spring 2005, along with the twenty (20) that were enrolled in the Fall of 2005, bringing the total adult students to thirty-three (33).

100% of the Educational Talent Search Staff is Certified First Aid, however, still awaiting an appointment scheduled for CPR Certification.

All Educational Talent Search counselors are aware of the policies and procedures as it relates to the PACE courses. They are constantly making that information available to new and old eligible Educational Talent Search participants.

Objective Statement

Indicator of Effectiveness

Action

¹ To serve as a liaison between the McNair Club and SSS Counselors to ensure that a large segment of first-generation college students enroll in a seminar which would improve their test taking skills.

A minimum of three seminars will be presented to students by SSS staff.

SSS Counselors conducted three seminars to encourage academic success for all participants in the program.

² Seventy-five percent (75%) of SSS graduates will enter employment in their field of study by September of each program year as measured by the Job Placement Report.

SSS Counselors will mail job announcements and contact students via telephone about job vacancies. Resume writing and job interview skills workshops will be provided by Student Support Services.

SSS Counselors provided information to students about job vacancies. They also conducted workshops on resume writing and job interviews skills to assist students in job searches and preparations for job interviews.

³ Provide scholarship information to SSS participants and assist them with completing the FASFA on line.

Seventy-five percent of all returning students will have their FAFSA processed before May 05.

Assistance was provided to students with completing their FAFSA online and searches for scholarships by May 05.

Objective Statement

¹ To ensure, each program year, that not less than 43 program participants succeed in secondary education.

² To ensure, each program year, that not less than 43 program participants continue their secondary education.

Indicator of Effectiveness

To provide instruction, tutorial assistance, and other supportive services (academic advising and counseling) to all (100%) program participants during the summer and academic year, resulting in not less than 60% (30) of the program participants graduating with a Grade Point Average (GPA) of 2.5 or higher.

To provide academic and other supportive services (advising, counseling, career exploration, parent workshops, field trips, program participants cultural activities, etc.) to all (100%) of the program participants resulting in not less than 75% of the program participants being retained until graduation from high school.

Action

Instruction, tutorial assistance, academic advising and counseling were offered to all program participants during the academic year. Thirty-three (33) of the program participants have a GPA of 2.5 or higher

Supportive services were provided to all program participants which included career exploration, cultural activities, college tours, field trips, and parent workshop. These services provided resulted in ninety-nine percent (99%) of the program participants being promoted to the next grade level.

Objective Statement

Indicator of Effectiveness

Action

¹ Research and recommend strategies to improve acceptance/wait list process for health science limited access programs.

Research completed, input from health science department chairs solicited, and recommendations presented through appropriate administrative channels.

Applicants to all limited access health science programs have been surveyed, and wait lists are being revised accordingly to reflect only currently interested applicants. College Admissions Committee addressed wait list improvement strategies as discussion item at its Fall meeting resulting in recommendation to add additional pre-requisites as Rad Tech wait list qualifier.

² Participate in planning and implementation of BANNER software.

Associate VP for Enrollment Development fulfills responsibilities as member of Project Team. Admissions staff participates in appropriate training sessions.

As Project Team member, Associate VP for Enrollment Development participated in bi-weekly Project Team meetings/planning sessions, conducted or participated in numerous Business Practice Analysis sessions for departments college-wide, and attended several training sessions. These responsibilities will continue through next planning cycle. In addition, Admissions Coordinator participated in 3 weeklong training sessions and is scheduled to attend others, has responsibility for and has built several Admissions tables in BANNER system, and attended southeastern regional BANNER annual users conference.

³ Improve/strengthen residency screening process for assessment of tuition.

Admission application residency section revised and additional processes implemented. Residency workshops conducted on all campuses. Additional part-time staff requested/employed to assist in this area.

Admission Application revised, effective Spring Semester 2005, to include several additional residency-screening questions needed due to state residency eligibility guidelines for students receiving Lottery Tuition Assistance and other state funding. Residency training sessions were conducted with staff on all campuses. Funding for part-time Admissions staffing received, and part-time staff employed.

Objective Statement

¹ The Financial Aid Office will work closely with the Admissions Office to develop and revise procedures to function as one unit serving students applying for Financial Aid and Admissions.

² Implement new procedures and utilize existing technology to allow students more access to their financial aid information.

Indicator of Effectiveness

New and revised procedures will be implemented and 75% of potential students will apply for Financial Aid and Admissions before June 30, 2003.

New and revised procedures will be implemented to allow students to access their information. 50 % of the student population will apply for financial aid on the Web.

Action

Additional programming was added to SIS to allow students to view their accounts via pipeline. Tracking messages were expanded to include detailed information for the students. SAP codes were added with detailed messages, so that students could not only see their SAP status, but they can now also see their conditions and appeal approvals in real time. FA workshops were conducted on all campuses to promote the use of FAFSA on the Web. FA application reminder postcards were sent to all students encouraging them to apply early and to use FAFSA on the web. Several community workshops were attended by FA staff to explain the FA process and to encourage FAFSA on the web applications.

An FA quick reference card was developed to be included in the admissions packet. This card gives information to the student about the FA process. Included are steps to the FA application process and commonly asked questions. A welcome letter, from the FA office has also been developed to be used in the upcoming processing year 2005-06.