

# CVCC - Administrative Support Summary

## Three Year Comparison

*In Support of 3.3.1.2*

### Business Services

Expected Outcome :	<b>Provide a more efficient employee leave function and records used on campus.</b>					
Record ID :	<u>2937</u>	Record ID :	<u>3696</u>	Record ID :	<u>4371</u>	
Associated ID :	3696	Associated ID :	4371	Associated ID :	0	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013	
Assessment Results :	New Alliant employee leaves software not complete and available for campus implementation until Spring 2012.	Assessment Results :	Software has been implemented and employees attended training May 29-31.	Assessment Results :	The new on line leave system is now part of daily campus operations. The 2013 Employee Evaluation of Business Services Unit #11A showed rating of 93.9% that campus procedures and forms are accessible for all employees.	
Action Taken for Improvement :	None	Action Taken for Improvement :	Successful campus implementation and staff training was completed by July 1, 2012	Action Taken for Improvement :	Will be updated end of summer.	

Expected Outcome :	<b>Increase satisfaction with the ordering and maintaining of office supplies on campus.</b>					
Record ID :	<u>2939</u>	Record ID :	<u>3697</u>	Record ID :	<u>4443</u>	
Associated ID :	3697	Associated ID :	4443	Associated ID :	0	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013	
Assessment Results :	Results not available.	Assessment Results :	83.3% of employees reported satisfaction with the ordering and maintaining of office supplies.	Assessment Results :	The 2013 Employee Evaluation of College and Services showed a 81.5% rating for #11C that employees communicated the process for ordering and maintaining office supplies was effective.	
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	Will be updated end of summer.	

Expected Outcome :	<b>Campus procedures and required forms are easily accessible.</b>					
Record ID :	<u>2941</u>	Record ID :	<u>3698</u>	Record ID :	<u>4487</u>	
Associated ID :	3698	Associated ID :	4487	Associated ID :		

Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Policy and procedure manuals have not been automated.	Assessment Results :	88% of employees were satisfied with the accessibility of campus procedures and forms. All forms were available on the intranet in March 2012.	Assessment Results :	94% EECS
Action Taken for Improvement :	None	Action Taken for Improvement :	New intranet and web based finance and budgeting processes procedures manual has been developed and was posted for campus-wide use in March 2012. It is now the source to document campus business procedures and for employees to access campus forms.	Action Taken for Improvement :	Improvement in results from survey. No further actions taken

Expected Outcome :	<b>Provide more timely collection and processing of debit and credit card campus transactions.</b>				
Record ID :		Record ID :		Record ID :	<u>3212</u>
Associated ID :		Associated ID :		Associated ID :	0
Selected Term :		Plan Term :		Plan Term :	2012-2013
Assessment		Assessment		Assessment	The POS system has proved

Results :		Results :		Results :	to be very useful and has increased the efficiency of processing transactions on campus. Used by Dual Enrollment Coord. at high schools.
Action Taken for Improvement :		Action Taken for Improvement :	New Plan	Action Taken for Improvement :	<a href="#">Form B</a> submitted and approved. POS purchased and will continue to be used.

Expected Outcome :	<b>Enhance business operations and efficiencies of campus bookstore function.</b>				
Record ID :		Record ID :		Record ID :	<u>4400</u>
Associated ID :		Associated ID :		Associated ID :	0
Selected Term :		Plan Term :		Plan Term :	2012-2013
Assessment Results :		Assessment Results :		Assessment Results :	On the 2013 Student Satisfactory Survey, Bookstore Services #4.4, students gave an overall rating of 83% for services provided.

Action Taken for Improvement :	None	Action Taken for Improvement :	New plan implemented	Action Taken for Improvement :	Plan to continue committee meetings; next is Spring 2013. Barnes and Noble bookstore manager now attending faculty meetings each semester to present new information or concerns.
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## Evening

Expected Outcome :	<b>Students will be aware of the college escort to vehicles that can be utilized for evening classes.</b>				
Record ID :	<u>3071</u>	Record ID :	<u>4415</u>	Record ID :	<u>4180</u>
Associated ID :	4415	Associated ID :	4180	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Only 32.4% of students responding to the Student Satisfaction Survey indicated that they were aware of the escort to vehicles provided for students taking evening classes. However, there is no way to determine if those that responded were day or evening students. The low	Assessment Results :	47.9% of students responding to the Student Satisfaction Survey indicated that they were aware of the escort to vehicles provided for students taking evening classes. However, once again, there is no way to distinguish day student responses from evening	Assessment Results :	From the Student Satisfaction Survey, 48% of students were aware of the escort service.

	response rate could mean that most of the students completing the survey were day students and were, therefore, not informed or were unconcerned about the availability of this service.		student responses. The lack of awareness could be attributed to the type of student responding to the question.		
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	Flyer created Spring 2013 and submitted to Dean of Students to include in packets at NSE and to post on Plasma screens

## Facilities and Maintenance

Expected Outcome :	Students will indicate that classroom facilities are adequate.				
Record ID :	<u>2947</u>	Record ID :	<u>4454</u>	Record ID :	<u>4455</u>
Associated ID :	4454	Associated ID :	4455	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Student survey results showed 67.4% satisfaction with classroom facilities.	Assessment Results :	91% of students indicated satisfaction with the classroom facilities.	Assessment Results :	Student survey indicates that 92.3% agree that classroom facilities are adequate.
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	While students feel the facilities are adequate, discussions have begun on possible renovations of

classrooms in the science area. New lab space is needed and needs updating according to science faculty. Several options are on the table waiting on Troy moving downtown and vacating building across the street. Additionally, faculty have requested more computers in classrooms (Technology Committee is reviewing).

Expected Outcome : **Students and employees will indicate satisfaction with the maintenance of campus buildings.**

Record ID : <u>2948</u>	Record ID : <u>3702</u>	Record ID : <u>3840</u>
Associated ID : 3702	Associated ID : 3840	Associated ID : 0
Selected Term : 2010-2011	Plan Term : 2011-2012	Plan Term : 2012-2013
Assessment Results : The percent of student satisfaction for the maintenance of campus buildings was 91.4%. Results not available for the Employee Evaluation of College and Services.	Assessment Results : Ninety percent (90%) of employees and 80.1% of students feel that the maintenance of the campus buildings is satisfactory.	Assessment Results : The 2013 Student Satisfaction Survey showed a rating of 89.3% for #1.12 that students communicated upkeep/maintenance of the College is adequate. The 2013 Employee Evaluation of College and Services Survey showed a

			rating of 77.1% for #8B that employees communicated buildings are well maintained.
Action Taken for Improvement :	none	Action Taken for Improvement :	Discussion with janitorial services about complaints. Also began repairs in the library.
		Action Taken for Improvement :	Problems with janitorial services. Contract terminated and new janitorial service began in spring 2013. Monitoring their service. Painting and lighting in the Gym. Completed library project.
Expected Outcome :	<b>Employees will agree campus procedures and forms are accessible.</b>		
Record ID :	<u>2950</u>	Record ID :	<u>3703</u>
Associated ID :	3703	Associated ID :	4456
Selected Term :	2010-2011	Plan Term :	2011-2012
		Record ID :	<u>4456</u>
		Associated ID :	0
		Plan Term :	2012-2013
Assessment Results :	Employee Evaluation of College and Services was not done this year. Results not available.	Assessment Results :	87.9% of CVCC employees reported satisfaction with the accessibility of campus procedures and forms.
		Assessment Results :	The 2013 Employee Evaluation of College and Services Survey showed a rating of 93.9% for #8B that employees agree that procedures and forms are accessible for all departments including the Facilities and Maintenance Unit.



Action Taken for Improvement : Worked to update forms and procedures.

Action Taken for Improvement : Forms and procedures are now on-line on the Intranet.

Action Taken for Improvement : None

Expected Outcome :	<b>Campus buildings and grounds are well maintained and their appearance pleasing.</b>					
Record ID :	<u>2963</u>	Record ID :	<u>3707</u>	Record ID :	<u>4457</u>	
Associated ID :	3707	Associated ID :	4457	Associated ID :	0	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013	
Assessment Results :	The student satisfaction percentage was established for the Student Satisfaction Survey of 92.1% from question B53 that states: "Satisfied with the appearance of campus?". The Employee Evaluation of College and Services was not conducted in 2011.	Assessment Results :	92.7% of employees and 93.6% of students feel that the campus grounds are well maintained and aesthetically pleasing.	Assessment Results :	The 2013 Student Satisfaction Survey showed a rating of 95.9% for #1.13 that students indicated the appearance of the campus is pleasing and 89.3% is maintained adequately. The 2013 Employee Evaluation of College and Services Survey showed a rating of 77.2% for #8b that buildings are well maintained and 97.6% for 8d that grounds and landscape are well maintained.	
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	Painting and new lighting in the Gym. Looking into adding additional lights in areas that are dark at night.	

Expected Outcome :	<b>Students and employees will indicate satisfaction with the campus custodial services.</b>					
Record ID :	<u>2965</u>	Record ID :	<u>3708</u>	Record ID :	<u>4458</u>	
Associated ID :	3708	Associated ID :	4458	Associated ID :	0	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013	
Assessment Results :	92.8% of students indicated satisfaction with the campus custodial services.	Assessment Results :	73.8% of employees indicated satisfaction with the campus custodial services.	Assessment Results :	68.7% of the employees indicated that the buildings are clean.	
Action Taken for Improvement :	None	Action Taken for Improvement :	Meetings held with custodial services to discuss issues and complaints to see if corrections could be made.	Action Taken for Improvement :	Contract terminated with custodial services and a new company (Riteway) hired : Spring 2013. Had meeting with Riteway Feb. to discuss needed improvements in service.	

## Human Resources

Expected Outcome :	<b>Employees will be satisfied with opportunities for training and professional development.</b>					
Record ID :	<u>3062</u>	Record ID :	<u>3725</u>	Record ID :	<u>4030</u>	
Associated ID :	3725	Associated ID :	4030	Associated ID :	0	

Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Data not available. Evaluation not completed for 2010-2011.	Assessment Results :	64.6% of employees stated satisfaction with the opportunities for training and professional development.	Assessment Results :	78.8% of employees stated satisfaction with the opportunities for professional development.
Action Taken for Improvement :	None	Action Taken for Improvement :	HR manager sent out information to the College about possible professional development and helped to schedule speakers. The Professional Development Committee discussed sending out a survey to see what areas of professional development people needed.	Action Taken for Improvement :	Professional Development session scheduled. Worked with Dist. Ed. Coord. to plan training session for faculty on Blackboard. Two speakers came to campus. Leadership and Workplace Violence.
Expected Outcome :	<b>Increase awareness of employment opportunities at the College.</b>				
Record ID :	<u>3210</u>	Record ID :	<u>3783</u>	Record ID :	<u>4031</u>
Associated ID :	3783	Associated ID :	4031	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Of approximately 425 applications in 2010-2011, only about 6 applications (2%) submitted were the	Assessment Results :	For the period September 2010 to May 2011, one application was received in response to our participation	Assessment Results :	For September 2012 through January 2013, one application has been received as the result of a

	result of job fairs and recruitment events.		in a job fair/recruitment event. For the period September 2011 to May 2012, six applications were received in response to our participation in a job fair/recruiting event.		job fair.
Action Taken for Improvement :	None	Action Taken for Improvement :	Web page, rather than just a link to job vacancies, was developed specifically for Human Resources information. Benefits information was added to web page.	Action Taken for Improvement :	Benefits summary sheet was provided to recruiter for dissemination at recruitment events/job fairs.

## Information Systems

Expected Outcome :	<b>Provide current and up-to-date technological services and equipment in student labs to meet students` and instructional needs.</b>				
Record ID :	<u>3125</u>	Record ID :	<u>3742</u>	Record ID :	<u>3853</u>
Associated ID :	3742	Associated ID :	3853	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Survey was not completed in 2010-11. Survey results will be available Spring 2012.	Assessment Results :	50.4% of employees reported satisfaction with the technological services on campus.	Assessment Results :	* Employee`s indicated 92.6% satisfaction with college infrastructure and 93.8% satisfaction with their

			81.9% of students felt satisfied with the technological services on campus.		office technology. * Students indicated 84% satisfaction that technology was adequate for assigned tasks and 79.9% satisfaction with the Computer labs in general.
Action Taken for Improvement :	* Purchased and installed 53 computers for CIS labs IPAC-202 and IPAC-204. (PO#’s 12161 & 12660) * Purchased two Dell Poweredge R510 Servers. (PO# 12657) * Purchased Brocade FastIron POE switches to provide connectivity on all floors of the new academic building. (PO# 12126) * Purchased Brocade Wireless switch to provide wireless access to Students and Faculty in the new academic building. (PO# 12127)	Action Taken for Improvement :	* Purchased and installed 60 new computers in the Learning Resource Center’s open computer lab. (PO# 12157) * Purchased and installed 45 new computers in the nursing lab IPAC-323. (PO# 13001) * Purchased and installed new, faster network switches in the Learning Resource Center to improve reliability and provide additional capacity for network services. (PO# 13011) * Upgraded our 20 Mbps Internet connection to 50 Mbps, more than doubling the available bandwidth.	Action Taken for Improvement :	Continuing to rotate out equipment as it ages and keep technology fresh and relevant on campus. A few of the things we are working on currently is installing newer, higher capacity, wireless access points and new testing computers.  <a href="#">Form B</a> Request submitted and approved.
Expected Outcome :	<b>Employees will indicate satisfaction with the technology planning and purchases in support of Strategic Initiative II.</b>				
Record ID :	<a href="#">3126</a>	Record ID :	<a href="#">3743</a>	Record ID :	<a href="#">4444</a>

Associated ID : 3743	Associated ID : 4444	Associated ID : 0
Selected Term : 2010-2011	Plan Term : 2011-2012	Plan Term : 2012-2013
Assessment Results : New Survey Results Available Spring 2012.	Assessment Results : 62.7% of employees expressed satisfaction with the technology planning and purchases.	Assessment Results : * Employee`s indicated 92.6% satisfaction with college infrastructure and 93.8% satisfaction with their office technology. * Students indicated 84% satisfaction that technology was adequate for assigned tasks and 79.9% satisfaction with the Computer labs in general.
Action Taken for Improvement : None	Action Taken for Improvement : Spiceworks inventory/help desk software implemented to assist in managing inventory. The technology plan and MIS purchasing implementation results in campus technology being current to meet instructional and administrative needs.	Action Taken for Improvement : Will be updated this summer.
Expected Outcome :	<b>Students will be satisfied with campus copying services.</b>	
Record ID : <u>3127</u>	Record ID : <u>3744</u>	Record ID : <u>4445</u>
Associated ID : 3744	Associated ID : 4445	Associated ID : 0

Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	New Survey Results Available Spring 2012	Assessment Results :	81.9% of students felt satisfied with the technological services on campus.	Assessment Results :	62% of students indicated they agreed copying services were available.
Action Taken for Improvement :	None	Action Taken for Improvement :	Purchased new printers for the OAD lab. Printers were installed in OAD classroom (IPAC - 215). Two additional stations were added and the print card vending machine was moved from Wilson hall to the IPAC student lounge.	Action Taken for Improvement :	Will be updated this summer.

## Institutional Advancement/PR

Expected Outcome :	<b>Raise private dollars to support the College`s Annual Campaign.</b>				
Record ID :	<u>2919</u>	Record ID :	<u>3693</u>	Record ID :	<u>4035</u>
Associated ID :	3693	Associated ID :	4035	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	The CVCC Annual Campaign raised a total of	Assessment Results :	As of June 14, the total of amount raised is \$7,770.	Assessment Results :	Data will be available Summer

	\$9,000.			
Action Taken for Improvement :	Developed a new approach for the Annual Campaign appeal letter. Discussed designing a flyer that will include a testimony from a current CVCC student.	Action Taken for Improvement :	Discussion to implement new plan for Spring.	Action Taken for Improvement : Will be updated this summer.
Expected Outcome :	<b>Increase community activity on campus.</b>			
Record ID :	<u>2920</u>	Record ID :	<u>4431</u>	Record ID : <u>4435</u>
Associated ID :	4431	Associated ID :	4435	Associated ID : 0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term : 2012-2013
Assessment Results :	Approximately 200 guests attended an open house event for the new IPAC building.	Assessment Results :	1) The introduction of the new president was attended by approximately 200 individuals. The Chancellor Frieda Hill, State Board Member Betty Peters, and the Phenix City Mayor Sonny Coulter all attended. 2) Three media organizations-WLTZ, WRBL and The East Alabama Citizen all interviewed Dr. Cannon and covered the event.	Assessment Results : Chamber event scheduled but had to be rescheduled due to a conflict.  Jr. Miss pageant held on campus for the first time this year.  Piano Concert held on campus. Former student performed.



Action Taken for Improvement :	Continue to look for ways to have events on campus that will encourage community.	Action Taken for Improvement :	Continue to seek and plan events to host on campus.	Action Taken for Improvement :	We will plan for another date in the near future and continue to look for ways to have events on campus that interest the public.
Expected Outcome :	<b>Recognize donors and outstanding contributors in support of the College.</b>				
Record ID :	<u>2959</u>	Record ID :	<u>4434</u>	Record ID :	<u>4036</u>
Associated ID :	4434	Associated ID :	4036	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	The 2010 Hall Of Fame program recognized 12 individuals. There were 147 guests at the event. There was a newspaper article publicizing the event. A local news station interviewed some of the HOF recipients. It was a pleasure to witness firsthand the sincere gratitude from recipients and their family members. Tim and Kim Hudson (CVCC donors) were in attendance to receive the Presidential	Assessment Results :	None – event postponed due to new president	Assessment Results :	The 2012 Hall of Fame recognized 9 individuals. There were 115 guests at the event. There were eight company sponsors for the event. The event raised \$2423.42 for scholarships.

	Award and had their pictures taken with guests and signed autographs. The MeasWestveco gift was publicized in the newspaper, chamber newsletter, CVC Foundation meetings, the CVCC website and a local community magazine including a picture of the group holding a large check in the amount of \$100,000.			
Action Taken for Improvement :	None	Action Taken for Improvement :	Revamp the event for next year. Discussion with the President to get Vince Dooley as the guest speaker for the 2012 Hall of Fame.	Action Taken for Improvement : In an effort to increase attendance, the Institutional Advancement Office will be in constant contact with sponsors and encourage them to fill their tables at the HOF event. We will work towards increasing corporate sponsorships for the next CVCC HOF event.

Expected Outcome :	<b>Students will be satisfied with the notification of emergency information through CVCC electronic media.</b>			
Record ID :		Record ID :		Record ID : <u>4038</u>
Associated ID :		Associated ID :		Associated ID : 0
Selected		Plan Term :		Plan Term : 2012-2013

Term :				
Assessment Results :		Assessment Results :		Assessment Results : *39.7% are very satisfied, 36.3% are satisfied (76% total satisfaction) *20.4% did not know *2.5% dissatisfied, 1.1% very dissatisfied
Action Taken for Improvement :		Action Taken for Improvement :	New plans	Action Taken for Improvement : Continue to provide the quickest communication during emergency situations.
Expected Outcome :	<b>Students will feel satisfied with the acknowledgement of their student success and/or accomplishments.</b>			
Record ID :		Record ID :		Record ID : <u>4039</u>
Associated ID :		Associated ID :		Associated ID : 0
Selected Term :		Plan Term :		Plan Term : 2012-2013
Assessment Results :		Assessment Results :		Assessment Results : Student Satisfaction Survey 1.38.9% Very Satisfied; 33.9% Satisfied 21.6% Did Not Know 4.7% Dissatisfied; 0.90% Very Dissatisfied 2.Graduating Student Survey - Awaiting results- Late Spring 2013

Action Taken for Improvement :		Action Taken for Improvement :	New plans	Action Taken for Improvement : 1. Developed and continued use of mini flyers advertising the campus. : Facebook. Proposed to the Dean of Student Services and Student Success Committee that communication be part of Orientation courses; meaning that students will know where to look for information such as student honor/achievement/etc. and more. 2. No additional changes made. 3. Added in Graduate Survey Question.
Expected Outcome :	<b>Increase awareness of events/opportunities at the college with students and community.</b>			
Record ID :		Record ID :		Record ID : <u>4040</u>
Associated ID :		Associated ID :		Associated ID : 0
Selected Term :		Plan Term :		Plan Term : 2012-2013
Assessment Results :		Assessment Results :		Assessment Results : 1. 27.8% of students are strongly satisfied with using Facebook and the website to keep informed of CVCC

				<p>events. 24.9% are satisfied, 17.3% don't know, 17.5% are dissatisfied, and 12.6% are strongly dissatisfied.</p> <p>2. Currently, as of Feb 2013 we are at 83% success publishing/broadcasting CVCC press releases.</p> <p>3. We have had 26 pieces of highlighted page content shared on Facebook by students, faculty/staff, and community pages.</p>
Action Taken for Improvement :		Action Taken for Improvement :	New plan developed	Action Taken for Improvement : <ul style="list-style-type: none"> <li>1. Encourage use of website and Facebook through Orientation course.</li> <li>2. No specific changes at this time.</li> <li>3. No specific changes at this time.</li> </ul>
Expected Outcome :	<b>Increase the awareness of the College through marketing and advertising.</b>			
Record ID :		Record ID :		Record ID : <u>4356</u>
Associated ID :		Associated ID :		Associated ID : 0
Selected Term :		Plan Term :		Plan Term : 2012-2013
Assessment Results :		Assessment Results :		Assessment Results : Students were surveyed during Fall 2012 registration

				at their last step of registration (clearing schedules in the business office). 52 students responded to the survey. 25 were new and 27 were returning students. The sample size was very small, with the largest indicator being that most students find out about CVCC from family and friends.
Action Taken for Improvement :		Action Taken for Improvement :	New plan developed	Action Taken for Improvement : Work with Student Services to incorporate future survey questions with New Student Experience.

## Institutional Effectiveness

Expected Outcome :	<b>To develop an awareness of IE that supports planning.</b>				
Record ID :	<u>3154</u>	Record ID :	<u>3750</u>	Record ID :	<u>4441</u>
Associated ID :	3750	Associated ID :	4441	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Survey not conducted this academic year to determine	Assessment Results :	51% of those taking the survey felt the IE process	Assessment Results :	83% of those responding to the EECS indicated faculty

	<p>awareness. No IE person in place.  Unit Plans created and new online system developed.  Workshops conducted with outside consultants to establish Unit Plans. Dr. Glenda Colagross conducted workshop on assessment and SLO</p>		<p>was understood College-wide.</p>		<p>and staff have an understanding of the IE process (Q3C). 84% indicated the surveys and evaluations help develop their units and programs (Q3b).</p>
<p>Action Taken for Improvement :</p>	<p>New IE director hired Dec. 2011.</p>	<p>Action Taken for Improvement :</p>	<p>During each college-wide meeting (Fall and Spring) the Dir. of IE reported on IE, SACS, and other issues relating to the IE process. Powerpoints were developed and shown at the meetings. The powerpoints were uploaded to the IE section on the Intranet so individuals could review. Additional one-on-one sessions continued throughout the year. Hired temporary clerk to assist.</p>	<p>Action Taken for Improvement :</p>	<p>IE Committee was formed and is now a Standing Committee. The committee is comprised of individuals from across campus and will review the IE process and evaluation instruments, as well as reports. The Committee had its initial meeting in Jan. 2013. Surveys are currently being reviewed.</p> <p>Submitted <a href="#">Form B</a> Request for FT IE assistant. Approved and staff person hired.</p>

Expected Outcome :	<b>Develop a QEP topic for SACS reaffirmation.</b>					
Record ID :	<u>3172</u>	Record ID :	<u>3762</u>	Record ID :	<u>4442</u>	
Associated ID :	3762	Associated ID :	4442	Associated ID :	0	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013	
Assessment Results :	Process begun. Dr. Clara Gerhardt conducted a workshop May 6 on problem based learning. QEP team put together and began reviewing information and getting feedback from campus.	Assessment Results :	Reaffirmation has been postponed until 2013.	Assessment Results :	Not available at this time. Due in July 2013.	
Action Taken for Improvement :	End of 2011 determined the QEP Committee needed to regroup and look at gathering additional internal and external data for QEP development.	Action Taken for Improvement :	New surveys were developed and submitted in 2011-12. Data was gathered in many areas across campus to give feedback to the QEP Committee. QEP Committee is continuing to review.	Action Taken for Improvement :	QEP committee continued to meet. IE Director attended meetings to help guide the process. Topic narrowed to Reading. Selection of QEP development team has begun.	

Expected Outcome :	<b>The College will utilize assessment for each Academic Program Unit to make improvements based on SACSCOC criteria (3.3.1.1).</b>					
Record ID :		Record ID :		Record ID :	<u>3831</u>	
Associated		Associated		Associated	0	



ID : Selected Term :		ID : Plan Term :		ID : Plan Term : 2012-2013	
Assessment Results :		Assessment Results :		Assessment Results :	Academic programs identified POs and SLOs. Assessment results and actions taken for improvement were recorded.
Action Taken for Improvement :		Action Taken for Improvement :	New plan developed	Action Taken for Improvement :	Individual and division meetings on the topic of unit planning were held throughout the year. College wide meetings were held and included presentations and discussion on Unit Plans, SLOs, and assessment. Dir of IE attended Summer SACSCOC workshops and the Annual SACSCOC meeting in Dallas and shared information with faculty and staff. CFO and Dir. of IE held meetings with Chair Council to reinforce the importance of follow-up with faculty on needed assessment from their courses. Monitoring Report for SACS was accepted and Probation lifted at the Dec. 12, 2012 meeting in Dallas.

Expected Outcome :	<b>CVCC will be in compliance and reaffirmed with SACSCOC.</b>			
Record ID :		Record ID :		Record ID : <u>3832</u>
Associated ID :		Associated ID :		Associated ID : 0
Selected Term :		Plan Term :		Plan Term : 2012-2013
<hr/>				
Assessment Results :		Assessment Results :		Assessment Results : College continues to work on Unit Plans and items related to the Compliance Report. Due March 2013.
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Action Taken for Improvement :		Action Taken for Improvement :	New plan developed	Action Taken for Improvement : A new comparison feature was added to the Unit Plans in 2012. A comparison feature in now available that allows for the three years of Unit plan to be seen. This helps in the tracking of Use of Results and actions taken. Two additional line items were added to the Unit Plans to help provide clearer data. Analysis of Results and Actions Taken. Many one-on-one sessions as well as group meetings to work on

Unit Plans have taken place.

## Safety and Security

Expected Outcome :	<b>Employees will be aware of campus safety and security procedures.</b>				
Record ID :	<a href="#">4449</a>	Record ID :	<a href="#">4450</a>	Record ID :	<a href="#">4479</a>
Associated ID :	4450	Associated ID :	4479	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Survey was not done in 2010-11. Results not available.	Assessment Results :	59% of employees who responded to the Employee Evaluation of College and Services felt that the safety and security manual was available to all employees.	Assessment Results :	94% of employees who responded to the Employee Evaluation of College and Services felt that the safety and security manual was available to all employees.
Action Taken for Improvement :	None	Action Taken for Improvement :	* The campus Safety Plan was updated and was posted to the Intranet in March 2012. * The Health, Safety and Security Committee met each semester to review pending campus safety needs and to keep the manual current.	Action Taken for Improvement :	* The newly updated Safety and Security Plan was reviewed and approved by the Health, Safety and Security Committee and by Cabinet. * The new plan was posted to the Intranet. * The Emergency Response Plan was reviewed at the all-faculty meeting at the beginning of spring 2013.

Expected Outcome :	<b>Students agree CVCC campus is safe.</b>		
Record ID :	<u>4451</u>	Record ID :	<u>4452</u>
Record ID :		Record ID :	<u>4480</u>
Associated ID :	4452	Associated ID :	4480
Associated ID :		Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012
Selected Term :		Plan Term :	2012-2013
Assessment Results :	90.8% of students completing the Student Satisfaction Survey feel satisfied with the safety of campus.	Assessment Results :	89.5% of students completing the Student Satisfaction Survey feel satisfied with the safety of campus.
Assessment Results :		Assessment Results :	* After a thorough review of all safety and security procedures by the new Dean of Student Services, it was discovered that several procedural changes needed to occur. 91% of students feel that the CVCC campus is safe.
Action Taken for Improvement :	None	Action Taken for Improvement :	None
Action Taken for Improvement :		Action Taken for Improvement :	* A policy related to the banning of students from campus was created; reviewed by the Health, Safety, and Security Committee and Cabinet; and was added to the Campus Safety and Security Plan. * A C.A.R.E. Team was developed to address concerns of faculty and staff related to students in distress.

			<p>* Based on the Dean of Student Services` review of current safety and security practices, several existing policies were updated and new policies were created. * Based on the Dean of Student Services` review it was also determined that staffing in the area of safety and security was lacking. The Evening Coordinator drafted a plan of options as to how to address this staffing concern.</p>
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Expected Outcome :	<b>Campus safety equipment will be properly maintained and current.</b>		
Record ID :	<u>4483</u>	Record ID :	<u>4482</u>
Record ID :		Record ID :	<u>4481</u>
Associated ID :	4482	Associated ID :	4481
Associated ID :		Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012
Selected Term :		Plan Term :	2012-2013
Assessment Results :	<ul style="list-style-type: none"> <li>• Some cameras were not properly focused while others were outdated and in need of replacement.</li> <li>• The DVR systems did not have accurate time and date</li> </ul>	Assessment Results :	<ul style="list-style-type: none"> <li>• Campus check-ups verified that the cameras inside and outside of Wallace Hall, Wilson Hall, Brassell Hall, Fine Arts Hall, Key Hall, and the ITC are working correctly.</li> </ul>
Assessment Results :		Assessment Results :	IPAC cameras continue to present a problem.

	stamps.		<ul style="list-style-type: none"> <li>Twenty-four cameras and two units were installed in the new IPAC building, however, these units have not worked correctly since their installation.</li> </ul>		
Action Taken for Improvement :	<ul style="list-style-type: none"> <li>All cameras were refocused.</li> <li>Cameras that were tampered with were reset and refocused.</li> <li>DVR systems were updated with proper time and date stamps.</li> </ul>	Action Taken for Improvement :	<ul style="list-style-type: none"> <li>Maintained contract for service for surveillance cameras.</li> <li>Purchased new cameras for the ITC.</li> </ul>	Action Taken for Improvement :	<ul style="list-style-type: none"> <li>Received quote for purchase of updated cameras for the IPAC and submitted request to Cabinet.</li> <li>New cameras were approved</li> </ul>

## President's Office

Expected Outcome :	<b>College will be in good standing with SACS.</b>		
Record ID :		Record ID : <u>4293</u>	Record ID : <u>4317</u>
Associated ID :		Associated ID : 4317	Associated ID :
Selected Term :		Plan Term : 2011-2012	Plan Term : 2012-2013
Assessment Results :	n/a	Assessment Results : CVCC was not released from monitoring and was	Assessment Results : The College was removed from probation at the

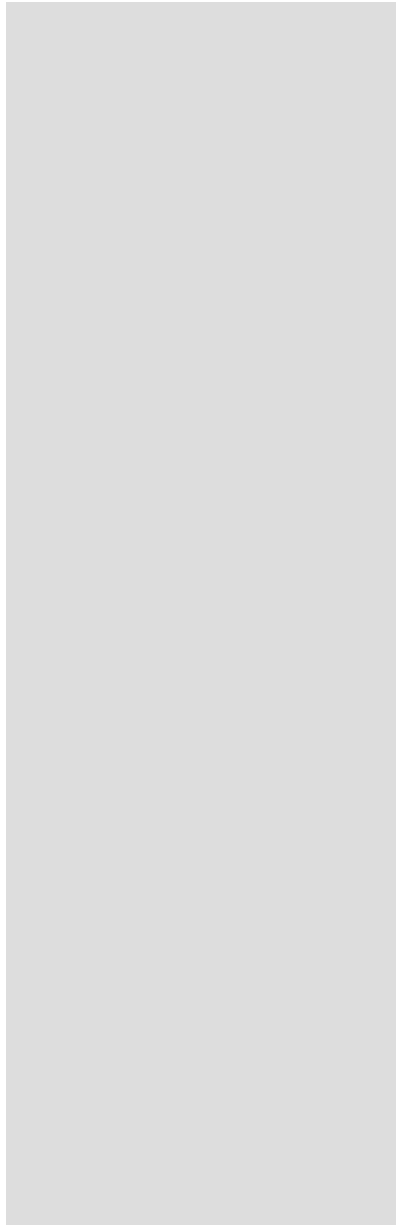
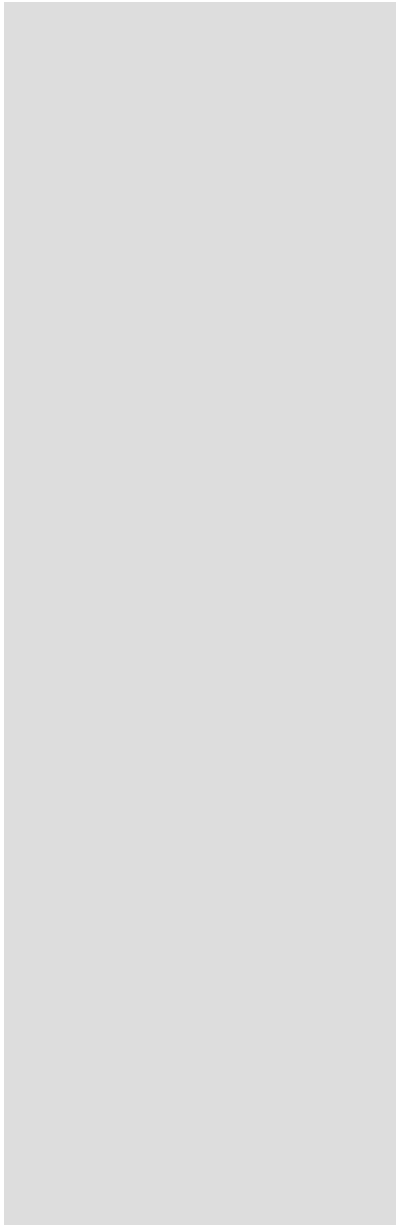
			placed on probation.		December 2012 SACS Annual Meeting.
Action Taken for Improvement :	New president hired in July. Monitoring report submitted in Sept. Began working with consultant to review and prepare for Compliance Report.	Action Taken for Improvement :	Director of Institutional Effectiveness was hired with experience in IE and SACS. Revamped IE process completely.	Action Taken for Improvement :	Monitoring Report submitted and on-site visit held in Oct. 2012.
Expected Outcome :	<b>A revised organizational structure with recognizable lines of authority grouped by departments with common goals and objectives.</b>				
Record ID :		Record ID :	<u>4294</u>	Record ID :	<u>4438</u>
Associated ID :		Associated ID :	4438	Associated ID :	0
Selected Term :		Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :		Assessment Results :	Revised organizational chart has allowed for increased communication across the organization.	Assessment Results :	Better flow of work and responsibilities on campus.
Action Taken for Improvement :	New President hired	Action Taken for Improvement :	Revised organizational structure presented in chart form at Spring faculty/staff meeting. All personnel affected spoken to directly.	Action Taken for Improvement :	The updated and approved organizational chart was released in September 2012 and updated and released again in January 2013. The chart has also been posted to the Intranet.

Expected Outcome :	<b>President will develop strong community relationships to enhance CVCC`s presence in the local community.</b>		
Record ID :		Record ID : <u>4307</u>	Record ID : <u>4318</u>
Associated ID :		Associated ID : 4318	Associated ID : 0
Selected Term :		Plan Term : 2011-2012	Plan Term : 2012-2013
Assessment Results :		Assessment Results : 67.9% of employees reported favorable responses in regards to the President`s leadership in the development of community relations.	Assessment Results : The 2013 Evaluation of College and Services question 2c indicated a 77.8% approval.
Action Taken for Improvement :	New president hired July.	Action Taken for Improvement : During the President`s first year he has joined the Rotary club, participated in Leadership Phenix City, developed relationships with the Foundation Board members, visited local school superintendents, spoke at Central High School Round Table, delivered Troy University-Phenix City`s commencement address, and held a Community Reception.	Action Taken for Improvement : Keynote speaker for the Exchange Club of Phenix City; Keynote speaker at the Ft. Benning Officers` Spouse Club Scholarship Recipient Banquet; Discussion Forum hosted for all local superintendents and high school principals on CVCC campus; Discussion Forum Breakfast for all local elected officials of Russell County, City of Smith Station and City of Phenix City; Discussion and overview of CVCC needs

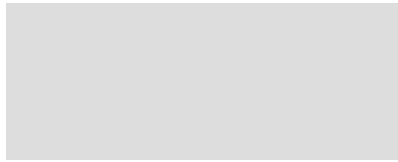
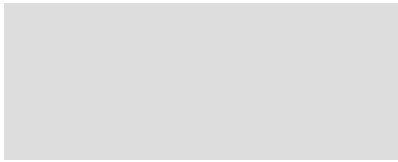


				presented at CVCC hosted luncheon for all area state representatives and senators; Offered and accepted position on United Way of the Chattahoochee Valley in Columbus Board of Directors; Keynote speaker Rotary Club of Phenix City; Presented issues concerning CVCC at Phenix City Council/Mayor Work Session
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Expected Outcome :	<b>A Facilities Master plan will be developed that provides a five-year vision map for the improvement of facilities.</b>		
Record ID :		Record ID :	
Associated ID :		Associated ID :	<u>4315</u>
Selected Term :		Plan Term :	0
		Plan Term :	2012-2013
Assessment Results :		Assessment Results :	An architectural firm was contracted to do a complete geotechnical and environmental survey of campus buildings in order to determine feasibility of possible renovations. A priority of facility needs was

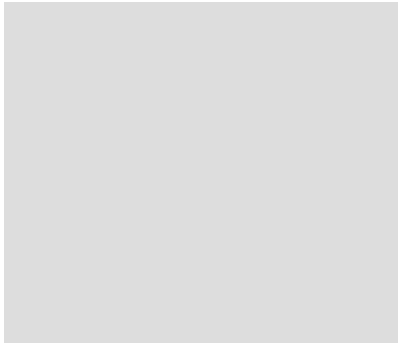


developed using survey data and anecdotal information to determine a master plan of action for the future development of the campus. Several significant projects were completed on campus including adding an event kitchen to the IPAC building to support functions, and a renovation of the kitchen/concession area in Key Hall to support campus functions and provide a working concession area for basketball games for the first time. A contract was signed and construction started on a major renovation of the baseball and softball complexes to include new dugouts, new restrooms, new concessions and press boxes. The Graduating Student Survey Spring 2013 will be completed in May of 2013, and results documented at that time. The Student Satisfaction Survey completed Spring 2013 resulted in 95.1% indicating an overall satisfaction with students, only 65.5% of

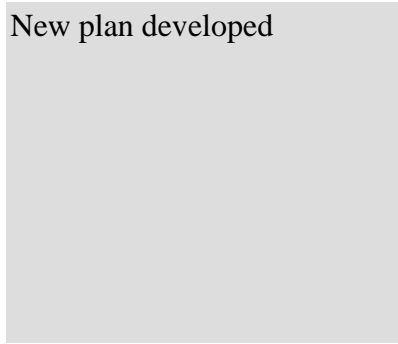


students feel science labs are adequate, and 47.9% believing parking to be adequate.

Action Taken for Improvement :



Action Taken for Improvement :



New plan developed

Action Taken for Improvement :



Contract signed with architectural firm for master planning and geo/environmental testing of facilities. Negotiations with Troy-Phenix City for the purchase of the H Hall building and adjoining parking lot.