

CVCC – Academic and Student Support Summary

Three Year Comparison

In Support Of 3.3.1.3

Admissions

Expected Outcome : **Students will be satisfied with the services provided by the Office of Admissions**

Record ID : 2978

Record ID : 3711

Record ID : 4413

Associated ID : 3711

Associated ID : 4413

Associated ID : 0

Selected Term : 2010-2011

Plan Term : 2011-2012

Plan Term : 2012-2013

Assessment Results : Student Satisfaction Survey Item B1 "Satisfied with quality of services in Admissions" offered a 95.2% rating in spring 2011. Student Satisfaction Survey Item C1 "Satisfied with the quality of customer services offered in Admissions" offered a 96.4% favorable rating in 2011. Graduating Student Survey Item B24 "Rate the quality of service

Assessment Results : For the spring of 2012, 91.2% of students who completed the Student Satisfaction Survey were satisfied with the level of services offered by the Office of Admissions (question # 2); and 86.4% of students who completed the survey were satisfied with the services provided by the Registration Office (question #18). Graduating

Assessment Results : For Spring 2013, 93.5% of students who completed the Student Satisfaction Survey were satisfied with the level of services offered by the Office of Admissions (question #2); and 91.9% of students who completed the survey were satisfied with the services provided by the Registration Office (question #18). Graduating Student Survey will be

	provided by the Admissions Office" offered a 90.5% in spring 2011.		Student Survey B21 – 99%		completed at the end of Spring.
Action Taken for Improvement :	None	Action Taken for Improvement :	* Worked toward becoming an E-Scrip receiving school by the beginning of fall 2012. * Added a PDF Admissions application to the college website. * Developed an "all student" e-mail listserv to facilitate sending of electronic communications related to advisement and advanced registration.	Action Taken for Improvement :	Became an E-Scrip receiving school as of October 2012. * Updated admissions application letters to include student ID number. * Began sending e-mail notifications to students regarding advisement and advanced registration, and graduation. * Dean of Student Services, Director of Admissions/Registrar, and Director of Financial Aid met to review fall 2012 registration process and provided recommendations to Cabinet for changes to be made. Changes were approved by Cabinet and were implemented for the spring 2013 registration process. * Implemented online transcript request ordering for students on February 4, 2013.

Expected Outcome :	Students will be satisfied with the quality of Admissions services provided on the Ft. Benning Base.				
Record ID :	<u>2979</u>	Record ID :	<u>3712</u>	Record ID :	<u>4176</u>
Associated ID :	3712	Associated ID :	4176	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Discovered that Student Satisfaction Survey did not ask questions that specifically related to services provided on the Ft. Benning base.	Assessment Results :	100% of students who completed the survey agreed that the services provided at Ft. Benning met their expectations.	Assessment Results :	Not available at this time
Action Taken for Improvement :	Survey was developed by the Office of Institutional Effectiveness. Full-time Admissions Clerk moved to office space on the Ft. Benning base.	Action Taken for Improvement :	A full-time Admissions Clerk remained housed on base.	Action Taken for Improvement :	Will be updated summer
Expected Outcome :	Dual Enrollment Students' records (registration and attendance) will be reviewed to ensure proper credit is awarded.				
Record ID :	<u>4486</u>	Record ID :	<u>3713</u>	Record ID :	<u>4478</u>
Associated ID :	3713	Associated ID :	4478	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment	The Select Registered	Assessment	The Select Registered	Assessment	Dual enrollment report of

Results :	Student Report shows students who were coded as dual enrolled and registered for the semester. As a result, 128 students were approved to register and receive college credit upon course completion.	Results :	Student Report shows students who were coded as dual enrolled and registered for the semester. As a result, 169 students were approved to register and receive college credit upon course completion.	Results :	students approved for classes at CVCC shows: * The semester of enrollment * The number of students enrolled * The class(es) students are enrolled in * The high school code As a result of this analysis, 127 students were approved to register and receive college credit upon course completion.
Action Taken for Improvement :	CVCC High School Liaison and Admission Staff member will work closely together to ensure all documents for admission are received at the same time along with the registration form.	Action Taken for Improvement :	Work with high school liaison on training dual enrolled instructors on how to enter grades at the end of the semester	Action Taken for Improvement :	Work with high school liaison on training the dual enrolled instructors on how to enter "No Show" and "Non Attendance" student verifications.

Athletics

Expected Outcome :	The average overall GPA for the athletic department for players on the final roster will be 3.00 or above.				
Record ID :	<u>2904</u>	Record ID :	<u>3690</u>	Record ID :	<u>3934</u>
Associated ID :	3690	Associated ID :	3934	Associated ID :	0
Selected	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013

Term :					
Assessment Results :	The overall grade point average for the athletic department was 3.04.	Assessment Results :	The overall GPA for the athletic department was 3.06	Assessment Results :	The overall GPA for the athletic department was 3.08.
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	The attached SAFE academic performance policy was drafted this year to create standards throughout the athletic department in terms of academic achievement and class attendance. This was done in efforts to have written accountability in place for the coaches and student-athletes in order to continue reaching our 3.00 GPA goal.
Expected Outcome :	All members of the CVCC Athletic Department will display sportsmanship during athletic competitions.				
Record ID :	<u>2905</u>	Record ID :	<u>3691</u>	Record ID :	<u>3935</u>
Associated ID :	3691	Associated ID :	3935	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	There were three player/coach ejections during the 2010-11	Assessment Results :	There were zero player/coach ejections in 2011-12.	Assessment Results :	As of January 2013, there has been 1 ejection by a CVCC Athlete (women`s

	academic year: 1 player ejection and 2 coach ejections all coming from the baseball program. Statement of ejections from the ACCC office is on file.				basketball).
Action Taken for Improvement :	Sportsmanship will be a point of emphasis that is discussed during the Athletic Department's August meeting. Also, it is always discussed in the ACCC's sport specific coaches meetings.	Action Taken for Improvement :	Both CVCC department meetings and ACCC coaching meetings continue to put the emphasis on sportsmanship, which is reflective upon our outcomes.	Action Taken for Improvement :	Will be updated summer

Counseling / Advising / Testing

Expected Outcome :	Students will show increased satisfaction with the advising process.				
Record ID :	<u>3088</u>	Record ID :	<u>3710</u>	Record ID :	<u>4186</u>
Associated ID :	3710	Associated ID :	4186	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Student Satisfaction Survey item B4 referencing satisfaction with the quality of advising received showed	Assessment Results :	Student Satisfaction Survey question 1.22 received a favorable rating of 81.8% satisfaction and question 4.1	Assessment Results :	Only one (1) of the four (4) assessments to measure this unit plan has been conducted. The Spring 2013

	a favorable response of 63% in 2010 and 68.3% in 2011. The Graduating Student Survey question B7 showed a favorable response of 74.1% in 2010. The web survey (five items) showed an increase in satisfaction from 88% in 2010 to 92% in 2011. The point of service survey hasn't been fully developed for widespread use so no data is reported here.		received a favorable rating of 84.7% satisfaction with the advising process. The Graduating Student Survey question 10 received a favorable percentage of 85%.		Student Satisfaction Survey indicated being satisfied with the advising process by 87.3% of students who completed the survey. The Graduating Student Survey will be conducted in May. The Web Survey will be conducted in April. The Point of Survey will be completed at the end of Spring Semester 2013.
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	Will be updated summer.
Expected Outcome :	Students will report satisfaction with the quality of customer service for Compass testing.				
Record ID :	<u>3089</u>	Record ID :	<u>3733</u>	Record ID :	<u>4187</u>
Associated ID :	3733	Associated ID :	4187	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Student Satisfaction Survey item C6 referencing the satisfaction with the quality of customer service in	Assessment Results :	Student Satisfaction Survey did not address Compass testing; however the following did occur. 1. Test	Assessment Results :	The management of Compass testing and the training of Test Administrators were not

	Compass testing showed a 63.4% favorable rating in 2010 and a 71.5% favorable rating in 2011.		administrators were trained in Compass testing procedures, and in customer service best practices. 2. The Department remains active with ACT listserv and stays up to date with new releases and testing items. 3. Professional development activities were not attended during this planning year due to late notification for the first conference, which also conflicted with Advance Registration. The second conference was conducted out of state. Funds were not available.		addressed in the Spring 2013 Student Satisfaction Survey.
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	Will be updated summer

Distance Education

Expected Outcome :	CVCC's content management system will provide more current features to enhance student learning.				
Record ID :	<u>2836</u>	Record ID :	<u>4466</u>	Record ID :	<u>4473</u>
Associated	4466	Associated	4473	Associated	0

ID :		ID :		ID :	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	<p>1) Existing content management system (CMS) Blackboard was upgraded to a more robust version that provides enhanced options.</p> <p>2) Respondus was purchased to provide enhanced testing controls.</p>	Assessment Results :	<p>1. 2012 Employee Satisfaction Survey Question: The College provides adequate training for instructors Results: Strongly Agree/Agree 37 (67%) Disagree/Strongly Disagree 18 (33%)</p> <p>2. A Blackboard course created for all instructors</p>	Assessment Results :	<p>1. Employee Evaluation of Services 2013</p> <p>2. Number of technology workshops conducted Fall 2012 - Eight (8)</p> <p>3. Number of faculty participating in workshops - 100</p> <p>4. Number of Hits/Access PIT101 Pirate Blackboard - 237</p>
Action Taken for Improvement :	<p>During the 2011-12 the following actions took place. 1. Due to additional hardware requirements of the upgraded Blackboard, the installation of the new version of Blackboard was installed on a new server with the latest operating system.</p> <p>2. Pilot implementation occurred in Fall 2011 using three computer courses.</p> <p>3. Due to such diverse, enhanced features of the new CMS, one-two</p>	Action Taken for Improvement :	<p>1. Offer more technology workshops throughout each semester.</p> <p>2. Publish a schedule of upcoming workshops</p> <p>3. Add additional captured electures and encourage faculty to use PIT101 course.</p>	Action Taken for Improvement :	To be updated summer

	workshops were not enough for faculty. Thus, five (5) faculty workshops were provided during Fall 2011 showing faculty how to use the enhanced capabilities of the upgraded Blackboard CMS. 4. "Sandbox" courses (testing courses) were created for faculty to allow them areas to practice with content development without interfering with current courses. 5. All CIS101B Blackboard courses were modified dealing with new Blackboard features.				
Expected Outcome :	Provide quality captured lectures.				
Record ID :	<u>2838</u>	Record ID :	<u>4472</u>	Record ID :	4477
Associated ID :	4472	Associated ID :	4477	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	
Assessment Results :	The Distance Learning Committee recommended the purchase of Camtasia for recording lectures.	Assessment Results :	1. 2012 Employee Satisfaction Survey a)Question: The College provides adequate training	Assessment Results :	1. 2013 Student Satisfaction results Q2.1 - Availability of online courses needed to make

for instructors
 Response:
 Agree/Strongly Agree 67%
 Disagree/Strongly Disagree 33%

b) Question: The College`s training for Blackboard, Tegrity, and Respondus programs meets my workplace needs
 Response:
 Agree/Strongly Agree 80%
 Disagree/Strongly Disagree 20%

c) Question: The faculty is informed of the availability of enhancements and upgrades to existing programs
 Response:
 Agree/Strongly Agree 82%
 Disagree/Strongly Disagree 18%

2. Four technology Workshops offered during Fall 2011 semester
 3. One-hundred attendees (repeat participants) in those four workshops

academic progress
 Very Satisfied/Satisfied - 89%
 Dissatisfied/Very Dissatisfied - 11%

Q2.2 - Instructor informed me about my progress in class.
 Very Satisfied/Satisfied - 88%
 Dissatisfied/Very Dissatisfied - 12%

Q2.4 - Instructor provided clear and accurate information regarding course objectives, requirements, and grading procedures.
 Very Satisfied/Satisfied - 92%
 Dissatisfied/Very Dissatisfied - 8%

2. 2013 Employee Satisfaction results
 Q:15.a - College provides adequate training for instructors
 92% - Strongly Agree/Agree
 8% - Disagree/Strongly Disagree
 Q:17.a - College`s training for Blackboard, Tegrity, and

				<p>Respondus programs meets my workplace needs 88% - Strongly Agree/Agree 12% - Disagree/Strongly Disagree</p> <p>Q:17b - Technical assistance provided for instructional technology meets my workplace needs 94% - Strongly Agree/Agree 6% - Disagree/Strongly Disagree</p> <p>Q:17c - The faculty is informed of the availability of enhancements and upgrades to existing software programs. 93% - Strongly Agree/Agree 7% - Disagree/Strongly Disagree</p> <p>3. Nine technology workshops (including faculty meeting in Jan. 14, 2013) 4. Number of participants [get number of participants from Teala - Jan 9)</p>
Action Taken for Improvement	1. Offered two technology workshops showing instructors how to record : Camtasia lectures. 2. Created PIT101 course in	Action Taken for Improvement	Using the survey responses, a schedule of technology topics was created and distributed to all faculty via Intranet. 1. Created schedule	Action Taken for Improvement : To be updated this summer

Blackboard for faculty to access information about recording Camtasia lectures and other information.

to provide shorter, more frequent workshops (each week or two weeks) beginning with Fall 2012.

2. Reorganized content in the PIT101. Folders have been created based on topic. Example: Camtasia folder, Blackboard Basics folder, Respondus folder
3. Reviewed the Distance Education Policy Handout and made recommendations
4. Reviewed the coding scheme of courses in semester schedule. Drafted new course scheme
5. Created spreadsheet (semester) tracking the types of courses (hybrid, online, traditional F2F)
6. Added questions to Employee Satisfaction Survey
7. IPAC Office 204 was setup for IT Help Desk support with computer equipment, email, and telephone. Two work-study students must be identified for manning the PIT beginning in Fall 2012.
8. The DEAC was established and will begin

			work in Fall 2012. Up till now, little has been done dealing with inconsistencies in course coding, tracking statistics of online and hybrid courses, and more. Committee members have much work to be done in the area of distance education.	
Expected Outcome :	Increase responses on evaluation instrument - Students			
Record ID :	<u>2839</u>	Record ID :	<u>3653</u>	Record ID : <u>4453</u>
Associated ID :	3653	Associated ID :	4453	Associated ID : 0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term : 2012-2013
Assessment Results :	Survey Monkey was used for the Student Satisfaction Survey. Number of responses: 169	Assessment Results :	Number of survey responses - 268	Assessment Results : 2013 Section General - 454 responses Section Online - 445 responses Section Services - 425 responses
Action Taken for Improvement :	1. An announcement was posted in all Blackboard-supported classes requesting that students complete the survey.	Action Taken for Improvement :	1. A link to the electronic survey was posted in all Blackboard courses reminding students to complete the survey.	Action Taken for Improvement : Use of email from Dean of Students and Faculty allowing students to complete survey in class if in a lab helped to increase

	2. The link to the electronic survey was also posted in all Blackboard-supported classes.		2. Posted announcements in Blackboard courses asking students to complete the survey.		the number. Will continue this process in the future.
Expected Outcome :	Students are satisfied with the variety (hybrid, online) of courses offered.				
Record ID :	<u>3182</u>	Record ID :	<u>3766</u>	Record ID :	<u>4281</u>
Associated ID :	3766	Associated ID :	4281	Associated ID :	3766
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Of the 722 sections of courses taught during Fall2010, Spring 2011, and Summer 2011, the following shows the breakdown by classroom format: Traditional (in-class) sections - 496 Online sections - 67 Online/Mini-Term - 15 Hybrid/Mini-Term - 20 Mini-Term - 48 No questions regarding specific classroom format (hybrid, online, and traditional) were included in the 2010-2011 Student Satisfaction Survey.	Assessment Results :	2012 Student Satisfaction Survey Question 1.19 "Variety of courses is adequate." 82% - Strongly Agree/Agree Question 2.1 "The availability of online courses needed to make academic progress toward my degree was adequate." 84% - Very Satisfied/Satisfied 300 sections taught	Assessment Results :	1. Course Schedules 2012-2013 The following number of course sections offered in hybrid, online, and alternative-delivery method are shown below. Course Schedules (Fall 2012) 16 - Hybrid 13 - Online 7 - Online and Mini-Term 5 - Hybrid and Mini-Term 29 - Mini-Term 241 - Traditional 2. 2013 Student Satisfaction Survey Q1.9 - Variety of courses

				<p>offered is adequate. 91% - Strongly Agree/Agree 9% - Disagree/Strongly Disagree</p> <p>Q2.1 - The availability of online courses needed to make academic progress toward my degree was adequate. 89% - Very Satisfied/Satisfied 11% - Dissatisfied/Very Dissatisfied</p>
<p>Action Taken for Improvement :</p>	<p>Members of the Distance Education Committee met and discussed possible questions for the 2011-2012 Student Satisfaction Survey. Questions were submitted to the Office of Institutional Effectiveness for addition to the survey. The members discussed and researched other institutions and their coding scheme for hybrid and online courses.</p>	<p>Action Taken for Improvement :</p>	<p>1) Three more questions were added to the 2012 Student Satisfaction Survey dealing with distance education. 2) Until July 2011, there was not a central point for tracking and monitoring distance education courses. Now there is Distance Education Coordinator and Distance Education Committee who are assigned the responsibility to review online and hybrid course offerings. 3) A tracking spreadsheet was created to identify all</p>	<p>Action Taken for Improvement :</p> <p>Current discussions in Cabinet and in Distance Education Committee on the offering of more Distance Education Courses. Review of the percentage of courses currently being offered by program to make sure College is in compliance with SACSCOC Substantive Change Policy.</p>

			courses offered in online and hybrid courses to assist with the scheduling of courses.	
Expected Outcome :	The success rate will be the same for students enrolled in online courses as compared with traditional courses.			
Record ID :	<u>3183</u>	Record ID :	<u>3767</u>	Record ID : <u>4282</u>
Associated ID :	3767	Associated ID :	4282	Associated ID : 0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term : 2012-2013
Assessment Results :	Of the 722 sections of courses taught during Fall2010, Spring 2011, and Summer 2011, 496 sections were traditional classes and 67 were online sections. For those traditional courses, the overall percentage of students completing the courses with a "C" or better was 67%. The overall percentage of students completing the online sections was 55%.	Assessment Results :	The following table shows the over % success rates of students by the course delivery method: Online - 58% Hybrid - 81% Traditional - 70%	Assessment Results : The average course pass rates by delivery mode or the Academic Year 2011-2012 are as follows: Internet - 60% Hybrid - 83% Traditional - 79%
Action Taken for Improvement :	The Distance Education Committee reviewed CVCC`s policy regarding the requirements for	Action Taken for Improvement :	1. The Distance Education Committee reviewed the requirements for enrolling in online courses.	Action Taken for Improvement : Distance Education Committee is reviewing a process to credential instructors for on-line teaching. Will be updated

enrolling in an online and hybrid course. The Quality Enhancement Committee (QEP) also met and began reviewing the statistics for remediation courses and any lack of course competencies that might impact success in online and hybrid courses.	2. Some progress was made for student awareness of the demands of online courses. The Distance Education Coordinator spoke to three orientation classes about the demands of online courses.	summer.
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Financial Aid

Expected Outcome :	Students will be satisfied with the services provided by the Office of Financial Aid.				
Record ID :	<u>3076</u>	Record ID :	<u>3729</u>	Record ID :	<u>4182</u>
Associated ID :	3729	Associated ID :	4182	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	According to the Spring 2011 Student Satisfaction Survey (question #29), 70.7% of the students who responded to the survey agreed or strongly agreed that they were satisfied with the Financial Aid counseling	Assessment Results :	According to the Spring 2012 Student Satisfaction Survey (question #12), 74.6% of the students who responded to the survey were satisfied or very satisfied with the quality of the services offered by the	Assessment Results :	The spring 2013 Student Satisfaction Survey (question #12) indicated 78.9% of the students were satisfied or very satisfied with the quality of the services offered by the Financial Aid Office. When

	<p>they received. In addition, according to the same survey (question # 65), 78.3% of respondents indicated that the level of customer service they received from the office was highly favorable or favorable.</p>		<p>Financial Aid Office. However, there were several comments made by students indicating that they felt the "financial aid office has unorganized workers" and that the "financial aid office tends to be rude sometimes." According to the Point of Service Survey, 99% of students agreed that they had minimal wait time in the office, found the staff to be friendly, and felt that the information they received was helpful.</p>		<p>compared to the Spring 2012 survey results of 74.6%, a slight increase is evident.</p>
<p>Action Taken for Improvement :</p>	<p>During staff meetings (see attached minutes for April 19, 2011), responses to student surveys were reviewed in order to improve office procedures. For instance, based on feedback from students related to wait time, the work study students in the office were instructed to pull files as students signed in at the office rather than waiting until they were called in for an individual appointment to reduce the</p>	<p>Action Taken for Improvement :</p>	<p>Customer service training continues to remain a part of staff discussions and survey results are used to inform these discussions (see attached minutes for June 12, 2012). A new way of administering the Point of Service Survey was reviewed by the staff. In addition, questions on the survey were reviewed to determine if different or additional questions should be asked to better determine student satisfaction with the</p>	<p>Action Taken for Improvement :</p>	<p>The Financial Aid Staff will continue to discuss at monthly staff meetings different techniques that might improve customer service.</p>

	time they had to wait before actually being seen by a financial aid officer.		Financial Aid Office.		
Expected Outcome :	Current students will be aware of the financial aid processes and procedures.				
Record ID :	<u>3077</u>	Record ID :	<u>3730</u>	Record ID :	<u>4183</u>
Associated ID :	3730	Associated ID :	4183	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	98.5% of students completing the survey indicated that they knew where to go on campus to get additional information about financial aid and 99.2% were satisfied with the presentation. Plasma screens slides were updated twice each academic semester.	Assessment Results :	*All survey results were positive, however, the surveys did not include information about which class section the surveys were administered. *Also, the surveys were not submitted to the IE office until 6 months after the surveys` completion. *Not all Orientation classes invite Financial Aid staff to present to their students, and Financial Aid staff members have learned that some Orientation professors have created their own financial aid presentation to use with students.	Assessment Results :	Survey results from fall 2012 indicate that out of the 131 surveys completed, approximately 124 either strongly agreed or agreed that the information presented was informative, important and helpful. It was noted from the comment section that more information should be made available regarding pirate e-mail and available scholarships.

Action Taken for Improvement :	Presentations continued. Advertising on plasma screens continued.	Action Taken for Improvement :	Presentation continued.	Action Taken for Improvement :	Review material on the financial aid link on CVCC`s website to ensure complete listing of scholarships.
Expected Outcome :	Local high school counselors will be aware of the financial aid services offered by CVCC.				
Record ID :	<u>3078</u>	Record ID :	<u>3731</u>	Record ID :	<u>4184</u>
Associated ID :	3731	Associated ID :	4184	Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	100% of the counselors who completed the survey at the end of the lunch held on December 13, 2010, indicated that material presented was useful and that the material covered was helpful.	Assessment Results :	*Overall, survey responses were positive. However, there were some helpful comments made about the PowerPoint presentation. *Surveys also were not submitted to IE until 6 months after the event.	Assessment Results :	Very good response 100% favorable responses.
Action Taken for Improvement :	Improvement of PowerPoint presentations.	Action Taken for Improvement :	New PowerPoint slides were created. Counselors` luncheon was planned for the new year.	Action Taken for Improvement :	Continue to provide meaningful information

Learning Resource Center

Expected Outcome :	Periodic review of books to make sure collection is current.		
Record ID :	<u>2999</u>	Record ID :	n/a
Associated ID :	0	Associated ID :	
Selected Term :	2010-2011	Plan Term :	2011-12
Assessment Results :	Library staff and faculty identified books that were outdated	Assessment Results :	
Use of Results :	The extra space will be used to build a multi-purpose room. We will continue to maintain and update the collection on a regular basis.	Use of Results :	
Action Taken for Improvement :	Approximately 8,000 books (14% of the total collection) were weeded.	Action Taken for Improvement :	
Expected Outcome :	Library staff will attend one professional development workshop per month to enrich the knowledge of the staff and improve the quality of library services.		
Record ID :	<u>3009</u>	Record ID :	<u>3721</u>
Associated ID :	3721	Associated ID :	4337
Selected Term :	2010-2011	Plan Term :	2011-2012
Record ID :		Record ID :	<u>4337</u>
Associated ID :		Associated ID :	0
Selected Term :		Plan Term :	2012-2013

Assessment Results :	All library staff attended at least one workshop each month last year.	Assessment Results :	All library staff exceeded the expectations and attended averagely more than one workshop each month last year. See attached files for details.	Assessment Results :	So far, the library staff have attended averagely 10.7 workshops/trainings since last August which has exceeded our expectations. In the latest survey, ninety-eight percent of students expressed their satisfactory with the library staff's knowledge level when helping them with information need.
Action Taken for Improvement :	By using the knowledge acquired from the workshops, we offered several new services, such as Delicious, a social bookmarking service; Meebo, the virtual reference service; and Facebook. These new services provide additional platforms to communicate with students.	Action Taken for Improvement :	None	Action Taken for Improvement :	At the beginning of the semester, the library staff discussed the areas we'd like to receive trainings, both on campus and online. Then I researched for available webinars and/or invited campus personnel to provide needed trainings for us.
Expected Outcome :	Use technology and social media to enhance the library services.				
Record ID :	3053	Record ID :	4496	Record ID :	4497
Associated ID :	4496	Associated ID :	4497	Associated ID :	
Selected	2010-2011	Plan Term :	2011-12	Plan Term :	2012-13

Term :					
Assessment Results :	<p>Four library blogs were created and linked to the LRC`s main blog. The library staff collectively selected the resources and services and made them available through the blogs. By the end of Fall semester 2010, the number of visits for each blog exceeded our expectations: Library Resources Blog: 490 (exceeds our expectation by 145%) Interlibrary Loan Blog: 261 (exceeds our expectation by 30%) New Acquisitions Blog: 775 (exceeds our expectation by 288%) Library Instruction Blog: 490 (exceeds our expectation by 145%).</p>	Assessment Results :	<p>Data from Aug. 1, 2011 through July 31, 2012.</p> <p>LRC`s Main blog – 5017 Resources blog – 1731 Interlibrary loan blog – 404 New Acquisitions blog – 1291 Library instruction blog - 555</p>	Assessment Results :	<p>Information will be available this summer</p>
Action Taken for Improvement :	Continue	Action Taken for Improvement :	Continue	Action Taken for Improvement :	Will update summer

Expected Outcome :	To build a multipurpose room on the mezzanine for library orientation classes, group studies, and staff meetings		
Record ID :		Record ID : <u>3715</u>	Record ID : <u>4346</u>
Associated ID : 0		Associated ID : 4346	Associated ID : 0
Selected Term :		Plan Term : 2011-12	Plan Term : 2012-2013
Assessment Results :		Assessment Results : Decision has been made to postpone until next year	Assessment Results : The project has been approved by the Planning Board in 2011-12. We have decided to postpone this project to 2012-13 in order to use the money for a more urgent need.
Action Taken for Improvement :		Action Taken for Improvement : None	Action Taken for Improvement : Currently, the College is working with an architect to help us with the room design. Once the architect completes his design, we will move forward with our plan. Form B submitted and approved.

Recruiting

Expected Outcome :	Increase enrollment numbers for traditional students (current high school graduates).					
Record ID :	<u>3116</u>	Record ID :	<u>3739</u>	Record ID :	<u>4188</u>	
Associated ID :	3739	Associated ID :	4188	Associated ID :	0	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013	
Assessment Results :	Overall enrollment decreased from the previous academic year.	Assessment Results :	Overall enrollment decreased from the previous academic year. Enrollment of traditional students decreased slightly from the previous academic year. Enrollment numbers from Beulah High School remained consistent. Enrollment from Beauregard High School increased by 1 student.	Assessment Results :	Overall enrollment numbers increased from the previous academic year. Enrollment of traditional students increased by 7% from the previous academic year. Enrollment from both Beulah High School and Beauregard High School decreased.	
Action Taken for Improvement :	Increased contact with counselors at Beulah and Beauregard high schools. Increased number of visits to Beulah and Beauregard high schools for events such as senior assemblies and information sessions.	Action Taken for Improvement :	Increased advertising throughout the CVCC service area (primarily through radio ads and billboards) to counter the marketing efforts of local for profit colleges.	Action Taken for Improvement :	Increased advertising within the CVCC service area was continued. All college publications used during recruiting events were updated to more accurately reflect the mission and program offerings of the college. The New Student	

				Communication Plan was developed and e-mail communications with prospective students (graduating from high school in spring 2013) began during fall 2012.
Expected Outcome :	Increase enrollment numbers for non-traditional students.			
Record ID :	<u>3117</u>	Record ID :	<u>3740</u>	Record ID : <u>4189</u>
Associated ID :	3740	Associated ID :	4189	Associated ID : 0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term : 2012-2013
Assessment Results :	Overall enrollment decreased from the previous academic year.	Assessment Results :	Overall enrollment decreased from the previous academic year. Enrollment of non-traditional students decreased from the previous academic year.	Assessment Results : Overall enrollment numbers increased. However, the number of non-traditional students enrolling at CVCC decreased from the previous academic year.
Action Taken for Improvement :	Connected with staff in Workforce Development to partner in programming such as Ready to Work.	Action Taken for Improvement :	Increased advertising throughout the CVCC service area (primarily through radio ads and billboards) to counter the marketing efforts of local for profit colleges.	Action Taken for Improvement : The New Student Communication Plan was developed and e-mail communications with prospective non-traditional students began during fall 2012. Increased advertising within the CVCC service area was continued. All

				college publications used during recruiting events were updated to more accurately reflect CVCC's current mission and programs of study.
Expected Outcome :	Increase enrollment numbers for military students (primarily from Ft. Benning located in Columbus, GA)			
Record ID :	<u>3118</u>	Record ID :	<u>3741</u>	Record ID : <u>4190</u>
Associated ID :	3741	Associated ID :	4190	Associated ID : 0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term : 2012-2013
Assessment Results :	The number of military students registering for classes at CVCC did increase, despite the fact that overall enrollment at CVCC declined.	Assessment Results :	The number of military students registering for classes at CVCC did increase, despite the fact that overall enrollment at CVCC declined.	Assessment Results : The number of military students registering for classes at CVCC did increase.
Action Taken for Improvement :	None	Action Taken for Improvement :	Increased advertising throughout the CVCC service area (primarily through radio ads and billboards) was produced. Although it did not specifically target military personnel, these individuals still gained extra exposure to the college.	Action Taken for Improvement : Will be updated summer.

Student Development

Expected Outcome :	Students will indicate that they are satisfied with student activities.		
Record ID :	<u>3010</u>	Record ID :	<u>3722</u>
Record ID :		Record ID :	<u>3189</u>
Associated ID :	3722	Associated ID :	3189
Associated ID :		Associated ID :	0
Selected Term :	2010-2011	Plan Term :	2011-2012
Selected Term :		Plan Term :	2012-2013
Assessment Results :	Student Satisfaction Survey referencing the quality of student activities moved from favorable ratings of 52.4% in 2010 to 51.4% in 2011. The number of student activities moved from favorable ratings of 47.1% in 2010 to 42.3% in 2011.	Assessment Results :	Student satisfaction with the variety of student activities increased from 44.3% in 2011 to 53.2% in 2012. Student satisfaction with the number of student activities increased slightly from 42.3% in 2011 to 45.1% in 2012.
Assessment Results :		Assessment Results :	Student satisfaction with the variety of student activities increased slightly from 53.2% in 2012 to 56.2 in 2013. Student satisfaction with the number of student activities increased from 45.1% in 2012 to 59.9% in 2013.
Action Taken for Improvement :	In order to get a better response and a more accurate rating of student satisfaction the Office of Institutional Effectiveness worked to develop a process to ensure a larger sampling of students. Investigated the possibility of identifying a specific time block for student activities, request	Action Taken for Improvement :	Student Development Director will continue to request additional staffing, resources and specific time blocks for student activities.
Action Taken for Improvement :		Action Taken for Improvement :	Director requested additional staffing, resources and specific time blocks for student activities

	additional staffing and resources.			
Expected Outcome :	Students and faculty will demonstrate satisfaction with disability services.			
Record ID :	<u>3111</u>	Record ID :	<u>3737</u>	Record ID : <u>4191</u>
Associated ID :	3737	Associated ID :	4191	Associated ID : 0
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term : 2012-2013
Assessment Results :	No survey	Assessment Results :	73.2% of employees indicated satisfaction with the disability services. 35% of students indicated satisfaction with services. 60% reported not using service.	Assessment Results : 422 Students completed the Student Satisfaction Survey. 43.4% (183 students) students indicated satisfaction with disability services. 1.4% (6) were dissatisfied 0.9% (4) very satisfied 54.3% (229) Did not use Services 61% of employees responding were satisfied.
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement : Part-time clerk hired for 5 months to assist director.
Expected Outcome :	The number of students participating in the planning and implementation of student activities will increase.			
Record ID :	<u>3112</u>	Record ID :	<u>3738</u>	Record ID : <u>4192</u>
Associated	3738	Associated	4192	Associated 0

ID :		ID :		ID :	
Selected Term :	2010-2011	Plan Term :	2011-2012	Plan Term :	2012-2013
Assessment Results :	Twenty-five students registered and were active leaders in 2010 compared to 19 in the previous year.	Assessment Results :	Thirty students have completed registration for the 2012 Student Leadership Institute.	Assessment Results :	Data will be entered the end of the year
Action Taken for Improvement :	None	Action Taken for Improvement :	None	Action Taken for Improvement :	Will be updated this summer