

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		7	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		4	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		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		5	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		4	Provide in-house professional development activities.	Positive feedback from the TLCs held.	Hold four (4) TLCs.
Student Services					
6		3	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		2	Develop a plan for answering the phones to improve customer services.	Improve customer satisfaction.	Develop a new procedure for answering the phones.
8		4	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		1	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		5	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		7	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			

<p style="text-align: center;">Criteria Results</p> <p style="text-align: center;">Be sure to utilize most current data available</p>	<p style="text-align: center;">End of Year Analysis</p> <p style="text-align: center;">(Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.).</p> <p style="text-align: center;">Describe how you used the results to improve your program/department.</p>
<p>1. Academic Competition event - two events held on February 16, 2006</p>	<p>The day event was for high school students. Thirty-two students participated from the following schools: Blue Ridge, Cherokee High , Franklin High, Highlands, Smoky Mountain High, and Swain High . Thirteen individuals competed in the evening community event.</p> <p>The SCC Foundation provided scholarships for the top three winners in both the day and evening event. First place winners received \$4,500; second place, \$700; and third place \$250.</p> <p>The event increased the college's visibility in the high schools and communities forty-five potential SCC students participated.</p> <p>The event met the objectives of getting students on campus and re-establishing the college in an academic competition.</p>
<p>2. Great Teacher Retreats - two retreats were held, one in September and one in March.</p>	<p>Two Great Teacher Retreats, presented by David Gotshall, were held during the year. One-half of faculty went each time. The first was September 12-14, 2005, at Balsam Mountain Inn, with 31 participants. The second retreat was March 23-25, at Kanuga Conference Center, with 34 participants. Both events were very successful based on end-of-session evaluations. It was clear that faculty thought it was practical and discussed how to improve teaching and also had a sense of camaraderie.</p>
<p>3. Leadership for NC Net Grant.</p>	<p>Several events were conducted throughout the year. Perhaps the highlight was a presentation on April 12, by Sandy Shugart, President of Valencia CC, on Becoming a Learning College to the faculty of SCC and surrounding colleges.</p>
<p>4. Articulation Agreements.</p>	<p>An Articulation Agreement with Western Carolina University was completed for WCU's B.S. in Health Information Administration and SCC's A.A.S. in Health Information Technology to assist students in their transition to WCU to pursue a Bachelor's degree.</p> <p>The agreement with Franklin University was not realized.</p>
<p>5. In-house professional development activities.</p>	<p>On September 20, Drs. Kevin Pennington and Mitch William presented a TLC on Using the Psychology of Adult Learners to Assist Your Student's Learning. On October 19, 2005, Dixie McGinty presented a TLC on How to Develop Valid Test & Assessment Instruments. These topics were well-received by the faculty. On February 21, Phil Weast presented on Student Academic Records: Access, Privacy, Security and Disposal.</p> <p>The goal was to hold four TLC's. However, only three were presented, due to the Great Teacher Retreat activities and the Learning College presentation during Spring semester.</p>
<p>6. Evaluation of physical environment in Student Services.</p>	<p>A first step was taken to move the desks forward to place an individual near the entrance doors to greet students. Additional work is needed in this area.</p>
<p>7. Answering phones to improve customer service.</p>	<p>We developed a call list and a hot line for Fall 2006. However, this met with moderate success and is still a situation that needs additional attention.</p>
<p>8. Hold a professional development activity specific to Student Services.</p>	<p>The Student Services staff attended a professional development program at Moonshadow Learning Services on October 20, 2005, for customer service and team building.</p>
<p>9. Constitution & Citizenship Day.</p>	<p>On September 15, 2005, SCC conducted their first Constitution & Citizenship Day. A PowerPoint presentation/lecture was conducted by Duane Wesolick. This event was attended by faculty, staff, students, high school students, WCU students, and members of the community. SLA provided lunch for the guest. The day was a success.</p>

10. Intramural team.	Contacts were made with Western Carolina University and ultimately established the opportunity for SCC student to participate in WCU's intramural sports programs. Eight students participated in the WCU intramural program.
11. Mascot/name for the college.	A committee was formed to propose a mascot/name for the college. Suggestions were presented to the Dr. Groves and the Executive Council. At this point, a mascot for the name of the college did not move forward.

Mid-point Review

Progress Notes:

Goal #	Values for Teaching	College Goals	2006-2007 Department Outcomes/Goals	Success Criteria <small>(e.g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
Instruction					
1		7	Continue SCC Academic Challenge.	Bring potential students to SCC campus for an academic competition. Increase college visibility.	Hold event in Spring 2007.
2		3	Provide leadership for the fourth 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.
3		5	Request, pursue the development of new articulation agreements.	We have new articulation agreements for students to pursue a bachelor degree.	A. Pursue one (1) new articulation agreements with WCU. B. Complete articulation agreement with Franklin University. C. Pursue agreements with Montreat.
4		5	Initiate a Meet & Eat series of meetings with WCU and SCC faculty.	Hold at least one meeting with WCU and SCC faculty in targeted disciplines.	A. Communicate with WCU officials to identify disciplines and establish the lunches. B. Evaluate effectiveness.
5		1	Evaluate curriculum areas to either accept or reject for programs at SCC. If accept, gain approval and begin offering Fall 2007.	We would do needs assessments for the areas and review data.	A. The program areas in review are Civil Engineering, Medical Assisting, Associate in Fine Arts-Cherokee, Transfer Diploma, Associate in Science, and Horticulture.

6	3	Continue to move the Distance Learning program forward.	Improvement in student satisfaction in Distance Learning programs.	<p>A. Identify high demand areas and pursue course development and delivery.</p> <p>B. Institute a staff development program associated with Distance Learning technology and Distance Learning instruction.</p> <p>C. Initiate a laptop program (subject to funding).</p> <p>D. Migrate to Enterprise version of BlackBoard.</p>
7	1	Continue to monitor the statewide initiative associated with modularized curriculum.	Knowledge associated with modularized curriculum will increase.	Stay abreast of developments in this area at the state level.
8	1	Plan and implement as appropriate self-supporting classes for Summer 2007.	One or more self-supporting classes for Summer 2007.	Identify classes to hold as self-supporting and execute the process to collect fees.
9	1	Continue the implementation of the Writing Across the Curriculum effort at the college.	Data will indicate improved writing skills of SCC students.	Provide necessary leadership to make sure that the program is moving forward.
10	4	Provide in-house professional development activities.	Positive feedback from the TLCs held.	Hold four (4) TLCs.
11	3	Continue to evaluate physical environment in Student Services to ensure an inviting environment.	Positive feedback regarding the environment.	Build a more student-friendly entrance counter for Student Services.
12	2	Develop a plan for answering the phones to improve customer services.	Improve customer satisfaction.	Develop a more effective procedure for answering the phones.
13	1	Continue a Constitution & Citizenship Day.	Students and employees learn more about constitution.	Hold an event that satisfies the federal requirement for Constitution & Citizenship Day.
14	5	Provide additional communication to students regarding an athletic/recreation/intramural program at WCU for SCC students.	Students will become more aware of the intramural program with WCU.	Provide at least three communications for the intramural program at WCU.
15	2	Improve system of communication and followup for inquiry, application and registration.	System will become active during the 2006-2007 year.	Develop processes and procedures for each of the areas of inquiry, application and registration to increase effectiveness in each of these areas.
16	2	Improve Student Services initial communications similar to that of the private institutions.	Improved communications with students.	Benchmark against proprietary institutions and institute strategies as appropriate.