

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:		Gene C. Couch, Jr.	Curriculum/Department:	Instruction & Student Services	
Purpose/Mission Statement			Vision Statement, 3-5 years		
The purpose of the Instruction and Student Services division of the college is to plan, organize, and implement instructional programming (credit coursework) and student services that support student achievement of educational goals from inquiry through graduation.			The Instruction and Student Services division of the college strives to be the most exciting instruction and student services unit in the North Carolina Community College System—where ideas win— where people flourish and grow. Additionally, we want to be recognized as a premier learning college institution.		
Program Strength			Program Weakness		
SCC prides itself in the high quality programs and services that are centered on student success. The quality of education our students experience is directly related to the expertise and commitment of the faculty and staff employed at the college.			Our ability to compensate the faculty and staff at the levels we would like. Additionally, we experience difficulty recruiting for new programs that may ultimately impact quality.		
Program Opportunities			Program Threats		
The Instruction and Student Services division has the opportunity to provide the leadership to move the college toward a “Learning College.”			Our ability to attract and retain the best talent.		
Goal #	Values for Teaching	College Goals	2005-2006 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
Instruction					
1			Bring back an academic competition event. Two events—one for high school students and one for non-traditional students.	Bring potential students to SCC campus for an academic competition. Increase college visibility.	A. Get scholarships(2) from Foundation. B. Develop the event. C. Hold event in Spring 2006.
2			Provide a professional development opportunity for faculty in a Great Teacher Retreat format.	Positive evaluation by faculty participating in the retreat.	Plan the retreat.
3			Provide leadership for the third year of the NC Net Grant.	We positively execute our plan of work for the grant.	The college provides leadership on a number of professional development activities such as hosting a teaching/learning conference.
4			Request, pursue the development of two new articulation agreements.	We have new articulation agreement for students to pursue a bachelor degree.	A. Pursue two (2) new articulation agreements with WCU. B. Complete articulation agreement with Franklin University.

5		Provide in-house professional development activities.	Positive feedback from the TLCs held.	Hold four (4) TLCs.
Student Services				
6		Continue to evaluate physical environment in Student Services to ensure an inviting environment.	Positive feedback regarding the environment.	Re-configure the furniture to improve student flow.
7		Develop a plan for answering the phones to improve customer services.	Improve customer satisfaction.	Develop a new procedure for answering the phones.
8		Hold a professional development activity specific to Student Services.	Positive feedback from the professional development activity—and improve service to students.	Put together the details for the professional development activity.
9		Hold an initial Constitution & Citizenship Day.	Students and employees learn more about constitution.	Hold an event that satisfies the federal requirement for Constitution & Citizenship Day.
10		Pursue an athletic/recreation/intramural team for the college.	We have information necessary to make an informed decision about athletic/recreation/intramural activity for students.	Make the contacts necessary to learn about these processes.
11		Develop a mascot/name for the college.	By the end-of-year the college will have a mascot, name.	Pursue the steps necessary for a college mascot, name.

Budget Item Description: (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies-			
Equipment-			
Travel-			
Program Accreditation-			
Other-			
TOTALS			

Criteria Results Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.

Mid-point Review

Progress Notes: