

Vernon College

2016-2017

Institutional Effectiveness Plans

Summary

July 2016

Approved by the College Effectiveness Committee, _____

Approved by the Board of Trustees, _____

Administrative Services

Department/Program: Book Stores

Department/program purpose in support of the Vernon College Mission: The bookstores provide support services for all educational programs by providing easy access to all required classroom materials in a convenient location and at the lowest possible cost to the students. Any profits from operations of the bookstores are dedicated to athletic scholarships.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. The College bookstores will operate within the internal control structure and all other policies and procedures established by College administration to ensure that assets are safeguarded and income and expenses are processed and recorded accordingly. (PG 1)
2. The College bookstores will be operated in a prudent business-like manner to realize a reasonable profit to be returned to the students in the form of athletic scholarships according to the annual operating budget. (PG 2)

Assessments used to measure expected outcomes:

1. The annual audit, performed by outside independent auditors, will test internal control procedures which will include safeguarding of assets and adherence to policies and procedures in recording transactions. (EO 1)
2. The bookstore profit and loss statement, which is prepared at year end as part of the audit, will establish the amount available for scholarship transfer, and will be used by management to look for areas of savings or increased profit margins. (EO 2)

Submitted by: Garry David

Date: 07-18-2016

Department/Program: Business Office

Department/program purpose in support of the Vernon College Mission: The Business Offices provide support services for all educational programs and college-related activities including –
Processing, calculating, billing and collecting student tuition and fees.
Disbursing excess financial aid to students.
Processing payroll and all other college expenditures.
Providing budgetary and fiscal review and oversight.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. All revenues and expenditures will be processed and recorded according to approved policies and procedures. (PG 1 & 2)

2. Clean audit report with no findings or questioned costs and no management letter comments. (PG 1)
3. Actual revenues and expenses will fall within budgeted guidelines. (PG 2)

Assessments used to measure expected outcomes:

1. The annual financial audit will include tests of internal controls and tests of transactions to ensure that all transactions are processed in accordance with established policies and procedures and College assets are being properly safeguarded. (EO 1 & 2)
2. Financial statements are reviewed with the Board of Trustees on a monthly basis and operating adjustments are made as deemed necessary to stay within budget constraints. (EO 3)

Submitted by: Garry David

Date: 07-18-2016

Department/Program: Information Technology

Department/program purpose in support of the Vernon College Mission: The IT Department is responsible for supporting and maintaining the network infrastructure, as well as provide technical support and consulting to faculty and staff.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. To Support and maintain Vernon College's network infrastructure. (PG # 2)
2. Support of core applications used by faculty/staff and students (Ex. Student E-mail & Vernon College Website) (PG # 2 and 3)
3. Providing training, support, and consulting to faculty/staff and students. (PG # 1 and 3)

Assessments used to measure expected outcomes:

1. IT Strategic Plan - The goal of the IT Strategic Planning process is to develop a comprehensive plan that will help both to enhance and to coordinate the IT resources and activities of the entire campus. This document is intended to be a work in progress. It shall from time to time be reviewed and updated. It is intended to give a current view of the status of Information Technology at Vernon College. It will also state an overall direction in terms of core philosophies and list current budgeted projects. (EO # 1)
2. IT Management Support Metrics - Data to support Faculty/Staff user support requests as well as student email/Blackboard/POISE/Website support email requests. (EO # 2)
3. Vernon College IT Budget – Detailed IT Budget than includes standard hardware replenishment for faculty/staff/labs as well as network server replenishment. (EO # 3)

Submitted by: Kevin Winkle, Account Manager – Run Business Solutions

Date: 07/18/2016

Department/Program: Physical Plant

Department/program purpose in support of the Vernon College Mission: The Vernon College physical plant department will provide support services for educational programs and college-related activities by overseeing and managing all maintenance, construction and custodial needs of all College facilities, grounds and equipment.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. All Vernon College facilities, grounds and equipment will be maintained in a manner that will keep everything operational and visually appealing to promote a life of learning for all students and employees. (PG 1, 2 & 4)
2. Future needs must also be anticipated and planned for. (PG 2)

Assessments used to measure expected outcomes:

1. All aspects of the physical plant are continuously monitored and evaluated by all College employees. Any issue with performance, functionality, safety, cleanliness or general appearance of any College property can be brought to the attention of the physical plant managers at any time by any College employee. (EO 1 & 2)
2. Future needs of the College are evaluated each spring during a meeting of the Facilities Planning Committee. A diverse group from all areas of the College meet and review the progress of any previously identified needs as well as to discuss other future needs. The Dean of Administrative Services and the Physical Plant managers review the plan at least quarterly to discuss ongoing projects. (EO 2)
3. To help ensure that we are providing facilities that meet the needs of the students, the College includes a question on the end of semester Student Instructional Report (SIR II) regarding the adequacy of College facilities. Results of those surveys are reviewed appropriate management.

Submitted by: Garry David

Date: 07-18-2016

Recruiting, Admissions, Records and Financial Aid

Department/Program: Recruiting, Admissions and Records

Department/program purpose in support of the Vernon College Mission: The Recruiting, Admissions and Records Offices work to ensure that all persons who may benefit from higher education have access to the educational opportunities offered, by assisting students through the inquire, admissions and registration processes.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Recruit prospective students to maintain and increase enrollment (PG # 1 and 5).
2. Provide open access to Vernon College for all eligible students (PG # 1, 4 and 5).
3. Report all eligible contact hours earned to the THECB for State funding purposes (PG # 1 and 5).
4. Review policies, practices, procedures, and processes, utilized in Admissions and Records, for areas of improvement as they relate to student success (PG #1).

Assessments used to measure expected outcomes:

1. Number of students enrolled (EO # 1)
2. Unqualified Annual Audit and/or Enrollment Audit by State (if selected) (EO # 2)
3. Number of graduates and marketable skill achievers (EO # 3)
4. CCSSE results (EO # 3)

Submitted by:

Joe Hite, Dean of Admissions and Financial Aid/Registrar

Amanda Raines, Director of Admissions and Records

Date: July 19, 2016

Department/Program: Financial Aid

Department/program purpose in support of the Vernon College Mission: It is the mission of the Financial Aid Office to eliminate or diminish any financial barriers to students seeking an education at Vernon College and to inform prospective students, parents and enrolled students of financial aid resources and requirements.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Provide access to higher education for students unable to attend without financial assistance (PG # 1 and 5).
2. Review policies, practices, procedures, and processes for areas of improvement. (PG #1)

Assessments used to measure expected outcomes:

1. Number of students receiving aid and the dollars awarded (EO # 1)
2. Unqualified Annual Audit (EO # 2)
3. CCSSE results (EO # 2)

Submitted by:

Joe Hite, Dean of Admissions and Financial Aid/Registrar

Melissa Elliott, Director of Financial Aid

Date: July 19, 2016

Instructional Services

Continuing Education – Avocational/Public Service

Purpose in support of the Vernon College Mission: The Avocational/Public Service Component of the Continuing Education department supports the mission of the College by providing personal enrichment courses and activities.

Department/Program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Enroll a minimum of 500 students in Kids College and achieve a 90% satisfaction rating by students. (PG #4, 5)
2. Enroll a minimum of 2850 students in avocational courses and achieve a 90% satisfaction rating by students. (PG #4, 5)

Assessments used to measure expected outcomes:

1. Enrollment data as reported on Continuing Education Annual Reports. (EO #1, 2)
2. Student course evaluations. (EO #1, 2)

Submitted by: Nina Feldman

Date: July 19, 2016

Continuing Education – Business & Industry

Purpose in support of the Vernon College Mission: The Business and Industry Component of the Continuing Education department supports the mission of the College by responding to specific requests of service area business and industry for employee acquisition of upgraded skills and knowledge.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Achieve a minimum of 90% satisfaction by employers. (PG #4, 5)
2. Achieve a minimum of 90% satisfaction by participants in contracted classes. (PG #4, 5)
3. Offer a minimum of 300 contracted courses to business and industry. (PG #4, 5)

Assessments used to measure expected outcomes:

1. Employer Evaluation of Training (EO #1)
2. Student course evaluations (EO #2)
3. Enrollment data as reported on Continuing Education reports (EO #1)

Submitted by: Nina Feldman

Date: July 19, 2016

Continuing Education – Vocational

Purpose in support of the Vernon College Mission: The Vocational Component of the Continuing Education department supports the mission of the College by providing fast track, short-term, career and technical training which enables students to gain skills and knowledge necessary to enter the workforce.

Expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Enroll a minimum of 1800 unduplicated students per academic year with satisfaction rates of 90% or better. (PG #4, 5)
2. Achieve a minimum average licensure pass rate of 85%. (PG #4, 5)

Assessments used to measure expected outcomes:

1. Enrollment data as reported on Continuing Education Annual Reports. (EO #1)
2. Licensure data as compiled by the Office of Institutional Effectiveness. (EO #2)

Submitted by: Nina Feldman

Date: July 19, 2016

Early College Start - Dual Credit/Concurrent Enrollment

Purpose in support of the Vernon College Mission: The Early College Start program supports the Mission of the College by effectively serving our service area high schools with their dual credit/concurrent enrollment needs. The Early College Start program also provides the institution with significant recruiting opportunities and visibility while enhancing the “college-going” culture of our service area.

Expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Provide “Spring Forward” presentations and/or presentation information to a minimum of 70% of our service area high schools to guide their respective students through the dual credit and concurrent process and procedures. (PG #1 and 2 and 5)
2. Provide and or attend events to promote dual credit/concurrent enrollment and Vernon College as a whole. (PG #1 and #2)
3. Enroll a minimum of 475 unduplicated dual credit/concurrent students for the 2016 fall and 2017 spring semesters. (PG #5)
4. Achieve a dual credit student persistence rate at or above the state average as reported in the annual Texas Public Higher Education Almanac. (PG #1 and 3)
5. Achieve a dual credit college graduation rate at or above the state average as reported in the annual Texas Public Higher Education Almanac. (PG #2 and 3)

Assessments used to measure expected outcomes:

1. Annual presentation log. (EO #1)
2. Annual presentation log, including all events attended and/or hosted. (EO #1 and #2)
3. Semester count day reports. (EO #3)
4. THECB state reporting percentages. (EO #4 and 5)

Submitted by: Melissa Moore

Date: July 19, 2016

Department/Program: Library Services

Department/program purpose in support of the Vernon College Mission: The library supports the Mission of the College by providing the informational resources, services, and facilities needed to assist students in successfully reaching their educational goals. The library provides equitable services to all students irrespective of the geographical location of the student or mode of instructional delivery, i.e., online, ITV, dual credit, hybrid, on-site, concurrent enrollment.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Ensure library resources, services, and facilities meet the needs of students and faculty as evidenced by approval ratings of at least 85% (PG #3).
2. Ensure student and faculty awareness of the library's resources, services, and facilities as evidenced by data collected through library assessments (PG #3).
3. Ensure library hours of operation are above the average number of hours offered by cohort institutions of higher education. (PG #3)
4. Improve online students' awareness of library services by at least 5%. (PG #3)
5. Improve Skills Training Center students' awareness of library services by at least 5% as evidenced by a reduced number of students being unaware of the services offered. Surveys will also indicate a significant increase in the number of students receiving information on library services and programs. (PG #3)

Assessments used to measure expected outcomes:

The following assessments will be used to measure expected outcomes:

1. Student Survey of Library Services (on-site students in Vernon, CCC, STC, and Seymour) (EO #1 and 2)
2. Library Survey of Online Students (EO #1, 2, and 5)
3. Library Survey of Dual Credit/Concurrent Enrollment Students (EO #1 and 2)
4. Library Survey of Sheppard Learning Center Students (EO #1 and 2)
5. Faculty Survey of Library Services (EO #1, 2, and 4)
6. Program/Discipline Evaluations (EO #1 and 2)
7. Database Usage Statistics (EO #2)

8. Comparison of Library Hours. Benchmark hours of operation to peer or cohort institutions of higher educations. (EO #3)

Submitted by: Marian Grona

Date: July 20, 2016

Department/Program: PASS Department: Office for Students with Disabilities

Department/program purpose in support of the Vernon College Mission: The purpose of the Office for Students with Disabilities is to provide equal access to instruction, testing, and other college-related activities in order for qualified students with disabilities to succeed in their educational objectives.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Provide access to instruction, services, and college activities for any qualified student with a disability. (PG 1, 2, 3)
2. Provide necessary accommodations in the classroom, the testing environment, and official college activities that are required or recommended by faculty to 100% of qualified students with disabilities. (PG 1, 2, 3)
3. Achieve at least an 85% satisfaction rate. (PG 1,2,3)
4. Achieve at least a 65% course pass rate for ADA students who used their accommodations. (PG 4)

Assessments used to measure expected outcomes:

1. Number of students served who completed ADA application process. (EO 1,2, 4)
2. Track number of students served using student files, notes, and Excel shared drive worksheets. (EO 1,2,4)
3. Satisfaction rates (EO 3)
4. Course pass rates of ADA students (EO 4)

Submitted by: Deana Lehman

Date: 06-29-2016

Department/Program: PASS Department: New Beginnings Program

Department/program purpose in support of the Vernon College Mission: The purpose of the New Beginnings Program is to enable economically disadvantaged students to complete their career and technical certificate/degree by providing direct support services and designated supplies in order for them to obtain a job, enlist in the military, or continue their postsecondary education.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Provide necessary services (child care, gasoline reimbursement, textbooks and/or designated supplies, and free tutoring) to at least 150 economically disadvantaged students pursuing a career and technical certificate or degree, or a pre-approved academic transfer major. (PG1,2,3)
2. Achieve at least an 85% satisfaction rate. (PG 1,2,3)
3. Identify at least 30 graduates per year from the New Beginnings participants.(PG1)
4. Achieve at least an 88% placement rate from previous year's graduates. (PG4)

Assessments used to measure expected outcomes:

1. The annual New Beginnings Fact Sheet(EO1)
2. New Beginnings Satisfaction Surveys (EO2)
3. The annual New Beginnings Fact Sheet(EO3)
4. Track New Beginnings graduates via email, telephone calls, postcards, personal visits with graduates, and the Workforce Solutions database tracking system. (EO 4)

Submitted by: Deana Lehman

Date: 06/29/2016

Department/Program: PASS Department: Tutoring Centers

Department/program purpose in support of the Vernon College Mission: The purpose of the tutoring Centers is to provide content tutoring, study skills, access to technology, and a place to study/test in an atmosphere conducive to learning to enhance the success of those students who receive early and regular tutoring.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Provide necessary services (NetTutor, face-to-face tutoring, guided study group tutoring, and in-house essay tutoring) to at least 300 (duplicated) students per year.(PG 1,2, & 4)
2. Provide other services (ADA testing, unique circumstances testing, orientation, study skills, time management skills, etc.) to at least 300 (duplicated) students per year.(PG 2, 3, & 4)
3. Achieve at least 85% satisfaction rate (PG 1, 2, 3, & 4)
4. Achieve at least a 60% course pass rate for those students who meet the established criteria. The established criteria, broken into semesters, are as follows:
 - a. **16-week semester:** first visit within the first six weeks with at least eight hours of tutoring
 - b. **11-week semester:** first visit within the first four weeks with at least six hours of tutoring
 - c. **8-week semester:** first visit within the first three weeks with at least five hours of tutoring

- d. **5-week semester:** first visit with the first two weeks with at least four hours of tutoring (PG 5)

Assessments used to measure expected outcomes:

1. Tutoring Coordinators will document services on the Tutoring Excel worksheets located in the shared drive for all tutoring. (EO 1, 4)
2. Tutoring Coordinators will document on the tutoring Excel worksheets in the shared drive any services, excluding tutoring, provided to students through the Tutoring Centers. (EO 2)
3. Tutoring Coordinators will forward satisfaction surveys for the yearly tutoring satisfaction report. (EO3)
4. Compute the percentage of students who received a passing grade in the subject(s) for which they received tutoring. (EO4)

Submitted by: Deana Lehman

Date: 06/29/2016

Office of the President

Department/Program: Athletics

Department/program purpose in support of the Vernon College Mission: VC believes in the whole “student athlete”. With quality program offerings, student athletes are provided an opportunity to attend a recognized academic institution and experience college campus life. Student athletes are given the opportunity to grow, mature and develop not only as athletes but also as students in the pursuit of knowledge and life skills.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Meet eligibility guidelines for all 4 athletic teams at Vernon College (baseball, softball, rodeo and volleyball) (PG 1 & 4)
2. Produce athletes who meet academic requirements to progress, persist and complete higher education certificates and degrees (PG 1 & 4)
3. Utilize scholarship dollars to their maximum benefit (PG 1 & 4)

Assessments used to measure expected outcomes:

1. NJCAA Eligibility Report (EO 1)
2. Athletics GPA Report to the VC Board (EO 2)
3. Athletic Scholarship Report (EO 3)

Submitted by: Julie A. Myers-Kuhn, Athletic Director

Date: June 29, 2016

Department/Program: ERP/SIS

Department/program purpose in support of the Vernon College Mission: The ERP/SIS provides students, faculty, staff, and administration with the information they need to make informed decisions.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. The ERP/SIS Coordinator will have Unit 4 Solutions Management software installed, fully functional, and accessible online. Dynamics GP software will also be installed, fully functional, and accessible online. (PG #2, PG #3)
2. The ERP/SIS Coordinator will facilitate the migration of data from POISE to U4SM and DGP. (PG #2, PG #3)

Assessments used to measure expected outcomes:

1. The Implementation Timeline as established will be met to ensure the timely installation of U4SM and DGP software. (EO 1)
2. The Evaluation Plan will be followed as described in the Title III Grant to meet the needs of the grant and Vernon College's expectations. (EO 2)

Submitted by: Ivy Harris

Date: 7/19/2016

Department/Program: Human Resources

Department/program purpose in support of the Vernon College Mission: Assure the most qualified and best suited administrators, staff and faculty are hired for Vernon College programs, disciplines, and departments to provide leadership for the institution and to fulfill its mission. Guide individuals of Vernon College in following policies and procedures set forth for Vernon College that provide clearly defined structure for the leadership of the institution.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Follow policies/procedures set forth for Vernon College in hiring qualified administrators/faculty/staff. (PG #1)
2. Review policies/processes for areas of improvement. (PG #1)

Assessments used to measure expected outcomes:

1. 100% of faculty have Statement of Qualifications on file; 100% of administrators/staff have resume or application on file reflecting qualifications for current position; annual audit of 10% of personnel files with checklist of audit (EO #1)

2. Employee Handbook Committee agendas/minutes/reports documenting the review process for policies and procedures and identified areas of improvement submitted for approval by the appropriate administrator(s) or Board of Trustees meeting minutes for approval by the Board of Trustees.(EO #2)

Submitted by: Haven David

Date: 06/28/16

Department/Program: Institutional Advancement

Department/program purpose in support of the Vernon College Mission: The Office of Institutional Advancement engages Vernon College and the Vernon College Foundation's internal and external constituencies to secure the resources required to help advance the educational mission. The Office also promotes the College's educational opportunities to prospective students. Activities such as fundraising, alumni relations, marketing, and communications, including social media, are conducted to support the College and Foundation.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. To continue to raise \$250,000 annually to support College and Foundation Scholarships and other needs through fundraising programs aimed at all constituencies. (PG 1, 2, 3, 4, 5)
2. Enhance marketing and communications activities to support College recruiting efforts. (PG 1, 2, 3, 5)
3. Use and promote the Vernon College website as the primary marketing tool. (PG 1, 2, 3, 4, 5)
4. Alumni contacts and engagement to at least 2% of the 36,000 alumni of record in the database to develop an involved and supportive constituency. (PG 1, 2, 3, 4, 5)

Assessments used to measure expected outcomes:

1. Annual Voluntary Survey of Aid to Education (VSE) includes the total philanthropic dollars raised. (EO 1)
2. Annual recruiting statistics as reported to the Integrated Marketing/Recruiting Committee are reflected in the Meeting minutes. Social Media analytics for activities supporting recruiting efforts, i.e., Facebook, Twitter, Instagram. Print Marketing, i.e., newspaper advertising – number of insertions. Radio/TV Marketing – number of advertising placements. Establish benchmarks for future comparison. (EO 2)
3. Website analytics including comparison to previous years. (EO 3)
4. The number of alumni interactions and record increases. (EO 4)

Submitted by: Michelle A. Alexander, Director of Institutional Advancement/Executive Director, Vernon College Foundation

Date: July 18, 2016

Department/Program: President/Institutional Effectiveness

Department/program purpose in support of the Vernon College Mission: The President and Office of Institutional Effectiveness promote planning and assessment to ensure accountability and continuous improvement of the Vernon College Mission focused processes and practices.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Monitor and ensure the development, distribution and implementation of an annual Planning Calendar (PG #1-5)
2. Monitor and ensure the development, distribution and implementation of an annual Assessment and Report Calendar (PG #2 and 3)

Assessments used to measure expected outcomes:

1. Developed and completed Annual Planning Calendar and tracking approved by the College Effectiveness Committee as evidenced by agenda and minutes (EO #1)
2. Developed annual Assessment and Report Calendar approved by the Student Success by the Numbers and College Effectiveness Committees as evidenced by agendas and minutes; completion of 100% of communication forms (EO #2)

Submitted by: Dr. Dusty Johnston, President and Betsy Harkey, Director of Institutional Effectiveness

Date: July 19, 2016

Department/Program: Office of Quality Enhancement

Department/program purpose in support of the Vernon College Mission: In support of the Vernon College Mission, the Office of Quality Enhancement serves to enhance student learning by providing leadership and assistance to improve work culture, procedures, processes, and environments through the use of data to inform decision-making, continuous improvement approaches, and ongoing staff development and training.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Monitor and ensure the five components of the QEP Review Framework are articulated clearly and concisely in the QEP written document. The framework includes: An Institutional Process; Focus of the Plan (Learning Outcomes); Institutional Capability for the Initiation, Implementation, and Completion of the Plan; Broad-Based Involvement of Institutional Constituencies; and Assessment of the Plan. (PG #1,2,4)

2. Monitor and ensure development, implementation, and assessment of ongoing staff development and training including new Quality Enhancement Planning initiatives. (PG #1,4)
3. Monitor and ensure development and implementation of an online Educational Technology Implementation process by the Technology Committee. (PG #1,2,4)

Assessments used to measure expected outcomes:

1. Completed draft QEP written document including all components of the QEP Review Framework, agenda and minutes noting approval by the Quality Enhancement Plan Development Task Force, agenda and minutes noting approval by the Quality Enhancement Plan Planning Committee (EO #1)
2. Governance thru Committees Membership List, professional development policy, calendar, and follow-up assessments. (EO #2)
3. Governance thru Committees Membership List, written process and online form approved by the Technology Committee, agendas and minutes noting approval of the request process. (EO #3)

Submitted by: Criquett Lehman, Director of Quality Enhancement
Date: July 2017

Student Services

Department/Program: Counseling

Department/program purpose in support of the Vernon College Mission: Student Services will advise and counsel students as well as provide engagement opportunities through student activities and student support services that promote commitment to education, persistence, completion and a culture of success. Counseling at Vernon College endeavors to create informed students and provide timely interventions and options to alleviate barriers and encourage achievement.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Conduct New Student Orientations to meet the needs of potential Vernon College students verifying that potential students get information concerning Texas Success Initiative Laws, advising/registration procedures, course descriptions and the Vernon College catalog. (PG 3)
2. Identify how much counselor time is spent in direct student contact through walk-ins, appointments, and degree audits. (PG3)
3. Through the new ERPSIS counselors will identify students who are undeclared/undecided or transfer students and make documented contact with them to

advertise services such as career coach and transfer opportunities with 4 year schools.
(PG 3)

Assessments used to measure expected outcomes:

1. New Student Orientation Report (EO1)
2. Counseling Appointment and Degree Audit Report (EO2)
3. Log of contacts to undeclared/undecided students using the new ERPSIS system.
(EO3)

Submitted by: Kristin Harris, Associate Dean of Student Services

Date: July 18, 2016

Department/Program: Housing

Department/program purpose in support of the Vernon College Mission: Student Services will advise and counsel students as well as provide engagement opportunities through student activities and student support services that promote commitment to education, persistence, completion and a culture of success. Vernon College Housing seeks to offer affordable, safe and clean student housing on the Vernon Campus.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Measure student satisfaction with housing and food service through use of updated student surveys. (PG2)
2. Provide a safe living environment through regular health and safety inspections each semester. (PG3)
3. Utilize all housing functions of the new Vernon College ERPSIS as they become available.
(PG2)

Assessments used to measure expected outcomes:

1. Use and analysis of housing and food service surveys. (EO1)
2. Completion and review of the Resident Hall Health and Safety Inspections for fall and spring of the 2015-2016 academic year. (EO2)
3. Documented use with date of first use of new Housing ERPSIS functions as they become available including but not limited to: online applications, online housing payments, electronic room assignments and documentation of housing fines. (EO3)

Submitted by: Kelly Eason, Director of Housing

Date: July 18, 2016

Department/Program: Security

Department/program purpose in support of the Vernon College Mission: Student Services will advise and counsel students as well as provide engagement opportunities through student activities and student support services that promote commitment to education, persistence, completion and a culture of success. Security at Vernon College will provide students, faculty, and staff a safe environment through comprehensive communication, interaction, and response.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Prepare and educate the college community on emergency preparedness. (PG 1)
2. Solicit feedback from students and employees on how to better serve them. (PG 2)
3. Continue to monitor participation and encourage enrollment in the Vernon College Emergency Alert System. (PG 1)

Assessments used to measure expected outcomes:

1. Report to the Dean of Student Services documentation of and current utilization of all Vernon College security communication strategies, safety phones and safety cameras. (EO 1)
2. Attendance at Vernon College Security, Safety and Health Committee meetings. (EO 2)
3. Report to the Dean of Student Services in December 2016 of number of Early Alert participants as well as documented measures to increase enrollment. (EO 3)
4. Creation of a survey of students and employees to solicit feedback regarding Vernon College security and subsequent report to the Dean of Student Services. (EO1)

Submitted by: Kevin Holland, Vernon College Director of Campus Security

Date: July 18, 2016

Department/Program: Student Activities

Department/program purpose in support of the Vernon College Mission: Student Services will advise and counsel students as well as provide engagement opportunities through student activities and student support services that promote commitment to education, persistence, completion and a culture of success. Student Activities at Vernon College offers well-rounded opportunities by immersing students in college society and helping students grow socially and interpersonally.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Measure student participation of on campus student activities to make considerations for future years activities. (PG 3)

2. Survey students at all Vernon College locations to solicit feedback on all programs and activities. (PG 3)
3. Provide mentorship for the Vernon College student Government Association and Student Forum. (PG 4)

Assessments used to measure expected outcomes:

1. Student Activities Log of Activities (EO 2)
2. Student Activities Year End Survey of Students (EO 1)
3. Meeting minutes and attendance at the statewide convention. (EO 3)

Submitted by: Shealeigh Jones, Director of Student Activities

Date: July 18, 2016

Department/Program: Student Success Pathway

Department/program purpose in support of the Vernon College Mission: The Student Success Pathway is part of strategy 2 for the Title 3 grant with the intent of increased academic support through proactive and intrusive advising throughout the College. The Student Success Pathway will support the mission of the college by providing intensive guidance to support the engagement, retention and persistence of Vernon College students.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Student Success Pathway (SSP) structured to include an integrated set of institutional policies, practices and programs that are intentionally designed to maximize students' progress at each point of their community college experience (PG1).
2. Student Success Specialists will provide intensive guidance to at-risk students to encourage use of support services within and outside the College (PG2 & 5).
3. SSP staff offer professional development workshops to faculty and staff designed to improve retention, completion of a certificate or associate degree and/or successful transfer through proactive and intrusive advising (PG #4).
4. SSP staff guidance to ensure effective New Student Orientations and Chap Express through Active and Collaborative Learning (PG#3).
5. Student Peer Mentor Program as a student engagement intervention and pipeline to academic support. Guidance and training for the mentor program will be provided by SSP staff (PG#5).

Assessments used to measure expected outcomes:

1. SSP articulated, documented and approved by task force and oversight committee notes; communicated college wide to faculty and staff through professional development training and email to all college personnel as evidenced by training agendas, participation, copies of emails and training evaluations. (EO#1).
2. Individual follow-ups after initial meeting to determine effectiveness of suggested study recommendations and need for additional support/services (formative assessment). Fall &

Spring end of semester Academic Coaching surveys (interim), End of year Academic Coaching summary (summative) (EO#2).

3. Number of workshops conducted, participation in workshops; training agendas, participation, copies of emails and training evaluations (EO#3).

4. New Student Orientation: individual evaluation forms completed to ensure student learning of expected outcomes (formative); documented recommendations based on trainings and task force oversight (ongoing). Chaps Express: exit survey at end of session (formative); Chaps Express end of semester survey (interim); participating students gpa and persistence (summative) (EO#4).

5. Documented process approved by task force and oversight committee and identification of initial group of peer mentors by August 2016 (EO#5).

Submitted by: Brandi Brannon, Student Success Pathway Coordinator

Date: 07/19/16

Department/Program: Testing

Department/program purpose in support of the Vernon College Mission: Student Services will advise and counsel students as well as provide engagement opportunities through student activities and student support services that promote commitment to education, persistence, completion and a culture of success. Testing at Vernon College will provide a secure, consistent and reliable testing environment that provides integrity for instructional, college entrance, academic and licensure related testing.

Department/program expected outcomes in support of the accomplishment of the Vernon College Primary Goals:

1. Maintain the integrity and security of the test environment. (PG1)
2. Accommodate testers in a timely manner. (PG2)
3. Provide testing services needed by Vernon College students as well as potential students and community members- including entrance testing, instructional testing, correspondence testing, licensure testing and GED testing. (PG2)

Assessments used to measure expected outcomes:

1. End of year Testing Report (EO2 and EO3)
2. Log of Testing Center Complaints (EO1)

Submitted by: Sharron Shelton, Testing Coordinator

Date: July 18, 2016
