Fayetteville Technical Community College

Detailed Assessment Report
2009-2010 Office of the President

Mission/Purpose

The purpose of the Office of the President of Fayetteville Technical Community College is to provide leadership that ensures student and institutional success, promotes effectiveness and efficiency of college operations, and supports the mission of the college.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Review of Educational Programs

The President will anaylze and review educational programs for measurable quality, effectiveness and evidence of assessment

Associations:

Institutional Priorities:

2 EDUCATIONAL PROGRAMS-To provide a comprehensive educational program committed to quality...
7 INSTITUTIONAL EFFECTIVENESS-To effect continuous improvement through a comprehensive system of…

Strategic Plans:

Office of the President

2.11 Operate programs effectively and efficiently within the established budget.

2.12 Monitor programs for planning and evaluation.

2.13.1 Continue strategic planning to enhance institutional effectiveness.

2.13.2 Conduct departmental and end-of-year divisional review of strategic planning objectives and activities.

2.13.3 Apply results of evaluation for corrective action and effective planning.

2.15.2 Develop a divisional assessment plan to be incorporated into the SACS Re-accreditation Comprehensive Assessment Plan.

2.15.3 Implement improvements in services and resources identified through the Learning Technologies assessment accreditation Team Report and staff recommendation

2.20.1 Request Institutional Effectiveness and Assessment Office provide data on attainment of general institutional competencies.

2.20.2 Measure attainment of general institutional competencies.

7.1 To effect continuous improvement through a comprehensive system of information management and assessment.

7.11.4 Participate in Quality Enhancement process leading to continuous improvement and future Action Planning.

7.12.2 Ensure Productivity, fiscal responsibility, and accountability in resource management.

7.4.2 Provide data for needs assessments and feasibility studies for proposed academic programs.

7.8.2 Design and implement an annual planning package to guide new faculty and staff through the planning process.

Related Measures:

M 1: Review of Academic Detailed Assessment Reports

It is important that the Office of the President has direct evidence available for examination that documents efforts for promoting quality, efficiency, and effectiveness in its educational programs. It is equally important that these programs undergo a continuous cycle of assessment and that assessment results are used for program improvements. In order to confirm that this occurs on a regular basis, the President will randomly select three educational programs for his personal examination from the previous year's assessment cycle. He will review the intended outcomes, measures, findings, action plans, and responses to analysis questions for each of the selected program areas, as reported in their Detailed Assessment Report (DAR) maintained in WEAVEonline. In doing so, he will demonstrate his personal commitment to program quality and effective, meaningful assessment. This review will be completed by November 1, 2009.

Source of Evidence: Existing data

Achievement Target:

The President will review three educational program areas based on their Detailed Assessment Reports. He will report his findings, action planning, and analysis within WEAVEonline and share his observations with all program areas of the College.

O 2: Review of Educational Support Units

The President will anaylze and review educational support units for measurable quality, effectiveness and evidence of assessment.

Associations:

Institutional Priorities:

3 FACULTY AND STAFF- To recruit and retain high quality faculty and staff who reflect the diversity…

4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity…

5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student...

7 INSTITUTIONAL EFFECTIVENESS-To effect continuous improvement through a comprehensive system of…

8 SAFETY-To maintain high quality information, physical, technological, and personal security with…

Strategic Plans:

Office of the President

2.12 Monitor programs for planning and evaluation.

2.13.1 Continue strategic planning to enhance institutional effectiveness.

2.13.2 Conduct departmental and end-of-year divisional review of strategic planning objectives and activities.

2.13.3 Apply results of evaluation for corrective action and effective planning.

2.15.2 Develop a divisional assessment plan to be incorporated into the SACS Re-accreditation Comprehensive Assessment Plan.

2.20.3 Use student evaluations of instructors to improve support services.

2.20.4 Use student satisfaction surveys to improve support services.

2.20.5 Use instructor satisfaction surveys to improve support services.

4.4.10 Develop a plan to evaluate departmental effectiveness based on quality of services as determined by user surveys, audits, and internal performance monitoring.

7.1 To effect continuous improvement through a comprehensive system of information management and assessment.

7.11.4 Participate in Quality Enhancement process leading to continuous improvement and future Action Planning.

7.12.2 Ensure Productivity, fiscal responsibility, and accountability in resource management.

7.4.2 Provide data for needs assessments and feasibility studies for proposed academic programs.

Related Measures:

M 2: Detailed Assessment Report for Support Units
It is important that the Office of the President has direct evidence available for examination that documents efforts for promoting quality, efficiency, and effectiveness in its educational support units. It is equally important that these units undergo a continuous cycle of assessment and that assessment results are used for improvement. In order to confirm that this occurs on a regular basis, the President will randomly select three educational support units for his personal examination from the previous year's assessment cycle. He will review the intended outcomes, measures, findings, action plans, and responses to analysis questions for each of the selected units, as reported in their Detailed Assessment Report (DAR) maintained in WEAVEonline. In doing so, he will demonstrate his personal commitment to quality in educational support units and effective, meaningful assessment. This review will be completed by November 1, 2009.

Source of Evidence: Existing data

Achievement Target:
The President will review three educational support units based on their Detailed Assessment Reports. He will report his findings, action planning, and analysis in WEAVEonline and share his observations with all educational support units of the College.

O 3: Quality of Workforce Development
The President's office will validate that the scope and quality of workforce development courses offered by FTCC meet the needs of our partners in community organizations, local businesses, and regional economic development initiatives.

Associations:

Institutional Priorities:

1 STUDENTS-To provide educational and support programs within an open door context. To actively...

2 EDUCATIONAL PROGRAMS-To provide a comprehensive educational program committed to quality...

6 INSTITUTIONAL ADVANCEMENT-To provide a positive image through marketing and public relations and…

Strategic Plans:

Office of the President

2.12.5 Maintain partnerships with community organizations.

2.12.7 Maintain communication with appropriate agency leadership.

2.12.8 Participate in local, state, and national boards and associations.

2.2.1 Expand course offerings in FTCC service area. 2008-2009 (Immediate)

2.4.1 Conduct courses at the Center for Business and Industry for Cumberland County's workforce. 2008-2009 (Immediate)

2.4.2 Provide training with special program budgets for manufacturing industry, i.e., new industry training (NEIT) and focused industry training (FIT). 2008-2009 (Immediate)

2.4.3 Develop and conduct courses for businesses, medical organizations, governmental agencies, and other service organizations. 2008-2009 (Immediate)

2.4.4 Develop and conduct courses for manufacturing industry. 2008-2009 (Immediate)

2.4.5 Develop and conduct courses and seminars through the Small Business Center for potential small business owners. 2008-2009 (Immediate)

2.4.6 Assist in sponsoring seminars and workshops for professional organizations for the business community and governmental agencies. (Ongoing)

2.5.1 Provide emergency services organizations the opportunity for training in order to stay abreast of new and changing technologies.

2.6.2 Implement newly approved programs.

2.6.6 Conduct occupational extension courses on FTCC's main campus, Spring Lake Campus, and at satellite locations including public schools for the community-at-large.

2.6.7 Design and offer new occupational extension courses for the community-at-large. 2008-2009

2.6.8 Conduct online courses.

2.7 Expand collaborative program agreements and improve articulation with other institutions and agencies.

2.7.4 Conduct an Occupational Extension Educational Program that maintains a positive annual growth rate.

2.9.2 Integrate technologies into existing courses

7.4.2 Provide data for needs assessments and feasibility studies for proposed academic programs.

Related Measures:

M 3: Survey of Services

In order to meet the diverse and ever-changing needs of the workforce in our community and the surrounding region, it is imperative that FTCC seek input from and build relationships with our community and regional partners. The President will encourage and monitor contacts with responsible parties associated with the BRAC initiative, the Economic Development Committee, the Military Business Center, the Chamber of Commerce, and the Center for Business and Industry.   Surveys will be administered as the College is offering workforce development courses to these local community and regional partners. These surveys will be administered at the conclusion of each workforce development course/training session by representatives from the Offices of the Associate Vice President for Continuing Education or the Office of the Associate Vice President of Curriculum programs. The completed surveys will be forwarded to the IEA Director within 10 calendar days from the course/training completion date and will be tabulated by the IEA office, including narrative comments submitted by the course/training attendees. The Director of IEA will provide to the President, not later than May 30, 2010, a spreadsheet showing survey respondent results for each individual course survey administered throughout the year. The spreadsheet will also indicate the overall average of the collective survey results. This spreadsheet will be used by the President to gauge the respondent's opinions of the quality of the workforce development related courses delivered throughout the year.

Source of Evidence: Service Quality

Achievement Target:

The tabulated results from the surveys of community and regional partners will indicate that at least 85% of the collective respondents felt that courses offered through FTCC's workforce development initiatives met or exceeded their expectations. The President's review, analysis and comments will be shared with appropriate faculty and staff for ongoing continuous improvement processes for future delivery of similar workforce development courses.

O 4: Funding Sources for Promoting Technology

The President's office will evaluate the funding sources that promote the use of technology in the delivery of workforce development courses.

Associations:

Institutional Priorities:

2 EDUCATIONAL PROGRAMS-To provide a comprehensive educational program committed to quality...
6 INSTITUTIONAL ADVANCEMENT-To provide a positive image through marketing and public relations and…

Strategic Plans:

Office of the President

2.11 Operate programs effectively and efficiently within the established budget.
2.11 Provide necessary state-of-the-art equipment for faculty and staff.
2.12.5 Maintain partnerships with community organizations.
2.12.7 Maintain communication with appropriate agency leadership.
2.12.8 Participate in local, state, and national boards and associations.
2.19.2 Explore business, industry, and government as possible funding sources.
2.3.2 Expand resources.
2.3.6 Assist faculty and students as they explore the application of various computer and video technologies to the learning centered college.
2.3.9 Obtain and manage grant funding for technology support for the College.
2.6.3 Seek funding to upgrade technological capabilities campus-wide.
2.9.1 Enhance delivery systems.
2.9.2 Integrate technologies into existing courses
4.1.1.3 Explore future opportunities to expand wireless technology into the campus infrastructure.
4.2.6 Monitor and maintain a plan to ensure that all required computer/technology equipment meets minimum standards for each job.
6.4.4 Spend grant monies with coordination of appropriate administrators and Vice President for Business and Finance according to funding guidelines.
7.12.2 Ensure Productivity, fiscal responsibility, and accountability in resource management.

Related Measures:

M 4: Funding Source Report

In order to meet the ever-increasing demand for a skilled and educated workforce, alternatives to traditional delivery modes must be available. The use of advanced instructional technologies (such as i3D) and the delivery of abbreviated, focused courses that are tailored to the needs of the workforce will help meet this demand. Given the declining state of the current economy and the associated decline of

College revenue, it is critical that the President's office assess sources of technology-related funding targeted for the development and delivery of industry-specific courses and certifications. A baseline data report for the academic year of 2008-09 will be posted in the document repository during the October-November 2009 time period. In June 2010, funding for technology will be assessed for academic year 2009-2010 and compared to the baseline 2008-2009 report.

Source of Evidence: Existing data

Document:

[Technology Funding Spreadsheet](#)

Achievement Target:

The amount of funding targeted for the use of advanced technology in workforce development does not decrease when compared to funding received during 2008-09.   The analysis and comparison of the two years of funding resources will be shared with appropriate faculty-staff for consideration as they are developing their Strategic Plan activities for year 2010-2015 and the findings report will also be posted within the document repository.