

3.3.1.5 community/public service within its mission, if appropriate

Compliance Partial Compliance Non-Compliance

Narrative:

In the area of community/public service, CVCC identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.

A part of the [mission](#) of Chattahoochee Valley Community College is to “support partnerships advancing community, workforce development, and dedication to life-long learning.” Community/Public Service units of the College work to support CVCC’s mission primarily to promote the economic empowerment of people, communities, and businesses through economic development services and non-credit instruction.

The [Annual Plan for Institutional Effectiveness](#) comprises the College’s assessment methodologies, plans, and results for all support programs and services and identifies the community/public support services as follows:

Workforce Development and Adult Education Programs

Each functional unit has identified expected outcomes in the Online Unit Planning system available on the College’s Intranet. The Unit Plans for each area allows for a [3-year comparison](#) allowing for the monitoring of assessment, use of results for improvements, actions taken for improvement, and budget needs. Surveys such as the [Student Satisfaction Survey](#), [Employee Evaluation of College and Services](#), and [Facilities and Services Survey](#), [State Reports](#) provide feedback to the functional areas. Areas not performing or with comments for improvement are reviewed by department and division chairs. Action plans are developed to make improvements. Twice a year Unit Plans are updated to indicated Actions Taken for improvement.

The [Community/Public Service Summary](#), containing three years of each area’s Unit Plans, provides information on the Expected Outcome, Assessment Results, and Actions Taken for Improvements. Details and [supporting documents](#) can be found in the On-line Unit Plans.

SUPPORT DOCUMENTATION
College Catalog and Student Handbook, Mission Statement – Page 11
Annual Plan for Institutional Effectiveness
Unit Plan 3-year Comparison – Adult Education
Student Satisfaction Survey Results – SP2013
Employee Evaluation of College and Services – SP2013
Facilities and Services Survey Analysis – FA2012
State Workforce Development Report
Community/Public Service Unit Plan Summary
Unit Plan Supporting Document Example – Adult Education