

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:	Stacy France	Curriculum/Department:	Cashiers Ctr/Personal Enrichment
Purpose/Mission Statement		Vision Statement, 3-5 years	
The community service program provides lifelong learning opportunities for adults living in the College service area. The Cashiers Ctr serves Jackson, Swain, and Macon county by responding to and anticipating the needs of students by providing a wide variety of enrichment & occupational classes		Enrichment and occupational classes are provided to meet the 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.	
Departmental Strengths		Departmental Weaknesses	
The Cashiers Ctr is a lovely facility that provides a friendly, inviting, and educational environment to meet student needs. We also have 4 State approved C.N.A. labs/classrooms.		Technology used by the facility is sometimes outdated. The phone system is sometimes down for days. The C.N.A. classroom on the Jackson campus is shared with curriculum making it very difficult to schedule day classes. Remains difficult to secure and retain qualified instructors.	
Departmental Opportunities		Departmental Threats	
The Cashiers Ctr is able to provide ample space for classes and community needs with plenty of parking and easy access. The Cashiers area has a large population of retirees with summer homes which allows for many enrichment classes.		At the State level, i.e. budget, the cost of gas continues to rise making it difficult for the average student to drive long distances to attend classes. Pay for instructors	
College Goals	2007-08 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)
1,5	Continue to serve a diverse population by offering a variety of classes	Offer four new classes as requested by community	Respond to feedback from course evaluations and by finding fresh instructors
1,2	Relocate Franklin C.N.A. program to Cartoogechaye School	Show a 3% increase in student enrollment by being able to offer day or night classes	Get approval from the State for the new classroom/lab, purchase new equipment
1,7	Increase FTE hours for C.N.A. Refresher	offer 2 refresher classes per year to serve 40 students	Rewrite Refresher class outline and get State approval
1,7	Offer a 24 hours Medication Aide class	Offer 2 Med. Aide classes per year	Send coordinator to be certified as a master instructor
Criteria Results for 2007-08 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.	
Continue to offer many enrichment classes to the 3 county service area		Community enjoys the variety of classes offered and continues to request more. New classes were offered based on request such as cake decorating & floral arranging	
The relocation of the Franklin C.N.A. program to Cartoogechaye then to Angel Medical		The move was successful and classes are going smoothly. We now have the freedom to offer day or evening classes and had a 35% increase in student enrollment	
Increased FTE hours for the C.N.A. Refresher class from 18 to 40		Students now have more hours to become proficient in the skills needed to pass the State exam. 2 classes per year are being offered	

College Goals	2008-09 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)
1,2	Offer Geriatric training program to allow C.N.A. a specialty	Offer 2 per year	Send instructor for training
1,4	Offer an on-line hybrid C.N.A class	Offer 1 per year	Meet with other college staff that have been successful & train our instructors/hire new instructor
4,1	Hire 2 new C.N.A. instructors	To be able to offer on-line hybrid C.N.A. course and Geriatric training program	Advertise heavily in all newspapers and schedules
1,2,3	Offer curriculum classes at Cashiers Ctr	1 per semester	Request of specific classes

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

Mid-point Review

Progress Notes: