

# PLANNING/OUTCOMES DOCUMENT

| <b>Name of person(s) completing this form:</b>  | Stacy France  | <b>Curriculum/Department:</b>   | Cashiers Center/Personal Enrichment                                 |
|---|---|---|---|
| <b>Purpose/Mission Statement</b>  |   | <b>Vision Statement, 3-5 years</b>  |   |
| The Community Services Program provides lifelong learning opportunities for the adults living in the College service area. The Cashiers Center serves Highlands, Cashiers, and surrounding areas by responding to and anticipating the needs of students and instructors by providing enrichment classes. |   | As enrichment classes are provided, the vision is to meet the needs and interest of the community and to contribute to the overall growth of the service area. We want to be the first place that comes to mind when a student or business thinks or needs educational needs. |   |
| <b>Departmental Strengths</b>   |   | <b>Departmental Weaknesses</b>  |   |
| The Cashiers Center is now fully operational in the new facility which enables the Center to better serve the public.   |   | The technology used by this facility is sometimes outdated.   |   |
| <b>Departmental Opportunities</b>   |   | <b>Departmental Threats</b>   |   |
| After many months of construction, the parking area is paved. This provides the students with ample parking space that was a big problem in the past. The larger facility also allows the facility to provide space for Community meetings, etc.  |   | The change over to the information system may pose a short lived threat. Rising gas cost may cause students to re-think traveling long distances to take enrichment classes.  |   |
| College Goals   | 2005-2006 Department Outcomes/Goals   | Success Criteria<br>(Method for measuring extent to which outcome is achieved)  | Plan of Action<br>(including resources needed)                      |
| 1,5   | Continue to serve a diverse population by offering a variety of classes   | One offering each quarter from B&I licensure and certification, and CPR   | Request of specific program   |
| 5,7   | Build a strong relationship with the community  | Work with Community Health Link, Highlands/Cashiers Relay for Life Leadership, Highlands Governance Board, and Leadership Highlands Alumni Association  | Ongoing networking opportunities through these relationships        |
| 5   | Partnering with local churches and the International Friendship Center to provide family friendly ESL in Cashiers | Ongoing success and growth of the program to include childcare through community support  | Keep all parties involved and interested                            |
| 3   | New facility will be renovated and open to the public   | Renovations complete and classes and community meetings being held at center.   | Work with College maintenance staff and Jackson construction crews. |
| <b>Criteria Results for 2005-06 Outcomes</b><br>Be sure to utilize most current data available  |   | <b>End of Year Analysis</b><br>(Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.).<br><b>Describe how you used the results to improve your program/department.</b>  |   |
| CPR and special request classes offered to local business employees   |   | Offered 1 B&I Training  |   |

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|--|---|
| Continued to work to building relationships                            | Coordinated with Highlanders/Cashiers Relay for Life Leadership, Highlanders Governance Board on community projects. Center was host to several planning board, commissioners, and Tour De Cashiers meetings. |
| Partner with local churches to provide family friendly ESL             | ESL has been successful. Churches provided child care and snacks free of charge so students could attend class  |
| Landscaping and parking area complete, inside renovations 85% complete | Student attendance has increased and the facility is being utilized by community groups for meetings and workshops.   |

| College Goals | 2006-2007 Department Outcomes/Goals                                      | Success Criteria<br><small>(e.g. outcomes, enrollment increases)</small>   | Plan of Action<br><small>(including resources needed)</small>  |
|---------------|--|--|--|
| 4             | Offer a weekend class to CNAs  | Conduct one weekend C.N.A. class per semester  | Hire instructor to teach on weekends, advertise and recruit students for training                    |
| 7             | Continue to respond to community request for classes                     | Four new classes will be offered as requested by community   | Respond to feedback from class evaluations, develop and offer new classes                            |
| 7             | Continue to offer courses to High Hampton's International students       | Offer a superior learning environment by providing excellent customer service for one class for International students | Facilitate Hospitality Management Certification program for High Hampton and SCC Curriculum programs |
| 6,1           | Identify needs of local business employees in during business off season | Implement one new training program   | Visit 3 local businesses to determine training needs for employees                                   |

| Budget Item Description (Budget items requested from college funds)                      | Current Year Budget: | Ongoing Operational Budget: | Expansion Budget: |
|--|----------------------|-----------------------------|-------------------|
| Supplies-<br>Kitchen utensils for cooking classes, Supplies for new classes as requested |                      |                             |                   |
| Equipment-<br>2 printers, new furniture for great room                                   |                      |                             |                   |
| Travel-  |                      |                             |                   |
| Program Accreditation-   |                      |                             |                   |
| Other-   |                      |                             |                   |
| TOTALS   |                      |                             |                   |

### Mid-point Review

**Progress Notes:**

