

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:	Fairley Pollock, Student Services Coordinator	Curriculum/Department:	Macon Campus
Purpose/Mission Statement		Vision Statement, 3-5 years	
To provide a full range of student services to students enrolling in curriculum programs offered at the Macon Campus.		To create and sustain an enrollment process that is driven by service to students and is focused on achieving enrollment goals through the planning and implementation of effective strategies for marketing, recruiting, enrolling and retaining students in Macon County.	
Departmental Strengths		Departmental Weaknesses	
<ul style="list-style-type: none"> Well organized with well-trained staff Good working relationship with the campus 		<ul style="list-style-type: none"> Residing in two locations in Macon County presented difficulties for consistency in providing student services to all students. 	
Departmental Opportunities		Departmental Threats	
<ul style="list-style-type: none"> New student information system will provide greater flexibility in record-keeping, registration and report production. 		<ul style="list-style-type: none"> New student information system training and implementation will be time consuming and reduce the department's overall efficiency. Delays in construction may lead to difficulties with recruiting and retention. 	
College Goals	2006-2007 Department Outcomes/Goals	Success Criteria <small>(e.g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
2	1. Increase student enrollment on the Macon Campus.	<ul style="list-style-type: none"> Increase total FTE from 2005-2006 in 2006-2007. 	<ul style="list-style-type: none"> Student Services were offered in two locations in Macon County including admissions, registration, advisement, testing, and financial aid. Curriculum FTE increased to roughly 127 in the 2006-2007 Academic Year.
2	2. Increase student services available at the Macon Campus.	<ul style="list-style-type: none"> Increase Testing Availability Increase FAFSA assistance Increase Application Assistance Increase Advising Assistance Increase Registration Assistance 	<ul style="list-style-type: none"> More than 30 scheduled opportunities were available for testing during the day throughout the academic year. This was an increase from approximately 10 scheduled testing opportunities throughout the academic year in 2005-2006. Testing sessions, approximately 15, were offered during evening hours in addition to the normal testing schedule. Staff were available in both locations to

			<p>assist with Financial Aid paperwork and filing as compared with no staff available during the 2005-2006 to assist in these areas.</p> <ul style="list-style-type: none"> • Two registration days were scheduled for Macon for the Fall and Spring semesters. Advisors were available for both registration days. Advisors were also asked to provide advisement during scheduled times during the Early Registration period for the Fall and Summer terms. Previously in 2005-2006, no special registration days were scheduled. • The student services coordinator or the Macon Center administrative assistant were available Monday-Friday from 8-5 during the regular academic year for advisement and registration of Special Credit students in IIPS and Colleague. Previously only the Macon Center administrative assistant was available to register continuing education student only.
<p>2</p>	<p>3. Establish and maintain a working relationship with the Macon County Early College High School</p>	<ul style="list-style-type: none"> • Participate in advisement for college courses for all Early College Students. • Participate in seminar and house functions throughout the year. • Assist in the coordination of SCC and Early College Faculty 	<ul style="list-style-type: none"> • Advised and registered 50 Early College students for the Fall of 2006 and 48 for the Spring of 2007. 8 Early College students also elected to register for Summer 2007 courses. • Worked with guidance counselor to visit with students during seminar time to talk with them about college functions including transferring, transcript evaluation, and placement testing. • Assisted in the coordination of four faculty/staff meetings for MEC and SCC for planning purposes. • Maintained communication with principal and guidance counselor regarding student progress and college policies. • Maintained communication with faculty regarding student progress in college courses. • Assisted faculty in speaking with parents and/or students regarding course performance.

			<ul style="list-style-type: none"> • Provided the guidance counselor with support regarding the development of a 4 and 5 year plan for students. • Created the MEC Catalog / Handbook • Created the MEC SCC Articulation Agreement • Attended and participated in recruiting events for the 2007-2008 MEC freshman class.
2	4. Assist in the training, planning, and implementation of the new student database system	<ul style="list-style-type: none"> • Participate in select trainings for the CORE team of Colleague implementation. • Aid in the training of faculty and staff at the Macon Campus. • Participate in CORE team meetings for the implementation and success of Colleague. 	<ul style="list-style-type: none"> • Attended weekly meetings of the CORE team • Attended trainings for registrar, admissions, and financial aid functions in Colleague. • Assisted with conversions of data from IIPS to Colleague. • Assisted with duplicate application entry for Fall 2007. • Provided training and support for staff and faculty at the Macon Campus for Colleague in student services related areas such as admissions and registration.

Criteria Results for 2006-07 Outcomes Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, etc.). Describe how you used the results to improve your program/department.
Increase student FTE at the Macon Campus.	FTE increased for the academic year to 127 from 2005-2006 to 2006-2007. While FTE appears to have increased significantly, more effort will be made to increase FTE towards the “campus status” FTE.
Increase availability of student services at the Macon Campus: Increase Testing Availability, FAFSA assistance, enrollment/application assistance, advising assistance, and registration assistance.	Thirty testing appointments were made available as compared with 10 in 2005-2006; a staff member was available throughout the week to assist students with financial aid and enrollment/application assistance as compared little to no presence in 2005-2006 to assist with students in these areas; assistance was made available throughout registration periods in the 2005-2006 throughout each week to assist students with advisement and registration for courses as compared with limited scheduled times for advisement and registration in previous years. This increase in student services likely affected the increase in FTE, but further efforts will be made to have student services more readily available.

<p>Foster and maintain a relationship with the Early College.</p>	<p>As the Early College was a new presence on campus we have no previous relationship with which to compare the 2006-2007 academic year. However, the Early College liaison/ Student Services Coordinator accomplished the following in these efforts: advised and registered 50 Early College students for the Fall of 2006 and 48 for the Spring of 2007, attended Early College workshops to introduce students to college life, coordinated faculty/staff meetings for Early College and SCC, remained in constant communication with Early College administration and SCC faculty regarding student progress, created the MEC Catalog / Handbook including an Articulation Agreement and 4/5 year plan of study, and attended and participated in recruiting events for the Early College. Our relationship with the Early College will continue to develop and mature as the program grows.</p>
<p>Participate in the implementation of Datatel</p>	<p>In order to assist with the implementation of Datatel, the Macon Campus Student services coordinator: attended weekly meetings of the CORE team and trainings for registrar, admissions, and financial aid functions in Colleague, assisted with conversions of data from IIPS to Colleague and duplicate application entry for Fall 2007 and provided training and support for staff and faculty at the Macon Campus for Colleague in student services related areas such as admissions and registration.</p>

College Goals	2007-2008 Department Outcomes/Goals	Success Criteria <small>(e.g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
2	1. Increase student enrollment on the Macon Campus.	<ul style="list-style-type: none"> • Increase Curriculum FTE. 	<ul style="list-style-type: none"> • Provide Student Enrollment Services and create a seamless transition through coordination with the Macon Campus administrative assistant, and student services staff at the Sylva Campus. • Assist Sylva with recruitment in the Macon County area

2	<p>2. Increase student services available at the Macon Campus.</p>	<ul style="list-style-type: none"> • Increase Testing Availability • Increase FAFSA assistance • Increase Application Assistance • Increase Advising Assistance • Increase Registration Assistance 	<ul style="list-style-type: none"> • Have staff available during working hours who can aid students in the enrollment process. • Offer College Placement Testing a minimum of 16 times during each of the Fall and Spring semesters. • Have available staff to assist with the completion of the Financial Aid process • Facilitate communication with advisors as well as providing individual advisement where needed. • Have staff available to register special credit students as well as students who cannot contact their advisors during early registration, registration, and drop/add periods.
5	<p>3. Establish and maintain a working relationship with the Macon County Early College High School</p>	<ul style="list-style-type: none"> • Participate in advisement for college courses for all Early College Students. • Participate in Early College functions throughout the year. • Assist in the coordination of SCC and Early College Faculty 	<ul style="list-style-type: none"> • Coordinate with the Principle and guidance counselor to determine course schedules for students. • Meet with students to select courses and register. • Facilitate activities through collaboration with the guidance counselor. • Assist in the communication between faculty members and facilitate opportunities to meet and discuss.
2	<p>4. Assist in the training, planning, and implementation of the new student database system</p>	<ul style="list-style-type: none"> • Aid in the training of faculty and staff at the Macon Campus. • Participate in CORE team meetings for the implementation and success of Colleague. 	<ul style="list-style-type: none"> • Maintain communication with CORE team members on issues relating to training and implementation. • Provide training and support for staff and faculty at the Macon Campus for Colleague in student services related areas such as admissions and registration.

Budget Item Description (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies- Including career guidance materials and other guidance materials		\$600	
Equipment- sound eliminating headphones for testing purposes		\$500	
Travel- CACRAO conference, SEDUG conference, Registrar’s Annual Meeting, Travel between sites, Colleague -Training, Professional Development		\$2000	
Misc.		\$500	
TOTALS		\$3600	