Vernon College Annual Action Plan 2012-2013
by Priority Initiative

Priority Initiative #1:
Implement a centralized, unified and organized recruitment and retention effort.

Admissions, Financial Aid and Records

Financial Aid

Objective #1:   Increase total financial aid awarded annually (as reported in KPIA) proportionally with credit enrollment increases
Actions: 1. Hire and train additional personnel as needed to serve VC students

Student Records

Objective #1:   Improve student retention and success annually.
Actions: 1. Send progress reports to notify students of their academic status.   2. Notify students of President or Dean List honors each Fall and Spring semester.

Instructional Services

Objective #1: Develop web pages for instructional programs and disciplines to enhance recruiting and meet informational needs of stakeholders.

Actions:
    1. Develop a template of common elements to be included on web pages to ensure uniformity and consistency of required information.
    2. Incorporation of Texas Genuine advertising campaign.

Objective #2: Provide systematic early intervention strategies for at risk students.

Actions:
    1. Continue to refine and develop processes for faculty use of the Early Alert and Student Success modules.
    2. Review usage and effectiveness of student success courses at cohort colleges.
    3. Review policies and practices relating to student withdrawals.

Institutional Advancement

Objective #1: Continue to increase scholarship availability for Vernon College students.

Actions:

1. Continue to utilize the STARS On-Line Scholarship Application process to facilitate scholarship applications.
2. Enhance the scholarship page on the Vernon College website with STARS information and its link and links to other outside scholarships that Vernon College students can apply for.
3. Continue to develop multiple access points within the Vernon College website that will provide access to the STARS program as well as other scholarship information.
4. Review each scholarship's criteria and build an information file about these scholarships to help students determine their applicant eligibility.
5. Continue the "Vernon College/Vernon College Foundation Scholarship Office" within the Office of Institutional Advancement as a one-stop shop to assist students with scholarship applications: College, Foundation, and non-College/Foundation scholarships that are open to Vernon College students.
6. Participate in any informational webinars presented by scholarship funders to obtain the current information about their scholarship programs in order to better serve our students.
7. Manage the Vernon College Foundation Catching the Future dual credit scholarship program and the Archer City ISD and Iowa Park ISD College Connections scholarship programs.
8. Review and select an on-line scholarship application software that can be used for dual credit and College Connections scholarships as a process improvement.
9. Work with the Early College State Coordinator and College Recruiter to maintain contacts with high school counselors to distribute information about the Vernon College/Vernon College Foundation Scholarship Program.
10. Make presentations to area high schools to assist students with their STARS applications.
11. From September to December review STARS student application progress on a bi-weekly basis to determine which applications are incomplete. Contact each student with an incomplete application to help them finish the application prior to the March 1 deadline.
12. In January and February, review student application progress on a weekly basis and encourage students with incomplete applications to complete the application by the March 1 deadline.
13. Continue to seek increased funding, in both the private and public sectors, for all College and Foundation scholarships, including dual credit scholarships.
14. Continue research to find other scholarship sources for our students and add to Scholarship page on the website.

15. Develop a scholarship brochure that provides the highlights of Vernon College/Vernon College Foundation Scholarships for distribution to area high schools and for use as a solicitation tool.
16. Work with the Directors of Student Activities, SGA, Student Forum and other student groups to promote the scholarship program and encourage applications.
17. Add a staff position, which could be initially part-time, Advancement Services Specialist for Scholarship Support, to manage and update the STARS information; add new scholarship and criteria to the database. Review all scholarship criteria information for completeness and make changes to existing criteria if the scholarship is revised. Prepare STARS reports including the student application progress report; contact students who have not completed their application and assist them. Respond to student applicant questions. Maintain all paper scholarship files. Make STARS presentations to area high schools and assist students with their applications on-site. Make presentations to Vernon College student groups about the availability of scholarships including STARS. Maintain the scholarship Excel reports adding new gifts received and scholarships awarded each year. Assist with researching other scholarship opportunities available for Vernon College students, gather the information and update the information on the Scholarship Page on the website. Assist with the preparation and distribution of all scholarship offers to students and the subsequent annual scholarship reports to donors. Assist with the annual Scholarship Banquet. Respond to inquiries from donors regarding the status of their scholarship funds; update scholarship information in the RE database and run RE and Excel scholarship reports as need.

President/Effectiveness

Objective #1:	The College will annually review policies, procedures, processes, practices and programs associated with recruitment efforts.
Actions:	

1. Appoint a task force for recruitment
2. Review and implement recommendations of Student Success by the Numbers

Objective #2:	The College will annually review policies, procedures, processes, practices and programs associated with retention/completion efforts.
Actions:	

1. Review and revise Enrollment Management Committee purpose and responsibilities to include retention and completion oversight
2. Review and implement recommendations of Student Success by the Numbers

Student Services

Objective #1: Remove barriers to attending Vernon College and provide health support services for students.
Actions: 1. xplore and create a proposal and feasibility report for offering both the flu and bacterial meningitis vaccines to potential students on the Vernon College campuses 2 weeks prior to registration.

Objective #2: Provide comparable counseling services to distance learning students.
Actions: 1. Implement "live chat" online appointments to distance learning students who might have trouble accessing a VC counselor due to the fact they are not in the same town as one of our campuses.

Priority Initiative #2:
Improve the quality of educational and student support services to increase student learning, student retention, and certificate/degree completion or transfer by students.

Admissions, Financial Aid and Records

Admissions

Objective #1: Maintain Admissions Office CCSSE and SENSE satisfactory rankings and improve annually
Actions: 1. Increase accessibility to and awareness of on-line Application for Admissions and enrollment requirements through participation in the "Apply Texas" (Common Application) initiative. Continuously maintain "Apply Texas" website information for changes

Objective #2:   Increase student services and dual credit enrollments by working with high school students in the College's service area
Actions:
1. Contact each service area high school during early spring regarding "Campus Connect" on-line registration process for dual credit students 2. Mail dual credit brochure and "Campus Connect" instructions to dual credit participating schools 3. Follow up on dual credit applicants during June, July, and August to verify admission requirements, TSI status, and enrollment 4. Provide contact point for dual credit registration and Campus Connect questions

Financial Aid

Objective #1: Improve student retention and success annually
Actions:
1. Council 100% of financial aid students who are reducing their course load or withdrawing regarding their financial aid consequences 2. Contact students who receive first letter of concern regarding attendance and explain financial aid consequences for non-attendance

Objective #2: Maintain VC cohort student loan default rate as calculated by DOE at 15% or lower
Actions:
1. Provide documented entrance and exit loan counseling opportunities for student borrowers 2. Contract with consulting firm to contact students approaching default status to explain options and consequences

Student Records

Objective #1: Increase student success annually.
Actions: 1. Run a degree audit on each degree or certificate seeking student as indicated on their application for admissions thus allowing them to track their status towards graduation through Campus Connect and Degree Audit.

Instructional Services

Objective #1: Provide systematic early intervention strategies for at risk students.
Actions:

1. Continue to refine and develop processes for faculty use of the Early Alert and Student Success modules.
    2. Review usage and effectiveness of student success courses at cohort colleges.
    3. Review policies and practices relating to student withdrawals.

Objective #2: Improve success rate of students enrolled in developmental classes.
Actions:
1. Monitor progress of THECB developmental education plans including placement, course content, sequencing, and delivery methods.   2. Investigate the creation of a centralized developmental education program.

Objective #3: Increase the accessibility of course material through Blackboard to enhance access to instruction and improve student retention.
Actions:
1. Continue to encourage the use of Blackboard course shells by faculty teaching F2F/ITV courses as a course supplement / backup.   2. Review the use of non-blackboard platforms currently used by VC instructors.

Objective #4: Review the potential implementation of a MW/TR class schedule with F designated for committee, taskforce, division, and department activities.
Actions:

1. Identify cohort colleges currently using MW/TR class schedules.
    2. Identify advantages and disadvantages.
    3. Develop a Friday schedule for internal collaborative activities.
    4. Make recommendation to the President and Board of Trustees.

Objective #5: Improve student perception and quality of math tutoring

Actions:
1. PASS Centers and Math Faculty work together on exam to be given to potential math tutors. This exam will identify several levels of expertise for tutoring, including College Algebra, Contemporary Math, Intermediate Algebra, Elementary Algebra, and Pre-Algebra.
2. Math instructors will invite PASS Center Coordinators into their rooms for a 5-minute orientation session for PASS Center tutoring.
3. Math instructors will send students who want to tutor or who have the ability to be a tutor to the PASS Centers to take the tutor math exam.
4. Tutor pay levels will be raised to $16.00 per hour for professional tutors in order to attract more quality math tutors, as well as all subject content tutors.

Objective #6: Improve student access to library instruction as evidenced by the development of online tutorials which incorporate a higher level of interactivity and engagement in the learning process. The library will use Captivate to create interactive learning experiences through the use of software simulations and quizzes. Software simulations facilitate interactivity by requiring learner responses such as text entry or mouse clicks before advancing to the next frame of the tutorial. This objective has been submitted as a QEP pilot project for the 2012-2013 academic year.

Actions:
1. Design and develop database and catalog tutorials using Adobe's Captivate.
2. Purchase additional software license for laptop.
3. Study video training CD to learn advanced features of Captivate.
4. Implement measures for assessing the library tutorials. Develop assessment strategies which determine the helpfulness and effectiveness of content delivered through software simulations. Obtain assessment data through surveys, quizzes, and informal discussions with a focus group of students.
5. Complete and submit mid and end of year reports to QEP Director.

Objective #7: Improve awareness of library services through effective marketing strategies.

Actions:
1. Update email flyer with new layout, design, and photo gallery. The flyer is sent to all students at the beginning of each semester.
2. Redevelop and post new student orientation to library services using Camtasia software. The original orientation used screen capture video taken from the old website to illustrate how to access databases, online reference assistance, and the library catalog. A new screen capture video is needed to reflect the new homepage design and arrangement of access points/links to resources and services.
3. Redevelop faculty orientation which reflects the library's new homepage design.
4. Continue to email faculty brief notifications of library services as recommended by the Library Committee.

5. Capitalize on the new library homepage to promote databases and online assistance. Use product buttons and search box builders for promoting databases.
6. Purchase new bookcase for displaying and promoting new and featured titles.
7. Post link to brief point of contact survey on library homepage.
8. Organize library open houses in Vernon and Century City. Provide door prizes, refreshments, and promotional materials to help promote services.
9. Develop and post virtual tours of libraries in Vernon, Century City, and STC.

Objective #8: Provide ADA and New Beginnings services to all VC campus locations and sites; provide budget for grant-writing travel

Actions:
1. Travel to Wichita Falls and outlying areas as needed to provide ADA and New Beginnings services, including travel to all open registrations.
2. Allocate adequate travel budget for researching and delivering grant proposals and for attending site visits mandated by foundations.

Office of the President

Institutional Advancement

Objective #1: Utilize various fundraising methods to respond to and support improved education and student support services, particularly in the areas of grantsmanship and scholarship support.

Actions:
1. Enhance existing philanthropy efforts utilizing the Raiser's Edge (RE) software to design and implement various segmented philanthropy programs such as annual giving, major and leadership gift programs, a planned giving program, and grant program.
2. Research federal and state grant programs to determine viability for Vernon College support. Send the information to the Dean of Instructional Services for dissemination to the faculty that may be interested in pursuing a grant and contact support service components of the College about potential grant opportunities.
3. Work with faculty and staff to assist in the preparation and the electronic submission of proposals through grants.gov, Fastlane, etc.
4. Using the Metasoft Foundation/Corporation Funding software, research potential foundations and corporations to determine viability for Vernon College support. Send information to the Dean of Instructional Services for dissemination to faculty and initiate contact with support service components of the College about potential grant opportunities.
5. Assist faculty and staff in the preparation and submission of proposals to private funding agencies.
6. Develop new scholarship opportunities, both endowed and non-endowed, and continue to work with the donors of the "building" endowed scholarships (those under the $10,000 minimum threshold) to bring the funds either to the minimum award level or incorporate those funds into another fund so that awards can be made.

7. Continue to participate in the Council for Resource Development Federal Funding Task Force and the Annual Conference to develop relationships with Federal agencies on behalf of Vernon College, to gather the most up-to-date information about grant opportunities, and to build a network of colleagues that may facilitate grant collaboration.
8. Work with the President, the Dean of Instructional Services, and the Associate Dean for Career and Technical Education to encourage faculty and staff to participate in grant writing on behalf of their programs and/or professional development opportunities.
9. Attend relevant training programs in grantsmanship including grant management, budgeting and evaluation methods.
10. Utilize consulting services in the preparation of major grant proposals as needed.

Objective #2: Enhance the visibility of Vernon College and the Vernon College Foundation to educate the residents of the 12 county service area about the value of their Community College and the economic impact it makes.

Actions:
1. Utilize the Vernon College website effectively by researching and implementing innovative strategies for interaction, promotion, and enhancement as the premier information source for the College.
2. Coordinate with the website Component Administrators to ensure that their respective departmental webpages are up to date.
3. Continue the implementation of a strong case for support utilizing various marketing strategies centered around the "Did You Know . . ." points and the tagline "Your Community College . . . your community partner!" to educate the citizens of Wichita County and the other 11 counties in our service area about the value and economic impact of Vernon College in this region.
4. Use the Wichita County Advisory Committee and Foundation members as strong advocates for the College.
5. As funds are available take advantage of enhanced marketing/communication opportunities to support the College's visibility.
6. Continue the annual President's Report to all constituencies as well as all media outlets in the 12 county service area and other selected areas.
7. Utilize the services of a professional photographer/videographer, on an as-needed basis, to enhance the website and other marketing materials to better showcase Vernon College to its constituencies and current and potential students.
8. Develop a new general College promotional marketing CD, utilizing a marketing firm, to showcase the college. This CD can be added to the Vernon College website and distributed throughout the 12 county service area.

President/Effectiveness

Objective #1: The College will continue to emphasize student learning outcomes and consistently initiate effective assessment practices to demonstrate that it is fulfilling its mission.

Actions:
1. Monitor and ensure the instructional component of the College adequately meets to assess student learning outcomes

2. Monitor and ensure the Assessment Calendar is followed by all components of the College
3. Participate in Student Success by the Numbers initiative

Objective #2: The College will continue to initiate multiple measures of student learning.

Actions:
1. Through direct contact with faculty and division chairs, monitor and ensure that the instructional component of the College implements multiple measures of student learning
2. From the established Assessment Calendar, monitor and ensure measures of student learning

Objective #3: The College will continue to develop appropriate assessment data for course and programmatic decision making.

Actions:
1. Support and encourage innovative, creative and consistent assessment activities
2. President will insist that all program decisions are based on appropriate data
3. Monitor the Assessment Calendar for completion

Objective #4: The College will develop and implement multiple assessment measures to review and improve student support services.

Actions:
1. Through direct contact with staff, monitor and ensure that the student support services components of the College implement multiple measures of assessment to ensure student learning
2. From the established Assessment Calendar, monitor and ensure assessment of student support services

Objective #5: The College will continue implementation of Student Academic Advising Task Force and Retention/Completion Task Force approved recommendations.

Actions:
1. Monitor and ensure implementation of and adequate resource allocation for approved recommendations from the Student Academic Advising Task Force
2. Monitor and ensure implementation of and adequate resource allocation for approved recommendations from the Retention/Completion Task Force

Student Services

Objective #1: Encourage, observe, and monitor completion rates of Vernon College athletes.
Actions: 1. Begin a program evaluation of all athletic teams judging not only GPA but also completion of certificates and degrees.

Priority Initiative #3:
Incorporate general education outcomes throughout the institution and develop assessment measures to evaluate their achievement.

Instructional Services

Objective #1: Implement state core curriculum (42 hours) including core objectives
Actions: 1. Recommend & adopt courses to be utilized in Foundational Component Areas of the Core. 2. Research/develop/adopt both direct & indirect assessments for each Core Objective. 3. Continue to improve documentation and articulation of the achievement of SLO's, including Core Objectives.

Office of the President

President/Effectiveness

Objective #1:   The College will ensure that the instructional component of the institution will focus on the development and implementation of general education outcomes.
Actions: 1. Monitor and ensure the development of general education outcomes

Objective #2:   The College will emphasize multiple measures of assessment to validate the general education outcomes.
Actions: 1. Through direct contact with faculty and division chairs, monitor and ensure that the instructional component of the College implements multiple measures of assessment to validate the general education outcomes.

Priority Initiative #4:
Integrate the Quality Enhancement Plan functions and activities into the infrastructure of the College.

Admissions, Financial Aid and Records

Financial Aid

Objective #1: Improve financial aid advising services to both prospective and enrolled students
Actions:
1. Participate in New Student Orientation
2. Outreach to financial aid applicants with personalized letter from VC President
3. Provide Financial Aid outreach presentations to high school students/parents and counselors

Instructional Services

Objective #1: Implement active and collaborative learning and service strategies throughout the instructional component.
Actions:
1. Conduct professional development workshops on specific instructional strategies.
2. Select and implement appropriate instructional strategies.
3. Document the effect of collaborative interventions on student learner outcomes and report on ESCR.
4. Maintain demonstrative artifacts for internal and external use.

Objective #2: Improve student access to library instruction as evidenced by the development of online tutorials which incorporate a higher level of interactivity and engagement in the learning process. The library will use Captivate to create interactive learning experiences through the use of software simulations and quizzes. Software simulations facilitate interactivity by requiring learner responses such as text entry or mouse clicks before advancing to the next frame of the tutorial. This objective has been submitted as a QEP pilot project for the 2012-2013 academic year.
Actions:
1. Design and develop database and catalog tutorials using Adobe's Captivate.
2. Purchase additional software license for laptop.
3. Study video training CD to learn advanced features of Captivate.
4. Implement measures for assessing the library tutorials. Develop assessment strategies which determine the helpfulness and effectiveness of content delivered through software simulations. Obtain assessment data through surveys, quizzes, and informal discussions with a focus

group of students.

5.   Complete and submit mid and end of year reports to QEP Director.

Office of the President

President/Effectiveness

Objective #1:   The College will support the Quality Enhancement Plan functions and activities through adequate resource allocation decisions.
Actions:
1. Ensure adequate resource allocation decisions through budget process 2. Monitor annual QEP report

Objective #2:   The College will continue to initiate processes for review of QEP projects.
Actions:
1. Will initiate a review process and review QEP pilot projects on an annual basis

Objective #3:   The College will encourage implementation of successful innovative QEP projects or strategies.
Actions:
1. Ensure resource allocations for proven successful projects 2. Follow up and evaluate previous QEP pilot projects for feasibility and integration

Quality Enhancement – Division of Institutional Effectiveness

Objective #1: Facilitate communication regarding the Quality Enhancement Plan for the institution and outside entities (such as SACS).
Actions:
1. Publish "the Chap" student newsletter once a semester to be posted on the website and sent to all students via their Vernon College email account. 2. Present/provide information to students through monthly mass emails, meetings with student leadership organizations, and TV monitors located on all campuses. 3.   Present/provide information to faculty and staff through weekly emails, as part of the annual planning process, and at the Spring Semester Kickoff.

Objective #2: Chair Quality Enhancement Plan Implementation Committee

Actions:
1. Ensure completion of Quality Enhancement Plan assessment objectives including pilot project integration feasibility.
2. Maintain Quality Enhancement Resource Inventory to ensure completion of QEP objectives.
3. Oversee the Quality Enhancement Plan reporting process.

Objective #3: Manage and provide support for the quality enhancement pilot program as prescribed by the Quality Enhancement Plan.

Actions:
1. Review pilot project documentation and provide support and training for incorporation of General Education Outcomes and development of assessment measures.
2. Organize and conduct trainings/consultations, oversee pilot mentor program, participate in NISOD convention.
3. Provide technical and operational support through purchase of software and equipment, completion of mid and end-of-year reports, providing oversight for pilot portion of the QEP timeline.

Objective #4: Ensure Compliance with SACSCOC

Actions: 1. Produce QEP Annual Progress Report.

Objective #5: Integrate innovative technologies, including hardware and software, as piloted through the Quality Enhancement Plan into the college infrastructure.

Actions:
1. Provide training opportunities and technical support through the pilot mentor program and the online VC Innovation Center in Blackboard.
2. Administer satisfaction surveys during the academic year.
3. Assess the Quality Enhancement Resource Inventory list to determine utilization and necessary upgrades.
4. Assess the QEP Implementation Committee's feasibility recommendations to determine utilization, necessary upgrades and the addition of new resources.

Student Services

Objective #1: Use QEP resources to adequately train all employees who serve as PBX operator on security technology, resources, requirements and procedure

Actions: 1. Utilize QEP resources to create a comprehensive training program for all Vernon College staff that operates as PBX operators. This

training will become mandatory prior to assuming PBX operator responsibilities.

Priority Initiative #5:
Support opportunities for professional development for all Vernon College employees through appropriate funding.

Administrative Services

Book Stores

Objective #1: Attend CAMEX
Actions:
1. Include sufficient funds in the annual budget to allow director to attend Campus Market Expo.
2. Attend educational sessions and meetings.
3. Attend buying show to purchase general merchandise for the upcoming year.

Objective #2: Send 2 book store employees to Dallas Pen Show
Actions:
1. Include sufficient funds in the annual budget to allow director and bookstore clerks to attend Dallas Pen Show.

Business Office

Objective #1: POISE User Group Training
Actions:
1. Enroll 4 staff members in conference and make travel arrangements

Admissions, Financial Aid and Records

Financial Aid

Objective #1:   Achieve 100% compliance with all Federal and State regulations in the delivery of student financial aid
Actions: 1. Attend annual DOE conference, called THECB conferences, and other professional development opportunities

Instructional Services

Objective #1: Enhance faculty and staff performance through appropriate professional development activities.
Actions:
1. Conduct professional development workshops on specific instructional strategies relative to active and collaborative learning.

2. Conduct professional development workshops on utilizing SIR II data/results for instructional improvement.
3. Continue to provide training on outcomes based assessment.

Objective #2: Obtain current information and network with peer providers regarding ADA compliance laws and accommodations.

Actions: 1. Research and attend professional development conferences and management institute

Objective #3: Obtain specific tutoring knowledge regarding tutoring millennium students in the community college environment.

Actions: 1. Research online resources.

Office of the President

Human Resources

Objective #1: Research and develop training development for professional faculty/staff through the HR area.

Actions: 1. Research training opportunities/materials to be developed in the areas of faculty, supervisors, staff, etc...
2. Begin developing training programs in these areas for Vernon College.
3. Offer training to all VC employees and/or individual groups as needed.

Objective #2: Participate in professional development appropriate to enhance knowledge and skills in job related responsibilities.

Actions: 1.Participate in any benefit conference/training available.
2. Participate in TACCHRP conference.
3. Participate in other appropriate professional training available.
4. Participate in Title IX Coordinator training.

Institutional Advancement

Objective #1: Provide professional opportunities for Institutional Advancement staff to learn, develop, and implement new and enhanced strategies and techniques to support the College.

Actions:
1. Continued membership and participation in the Council for Resource Development Federal Funding Task Force, the annual conference and other leadership opportunities within the organization.
2. Continued membership and participation in the Council for Advancement and Support of Education (CASE), CRD, and NCMPR.
3. Continued participation in relevant conferences focusing on Alumni Relations, Marketing and Advancement Services.
4. Participate in at least one comprehensive grant writing conference annually.

Objective #2: Where possible, research and identify professional development and grant opportunities that are available to Vernon College faculty and staff.
Actions:

1. Research grant opportunities such as the National Endowment for the Humanities Summer Institutes for Education personnel.
2. Through the College email system and the Dean of Instructional Services, send notices of funding opportunities as the information is publicized on agency websites.
3. Assist faculty and staff in the preparation and submission of grant proposals to support faculty/staff development.

President/Effectiveness

Objective #1: The College will allocate resources to ensure that faculty, students and staff acquire, discover and apply knowledge.
Actions:

1. Ensure resource allocation for faculty, staff and students through the budget process
2. Ensure resource allocation for curriculum and technology

Objective #2: The College will support and make available professional development opportunities for administrators, faculty and staff.
Actions:

1. Ensure resource allocation for administrators, faculty and staff through budget process

Objective #3: The College will publically acknowledge administrators, faculty, staff and students who are recognized for acquiring, discovering and applying knowledge.
Actions:

1. Recognition through institutional service awards
2. Ensure recognition through news articles of those participating in professional development

Objective #4: Participate in professional development opportunities to enhance knowledge and skills in job related responsibilities.
Actions:

1. Participate in SACS preconference and conference (Dallas, TX)
2. Participate in TAIR preconference and conference (Galveston, TX)

Quality Enhancement – Division of Institutional Effectiveness

Objective #1: Ensure Compliance with SACSCOC
Actions: 1. Participate in SACS pre-conference workshops and SACS 2011 Annual Meeting.

Student Services

Objective #1: Provide internal and specific training to the Athletic Secretary so that the position can function to the fullest.
Actions: Provide training to the Athletic Secretary so that web updates and web monitoring for athletics can be done on a daily basis.

Objective #2: Create an environment where each member of the Student Services team clearly understands the survey tools utilized by Vernon College and how they apply to Student Services.
Actions: 1. Provide training to all Vernon College Student Services Staff on specific questions relating to Student Services on the SSCEE and CNSE surveys.

Priority Initiative #6:
Provide fiscal, physical, human and technological resources to accommodate current and future needs.

Administrative Services

Book Stores

Objective #1: Purchase InSite System
Actions:
1. Use InSite to capture internet sales and defend against online competition.
2. Use Textbook Management System to allow faculty to browse titles and submit adoptions. Instructors can see many textbook options available by browsing/searching the MBS Faculty Center Network database. Textbooks can be adopted based off of the previous semester submissions (if books are not changing) without entering all of the information for each textbooks used during that semester.
3. Students viewing their registration information and schedules can link directly to the textbook ordering section of the InSite online bookstore. Here they're able to view their courses and required texts. The InSite application automatically will import all of the required course materials.
4. The Bookstore InSite Website will allow the bookstores to help and support students by allowing them to access the online bookstore for information and resources.

Objective #2: Purchase GMOnline System
Actions:
1. Use GMOnline to capture internet sales for all general merchandise.
2. All general merchandise received will be entered into GMOnline as it is checked in, allowing a current and usable inventory worksheet at any given time. Also allowing us to integrate add-on inventory software. The add-on software would allow each item to be scanned during the year-end inventory. Reports can be generated instantly and accurately.

Objective #3: Hire additional part time staff
Actions:
1. Hire a part time staff for the Wichita Falls Bookstore.

Objective #4: Send Book Store managers to SWCBA
Actions:
1. Include sufficient funds in the annual budget to allow managers to attend the Southwest College Bookstore Association meeting.

2. Attend educational sessions and meetings.

Business Office

Objective #1: Transition to Direct Deposit for Payroll Checks
Actions:
1.   Get direct deposit info on all employees; set up Employee ID cards for employees with no existing bank account

Objective #2: Replace printer in Mindi Flynn's office
Actions:
1.   order printer thru Jim Binion

Objective #3: Hire Purchasing Agent
Actions:
1.   Advertise and hire an experienced purchasing agent

Physical Plant

Objective #1 :   Update 2012-2013 Facilities Master Plan for all campuses
Actions:
1.   Meet with Facilities Planning committees for all campuses to review prior plan
2.   Present recommendations to Administrative Team
3.   Update and distribute Master Plan

Objective #2 Complete all approved projects by 08-31-13 - Vernon
Actions: 1. Quarterly reviews by Dean of Administrative Services to make sure we're on target to complete projects

Objective #3 Complete all approved projects by 08-31-13 – Wichita Falls
Actions: 1. Quarterly reviews by Dean of Administrative Services to make sure we're on target to complete projects

Objective #4:   Add 4 new custodial positions at Century City
Actions: 1. Hire 4 new custodians prior to moving into the new areas.

Admissions, Financial Aid and Records

Admissions

Objective #1: Maintain and improve student satisfaction ranking
Actions: 1. Hire and train additional personnel as needed due to enrollment increases

Instructional Services

Objective #1: Meet the increasing demand of the service area by expanding the quality, flexibility, and number of course offerings through the hiring of additional full-time faculty.

Actions:
1. Review Load & Listing and prioritize new full-time faculty positions by program / discipline.
    a. Biology-2
    b. Music/Fine Arts
    c. COSC/Math
    d. Speech
    e. Math/Reading/Writing (developmental education)
    f. Allied Health clinical coordinator
    g. ADN
2. Maintain a 70% to 30% full time to part time faculty ratio based on load hours and/or contact hours.

Objective #2: Provide additional clerical and support positions to meet the needs of the growing student population and accreditation recommendations.
Actions: 1. Hire clerical support to assist Surgical Technology, Pharmacy Technician, EMS, and Health Information Technology.

Objective #3: Improve student access to library assistance as evidenced by the hiring of a part time library assistant to work evenings from 4:00 PM to 8:00 PM on Monday through Thursday at Skills Training Center.
Actions: 1. Post job announcement for part time position on Vernon College's website. 2. Hire qualified individual to work 16 hours weekly at $9.00 per hour.

Objective #4: Hire an additional interpreter to serve students with interpreting services and to coordinate all note-taking.

Actions: 1. Work with Human Resources to post an advertisement for an additional interpreter; interview and hire an interpreter with the Lead Interpreter's assessment of interpreting skills as one of guidelines for hiring.

Objective #5: Employ a full-time PASS Center Coordinator at Skills Training Center

Actions: 1. Work with Human Resources to develop the position and advertise it. Interview and hire a full-time Coordinator by October 1, 2012.

Office of the President

Human Resources

Objective #1: Add a part-time employee to the HR Department to develop new hire and current faculty/staff training; perform this training and for filing/Docubase needs.

Actions: 1. Approval for additional personnel.
2. Advertise and accept applications.
3. Screen applications and interview select candidates.
4. Hire most qualified, best fit candidate.

Institutional Advancement

Objective #1: Respond to College funding needs through various fundraising methods.

Actions:
1. Enhance existing philanthropy efforts utilizing the Raiser's Edge (RE) software to design and implement various segmented philanthropy programs such as annual giving, major and leadership gift programs, a planned giving program, and grant program.
2. Research federal and state grant programs to determine viability for Vernon College support. Send the information to the Dean of Instructional Services for dissemination to the faculty that may be interested in pursuing a grant and contact support service components of the College about potential grant opportunities.
3. Work with faculty and staff to assist in the preparation and the electronic submission of proposals through grants.gov, Fastlane, etc.
4. Using the Metasoft Foundation/Corporation Funding software, research potential foundations and corporations to determine viability for Vernon College support. Send information to the Dean of Instructional Services for dissemination to faculty and initiate contact with support service components of the College about potential grant opportunities.
5. Assist faculty and staff in the preparation and submission of proposals to private funding agencies.
6. Once all old giving records are in RE, review, revise, and relaunch the annual giving clubs and aggregate giving societies including a Heritage Club to recognize those who have included the College and/or the Foundation in their estate plans.

7. Using RE, identify donors by lifetime giving and launch a new presidential-level annual event to recognize lifetime giving and planned gift donors. This event will excite the donors who will be honored as well as serve as a cultivation event to encourage current aggregate donors to "move up" to the next society as well as encourage other donors and prospects to increase their giving so that they can be "inducted" into a lifetime giving society.
8. Develop new scholarship opportunities, both endowed and non-endowed, and continue to work with the donors of the "building" endowed scholarships (those under the $10,000 minimum threshold) to bring the funds either to the minimum award level or incorporate those funds into another fund so that awards can be made.
9. Continue to build support for the Vernon College Foundation Annual Auction.
10. Continue to participate in the Council for Resource Development Federal Funding Task Force and the Annual Conference to develop relationships with Federal agencies on behalf of the Vernon College, to gather the most up-to-date information about grant opportunities, and to build a network of colleagues that may facilitate grant collaboration.
11. Attend and participate in the annual National Council for Marketing and Public Relations (NCMPR) Conference to network with marketing and webmaster colleagues and learn about the most up-to-date techniques and strategies to benefit Vernon College.
12. Attend other relevant training workshops, seminars, conferences, and webinars for management, grantsmanship, fundraising, alumni relations, marketing, and advancement services.
13. Work with the President, the Dean of Instructional Services, and the Associate Dean for Career and Technical Education to encourage faculty and staff to participate in grant writing on behalf of their programs and/or professional development opportunities.
14. Keep all software licenses current to ensure that the most advanced technology to benefit our students and the College as a whole if being utilized.
15. Research additional software tools and evaluate for potential implementation to enhance Institutional Advancement efforts on behalf of the College and Foundation.

President/Effectiveness

Objective #1: The College will emphasize assessment activities and planning information from all components of the College to identify fiscal, physical, human and technological resources to accommodate current and future needs.

Actions: 1. Monitor and ensure that the Assessment Calendar and planning processes are followed.

Objective #2: The College will annually receive input from internal and external constituents to identify resource needs for the future.

Actions:
1. Provide formal and informal opportunities for input
2. Utilize community focus and advisory groups

Objective #3: The College will prepare for the future through appropriate resource allocation decisions in the annual budget development process.
Actions:
1. Monitor and ensure that the planning process drives the budget process and is completed within appropriate timelines

Objective #4: The College will add at least one additional leadership position at Century City Campus in Wichita Falls
Actions:
1. Develop a specific job description and hire someone to fill the leadership position

Student Services

Objective #1: Provide adequate facilities for Vernon College athletes and the community, so that Vernon College can continue to host area playoff matches and tournaments for high school and college teams.
Actions: Purchase a modern Volleyball net system for the King Gymnasium.

Objective #2: The Vernon Campus is attempting to retain students in Student Housing by providing increased recreation opportunities to help students become engaged in the on campus environment.
Actions: 1. Transform the dorm basement into a recreation area with a pool table, video games, flexible seating and dining areas.

Objective #3: Provide another Student Services staff member to assist students and potential students at the Century City location.
Actions: 1. Provide a job description and proposal to Dr. Johnston for a Student Success Specialist.

Priority Initiative #7:
Enhance the technological infrastructure of the institution.

Admissions, Financial Aid and Records

Admissions

Objective #1:   Maintain and enhance technology infrastructure of the Admissions Office
Actions:
1. Purchase 2 replacement scanners for Admission staff of 12   2. Purchase 2 replacement printers for Admission staff of 12

Financial Aid

Objective #1:   Maintain and enhance technology infrastructure of the Financial Aid Office
Actions:
1. Purchase 3 replacement laptops and projectors for Financial Aid staff of 9   2. Purchase 2 replacement printers for Financial Aid staff of 9

Instructional Services

Objective #1: Ensure sufficient reliability/efficiency of computers.
Actions:

1. Assist IT department in identifying applicable computer labs for conversion to "virtualized"/thin-client labs.
    2. Assist IT department in identifying priority replacement of faculty/staff, classroom, and lab computers.
    3. Research utilization of new classroom presentation technologies.

Office of the President

Information Technology

Objective #1: Adhere to equipment replenishment standards according to the Vernon College IT Strategic Plan
Actions:
1. Purchase 136 faculty PCs, 128 Lab use PCs, and 15 spares   2. Roll out 20 faculty and staff PCs per month and replace 1 to 2 labs per month.

Objective #2: Software selection for Campus Management system to assess the viability of the current campus management system and compare to other competitive products as well as current needs of the college.

Actions:
1. Form software selection committee and assess need

Objective #3: Complete Century City Renovations by ensuring that cabling construction meets Vernon College's needs in new space

Actions:
1. Work with cabling contractor and architect to ensure cabling meets the college's needs

Objective #4: Connect all devices to network in new space

Actions:
1. Purchase, Configure, Test, and Install appropriate switching and wireless equipment

Objective #5: Website - Continue to improve website usability and stability

Actions:
1. Meet periodically to brainstorm/assess

Objective #6: Maintain technology best practices for networking Infrastructure according to the Vernon College Strategic IT Plan by replenishing outdated switching and routing equipment

Actions:
1. Inventory current equipment and develop a replenishment plan based on findings

Objective #7: Adhere to server replenishment best practices

Actions:
1. Purchase and implement 2 new Hyper-V Servers – One for CC and One for VC
2. Purchase, configure, test, implement 2 new virtual servers

Objective #8: Maintain relevant IT Strategic Plan

Actions:
1. Review Plan and publish for input and changes from college management

2. Approve plan as final

Office of the President

Institutional Advancement

Objective #1: Utilize existing software tools to support College, student, and alumni needs. Research new website technological tools and strategies as needed to benefit Vernon College students and the College as a whole as an aid to recruitment and retention. Continue enhancements to the website as the primary "information source" for the College.
Actions: 1. Enhance existing philanthropy efforts utilizing the Raiser's Edge (RE) software to design and implement various segmented philanthropy programs such as annual giving, major and leadership gift programs, a planned giving program, and grant program. 2. Using the Metasoft Foundation/Corporation Funding software, research potential foundations and corporations to determine viability for Vernon College support. 3. Keep all software licenses current to ensure that the most advanced technology to benefit our students and the College as a whole if being utilized. 4. Research additional software tools and evaluate for potential implementation to enhance Institutional Advancement efforts on behalf of the College and Foundation. 5. Assist faculty and staff with the preparation and submission of proposals to public and private funding agencies. Private funders will be researched through the Metasoft funding search software. Public funders will be research through various search engines such as grants.gov. 6. Assist students with the completion of their STARS applications. 7. Research and implement a similar software license to facilitate dual-credit scholarship applications. 8. Attend training sessions about website development to increase awareness of new technologies and assist in the continued enhancement to the College's website.

President/Effectiveness

Objective #1: The College will utilize assessment data and planning information from all components of the institution to develop an Annual Technology Action Plan.
Actions: 1. Monitor and ensure that Assessment and Planning calendars are followed 2. Ensure production of Annual Technology Action Plan

Objective #2: The College will utilize assessment data and planning information from all components of the institution to develop a three to five year technology plan.

Actions:
1. Require each component of the College to submit a three to five year plan

Objective #3: The College will support the technology infrastructure through appropriate resources allocation decisions.

Actions:
1. Ensure development of a Technology Plan
2. Monitor and ensure budget development
3. Continue utilization of third party IT vender to ensure successful IT infrastructure and operations

Objective #4: Maintain and enhance technology infrastructure of the President's Office

Actions:
1. Maintain hardware and software inventory, and anticipated replacement rotation list
2. Monitor and ensure budget development for efficient purchasing

Student Services

Objective #1: Utilize available technology so that students and potential students have ready access to testing appointments.

Actions: 1. Explore and make recommendations for online, automated testing appointment scheduling programs.

Priority Initiative #8:
Develop processes for fundraising and alumni to better support the College's needs through more external funding and the building of a strong alumni base.

Office of the President

Institutional Advancement

Objective #1: Respond to College funding needs through various fundraising methods.

Actions:

1. Enhance existing philanthropy efforts utilizing the Raiser's Edge (RE) software to design and implement various segmented philanthropy programs such as annual giving, major and leadership gift programs, a planned giving program, and grant program.
2. Research federal and state grant programs to determine viability for Vernon College support. Send the information to the Dean of Instructional Services for dissemination to the faculty that may be interested in pursuing a grant and contact support service components of the College about potential grant opportunities.
3. Work with faculty and staff to assist in the preparation and the electronic submission of proposals through grants.gov, Fastlane, etc.
4. Using the Metasoft Foundation/Corporation Funding software, research potential foundations and corporations to determine viability for Vernon College support. Send information to the Dean of Instructional Services for dissemination to faculty and initiate contact with support service components of the College about potential grant opportunities.
5. Assist faculty and staff in the preparation and submission of proposals to private funding agencies.
6. Once all old giving records are in RE, review, revise, and relaunch the annual giving clubs and aggregate giving societies including a Heritage Club to recognize those who have included the College and/or the Foundation in their estate plans.
7. Using RE, identify donors by lifetime giving and launch a new presidential-level annual event to recognize lifetime giving and planned gift donors. This event will excite the donors who will be honored as well as serve as a cultivation event to encourage current aggregate donors to "move up" to the next society as well as encourage other donors and prospects to increase their giving so that they can be "inducted" into a lifetime giving society.
8. Develop new scholarship opportunities, both endowed and non-endowed, and continue to work with the donors of the "building" endowed scholarships (those under the $10,000 minimum threshold) to bring the funds either to the minimum award level or incorporate those funds into another fund so that awards can be made.
9. Continue to build support for the Vernon College Foundation Annual Auction.
10. Continue to participate in the Council for Resource Development Federal Funding Task Force and the Annual Conference to develop relationships with Federal agencies on behalf of the Vernon College, to gather the most up-to-date information about grant opportunities,

and to build a network of colleagues that may facilitate grant collaboration.

11. Attend and participate in the annual National Council for Marketing and Public Relations (NCMPR) Conference to network with marketing and webmaster colleagues and learn about the most up-to-date techniques and strategies to benefit Vernon College.
12. Attend other relevant training workshops, seminars, conferences, and webinars for management, grantsmanship, fundraising, alumni relations, marketing, and advancement services.
13. Work with the President, the Dean of Instructional Services, and the Associate Dean for Career and Technical Education to encourage faculty and staff to participate in grant writing on behalf of their programs and/or professional development opportunities.
14. Keep all software licenses current to ensure that the most advanced technology to benefit our students and the College as a whole is being utilized.
15. Research additional software tools and evaluate for potential implementation to enhance Institutional Advancement efforts on behalf of the College and Foundation.

Objective #2: Continue to develop an active Ex-Students Association that will increase alumni awareness about the College and the Foundation, participation in events, and philanthropic support.

Actions:
1. Create a culture of ownership among alumni/ex-students in support of Vernon College.
2. Research and identify ex-students and add to the Raiser's Edge (RE) database.
3. Research and contract with the most viable company to secure current alumni address, email, and telephone information.
4. Implement a campaign through social networking media, such as the Vernon College Alumni Facebook page and Twitter, to maintain contact with identified alumni and as a recruiting vehicle for the Vernon College Ex-Students Association.
5. Using segmentation through the RE database, develop and implement affinity group annual events such as graduation events, athletic team events, and program specific alumni events.
6. Research different Distinguished Alumni Recognition Programs and develop and implement a plan for a program best suited to Vernon College's Ex-Students Association.
7. Obtain alumni recognition items for alumni events to use as cultivation/recognition activities aimed at strengthening alumni ties with Vernon College.
8. Develop and implement an Alumni specific communications vehicle using an E-Newsletter format distributed through an electronic communications vehicle such as Constant Contact.
9. Provide professional development opportunities for the Coordinator of Marketing and Alumni Relations to attend alumni training programs.

Objective #3: Enhance the visibility of Vernon College and the Vernon College Foundation to educate the residents of the 12 county service area about the value of their Community College and the economic impact it makes.
Actions:

1. Utilize the Vernon College website effectively by researching and implementing innovative strategies for interaction, promotion, and enhancement as the premier information source for the College.
    2. Coordinate with the website Component Administrators to ensure that their respective departmental webpages are up to date.
    3. Continue the implementation of a strong case for support utilizing various marketing strategies centered around the "Did You Know . . ." points and the tagline "Your Community College . . . your community partner!" to educate the citizens of Wichita County and the other 11 counties in our service area about the value and economic impact of Vernon College in this region.
    4. Use the Wichita County Advisory Committee and Foundation members as strong advocates for the College.
    5. As funds are available take advantage of enhanced marketing/communication opportunities to support the College's visibility.
    6. Continue the annual President's Report to all constituencies as well as all media outlets in the 12 county service area and other selected areas.
    7. Utilize the services of a professional photographer, on an as-needed basis, to enhance the website and other marketing materials to better showcase Vernon College to its constituencies and current and potential students.
    8. Develop a new general College promotional marketing CD, utilizing a marketing firm, to showcase the college. This CD can be added to the Vernon College website and distributed throughout the 12 county service area.

Objective #4: Continue to increase scholarship availability for Vernon College students.
Actions:

1. Continue to utilize the STARS On-Line Scholarship Application process to facilitate scholarship applications.
    2. Enhance the scholarship page on the Vernon College website with STARS information and its link and links to other outside scholarships that Vernon College students can apply for.
    3. Continue to develop multiple access points within the Vernon College website that will provide access to the STARS program as well as other scholarship information.
    4. Review each scholarship's criteria and build an information file about these scholarships to help students determine their applicant eligibility.
    5. Continue the "Vernon College/Vernon College Foundation Scholarship Office" within the Office of Institutional Advancement as a one-stop shop to assist students with scholarship applications: College, Foundation, and non-College/Foundation scholarships that are open to Vernon College students.
    6. Participate in any informational webinars presented by scholarship funders to obtain the current information about their scholarship

programs in order to better serve our students.

7. Manage the Vernon College Foundation Catching the Future dual credit scholarship program and the Archer City ISD and Iowa Park ISD College Connections scholarship programs.
8. Review and select on-line scholarship application software that can be used for dual credit and College Connections scholarships as a process improvement.
9. Work with the Early College State Coordinator and College Recruiter to maintain contacts with high school counselors to distribute information about the Vernon College/Vernon College Foundation Scholarship Program.
10. Make presentations to area high schools to assist students with their STARS applications.
11. From September to December review STARS student application progress on a bi-weekly basis to determine which applications are incomplete. Contact each student with an incomplete application to help them finish the application prior to the March 1 deadline.
12. In January and February review student application progress on a weekly basis.
13. Continue to seek increased funding, in both the private and public sectors, for all College and Foundation scholarships, including dual credit scholarships.
14. Continue research to find other scholarship sources for our students and add to Scholarship page on the website.
15. Develop a scholarship brochure that provides the highlights of Vernon College/Vernon College Foundation Scholarships for distribution to area high schools and for use as a solicitation tool.
16. Work with the Directors of Student Activities, SGA, Student Forum and other student groups to promote the scholarship program and encourage applications.
17. Add a staff position, which could be initially part-time, Advancement Services Specialist for Scholarship Support, to manage and update the STARS information; add new scholarship and criteria to the database. Review all scholarship criteria information for completeness and make changes to existing criteria if the scholarship is revised. Prepare STARS reports including the student application progress report; contact students who have not completed their application and assist them. Respond to student applicant questions. Maintain all paper scholarship files. Make STARS presentations to area high schools and assist students with their applications on-site. Make presentations to Vernon College student groups about the availability of scholarships including STARS. Maintain the scholarship Excel reports adding new gifts received and scholarships awarded each year. Assist with researching other scholarship opportunities available for Vernon College students, gather the information and update the information on the Scholarship Page on the website. Assist with the preparation and distribution of all scholarship offers to students and the subsequent annual scholarship reports to donors. Assist with the annual Scholarship Banquet. Respond to inquiries from donors regarding the status of their scholarship funds; update scholarship information in the RE database and run RE and Excel scholarship reports as need.

President/Effectiveness

Objective #1:   The College will support process review and recommendations for change of fundraising activities to enhance external funding**.**
Actions:
1. Coordinate task force to review fund raising activities to enhance external funding

Objective #2:   The College will support efforts to strengthen alumni relations**.**
Actions:
1. Support alumni newsletter and meetings   2. Encourage participation of alumni through personal contact

Objective #3:   The College will ensure focus on external fund raising through support of personnel, processes, and technology.
Actions:

1. Review use of software purchased during Fall 2010
   2. Coordinate task force to review processes and personnel
   3. Produce and distribute Annual President's Report

Priority Initiative #9:
Ensure institutional accountability through effective strategic planning and assessment processes.

Admissions, Financial Aid and Records

Admissions

Objective #1:   Use SENSE and CCSSE data to increase survey driven scores for Admissions
Actions: 1. Review CCSSE and SENSE data to identify high performing schools in Admissions. Review those high performing schools processes, policies, procedures, practices, and programs.

Financial Aid

Objective #1:   Use SENSE and CCSSE data to increase survey driven scores for Financial Aid
Actions: 1. Review CCES and SENSE data to identify high performing schools in Financial Aid areas. Review those high performing schools processes, policies, procedures, practices, and programs.

Student Records

Objective #1:   Use SENSE and CCSSE data to increase survey driven scores for records and registration
Actions: 1. Continued improvement to the registration process 2. Review CCSSE and SENSE data to identify high performing schools in Records and Registration areas. Review those high performing schools processes, policies, procedures, practices, and programs.

Instructional Services

Objective #1: To promote and encourage the utilization of ESCRs as a means of documenting and articulating planning and assessment at the course level.
Actions: 1.   Utilize and present the results of ESCRs to internal and external stakeholders.

Office of the President

Human Resources

Objective #1: Review/update policies in Employee Handbook

Actions: 1. Review the Employee Handbook for policies that need to be updated or rewritten on annual basis.

2. Research policy.

3. Update/rewrite policy.

4. Seek appropriate approvals.

5. Update online.

6. Send out employee notification of update.

President/Effectiveness

Objective #1: The College will annually review mission documents with the Board of Trustees, administration, faculty and staff to ensure the organization's commitments are clearly defined.

Actions:
1. To annually review mission documents in meetings

Objective #2: The College will update and adhere to an assessment activity calendar, planning calendar and budget cycle to ensure institutional accountability

Actions:
1. Monitor, update and ensure the adherence to assessment, planning and budgeting cycle calendars

Objective #3: The College will continually scan the local, regional, state and national trends and environments to realistically prepare for a future shaped by societal and economic trends.

Actions:
1. Participate in local and regional focus groups
2. Participate in state and national conferences
3. Budget for journals and newspapers

Objective #4: The College will develop, organize and publicize assessment data and strategic planning information to ensure institutional accountability

Actions:
1. Distribute institutional accountability report
2. Distribute President's Annual Report
3. Conduct review and update of the strategic planning process and document

Objective #5: The College will complete an institutional self-study to ensure ongoing SACS compliance.
Actions:
1. Review SACS compliance criteria and update policies, practices, processes and procedures as necessary

Objective #6: The College will review and update the responsibilities and members of standing committees.
Actions:
1. Review and update standing committees

Quality Enhancement – Division of Institutional Effectiveness

Objective #1: Administer, analyze, and share information for assessments to be used for benchmarking and comparability purposes.
Actions:
1. Administer the Community College Survey of Student Engagement (CCSSE) and the Community College Faculty Survey of Student Engagement (CCFSSE). Analyze the CCSSE & CCFSSE data and information to prepare and present results and findings.
2. Distribute the results and findings from the CCSSE, CCFSSE, and SENSE (Survey of Entering Student Engagement) to faculty and staff through email, professional development meetings, the Quest newsletter and Blackboard.
3. Distribute the results and findings from the CCSSE, CCFSSE, and SENSE (Survey of Entering Student Engagement) to students through email, student organization or focus group meetings, the Chap newsletter and campus TV monitors.

Student Services

Objective #1: Use SENSE and CCSSE data to increase survey driven scores for Student Services.
Actions: 1. Review CCSSE and SENSE data to identify high performing schools in Student Services areas. Review those high performing schools processes, policies, procedures, practices, and programs.