

**GADSDEN STATE  
COMMUNITY  
COLLEGE**



**2006-2007  
Institutional Effectiveness  
Report**

**May 2008**

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## PART I

### REPORT ON PERFORMANCE MEASURES FOR INSTITUTIONAL GOALS

**Goal #1:** To provide general education that includes basic knowledge of communications, humanities, social sciences, mathematics, natural sciences, and computer skills as required for certificate and degree programs.

**Assessment Measure:**

- Increase the percentage of students who score a C or higher in communications, humanities, social sciences, mathematics, natural sciences, and computer skills – as compared to data from the previous academic year.

**Note:** All grades including incompletes, withdrawals, and audits are included in total grades. Subjects included by instructional areas are as follows:

- Communications: Alabama Language Institute courses (ESL), English (ENG), Foreign Languages (SPA), Reading (RDG), and Speech (SPH)
- Computer Science: Computer Science (CIS)
- Humanities: Humanities (HUM), Music (MUS), Art (ART), Theatre (THR), Philosophy (PHL), and Religion (REL)
- Math/Natural Sciences: Math (MTH), Biology (BIO), Chemistry (CHM), Fishery Science (FHS), Physics (PHY), and Physical Science (PHS)
- Social Science: Economics (ECO), History (HIS), Political Science (POL), Psychology (PSY), Sociology (SOC), Child Development (CHD), Geography (GEO), Home Economics (HUS), and Human Services (HEC).

The College continues to place emphasis on providing quality educational instruction to the students. During the Fall Semester of 2006, there was an overall 5.2% decrease of students making a grade of "C" or higher over the same semester in 2005. During the Fall of 2006 approximately 17% of the students withdrew from their course of instruction under general education. This trend continued in the Spring Semester of 2007. During this period, there was an overall decrease of -4.6% as compared to the same semester in 2006. During the Summer Semester of 2007, the percentage of those students making a "C" or higher actually decreased by -0.8%.

The decrease for the three semesters seems to be linked to the amount of withdrawals during the each semester. Approximately 18% of all students enrolled in these courses withdraw from the course prior to the end of the semester. This assessment measure is making a positive impact on assessing the impact that faculty has on the students.

The following charts for the academic year 2006-2007 list the areas that were used, the amount of total grades assigned, the percentage of "C's" or higher, the 2005-2006 Semester Percentage, and the 2006-2007 Percentage Increase or Decrease:

### FALL SEMESTER 2006

AREA	TOTAL GRADES ASSIGNED	PERCENT OF C's OR HIGHER	FALL SEMESTER 2005 - PERCENTAGE	2006-2007 PERCENTAGE INCREASE OR DECREASE
Communications	3165	71%	75%	-4 %
Computer Science	801	69%	73%	-4 %
Humanities	802	70%	78%	-8 %
Math/Natural Sciences	3323	61%	70%	-9 %
Social Sciences	2626	70%	71%	-1 %
		68.2 % Average	73.4 % Average	-5.2 % Decrease

### SPRING SEMESTER 2007

AREA	TOTAL GRADES ASSIGNED	PERCENT OF C's OR HIGHER	SPRING SEMESTER 2006 - PERCENTAGE	2006-2007 PERCENTAGE INCREASE OR DECREASE
Communications	1958	69%	72%	-3 %
Computer Science	508	64%	70%	-6 %
Humanities	573	76%	78%	+2 %
Math/Natural Sciences	1923	61%	69%	+8 %
Social Sciences	1809	66%	70%	-4 %
		67.2 % Average	71.8 % Average	-4.6 % Decrease

### SUMMER SEMESTER 2007

AREA	TOTAL GRADES ASSIGNED	PERCENT OF C's OR HIGHER	SUMMER SEMESTER 2006 - PERCENTAGE	2006-2007 PERCENTAGE INCREASE OR DECREASE
Communications	1069	80%	82%	-2 %
Computer Science	222	72%	69%	+3 %
Humanities	252	78%	78%	0 %
Math/Natural Sciences	1084	69%	72%	-3 %
Social Sciences	755	75%	77%	-2 %
		74.8 % Average	75.6 % Average	-0.8 % Decrease

**Goal #2: To prepare students who transfer to perform successfully at senior institutions.**

**Assessment Measure:**

- Increase the percentage of transfer students who earn a 2.0 grade point average (GPA) or higher in their first term at the senior institution as compared to data from the previous academic year.
  - Includes comparisons of GPAs of GSCC transfer students with the GPAs of other college transfer students and native university students.
  - Includes the percentage of GSCC transfers who graduate from senior institutions within 150% of the normal completion time.

The University of Alabama (UA) and Jacksonville State University responded to requests for GSCC transfer data. Academic performance reports from Auburn University were not available at the time of report preparation due to their conversion to the BANNER software. Jacksonville State University is the college to which a majority of GSCC students transfer has provided academic performance data for 2006-2007 on GSCC transfers. For the second part of this assessment measure, the data of transfer students who graduated from senior institutions was not available for this period.

In comparing the GPAs of GSCC transfer students with the GPAs of University of Alabama (UA) students, there was two periods that were reported from UA. The first chart shows the period of students enrolled at UA from Summer 2005 until Spring 2006. The second chart shows the period of students enrolled at UA from Summer 2006 until Spring 2007. The data in the first chart clearly demonstrates the academic performance of former GSCC students who have attended UA during this period. As evidenced in the chart, the Average GPA of student who transferred from GSCC to UA indicates that these students performed above all of students in each category. Although the amount of GSCC students (87) was far below the numbers in the other areas, their Average GPA (2.98) clearly shows the education and skills that these student learned at GSCC. The second chart demonstrates an increase in the overall GPA of students from GSCC at UA. In comparing the two charts, GSCC students clearly have shown the skills to perform at a higher level of postsecondary education.

**AVERAGE OVERALL STUDENT STATISTICS  
 COMPARED TO THE UNIVERSITY OF ALABAMA  
 Academic Performance Comparison  
 Students Enrolled at UA Summer 2005 – Spring 2006**

	<b>Hours in Undergraduate Courses 300 Level and Above</b>			
Student Category	Number of Students	Average Semester Hours Attempted	Average Semester Hours Earned	Average GPA
Transfers from Gadsden State Community College	87	46.6	46.1	2.98
Transfers from All Alabama Public Two-Year Colleges	1181	48.4	46.9	2.88
Others Transfers	4639	32.2	31.3	2.90
Native Students	796	38.1	35.9	2.53
All Transfer and Native Students (Lines 2, 3, and 4)	6616	35.8	34.6	2.86

**Academic Performance Comparison  
 Students Enrolled at UA Summer 2006 – Spring 2007**

	<b>Hours in Undergraduate Courses 300 Level and Above</b>			
Student Category	Number of Students	Average Semester Hours Attempted	Average Semester Hours Earned	Average GPA
Transfers from Gadsden State Community College	45	50.6	49.1	3.14
Transfers from All Alabama Public Two-Year Colleges	880	50.9	49.4	2.88
Others Transfers	4857	32.6	31.5	2.87
Native Students	807	36.9	35.1	2.51
All Transfer and Native Students (Lines 2, 3, and 4)	6544	35.6	34.3	2.83

In comparing the GPAs of GSCC transfer students with the GPAs of Jacksonville State University (JSU) students (below), the comparison indicates that there has been a slight decrease in the percentage of the "overall" student average from their performance at GSCC and then at JSU. As evidenced in the chart below, the "GSCC GPA" section indicates the students' GPA when they attended GSCC. The "JSU GPA" indicates the GPA of former students from GSCC who earned grades at JSU.

"Former GSCC Students With 16-32 Hrs Attempted at GSCC" section indicates that these students' averages showed a slight decrease from their performance at JSU from 2.38 (2004-2005) GPA average to 2.3 (2005-2006). "Former GSCC Students With 33 & Above Hrs Attempted at GSCC" section indicates that these students average showed a increase their performance at JSU from 2.59 (2004-2005) GPA average to 2.67 (2005-2006). These percentages fluctuate each year depending upon student performance. The average overall student statistics for all former GSCC students attending JSU was a GPA of 2.42 as compared to that of GPA of 2.52 of JSU native students. The following table compares the "Average Overall Student Statistics" for all hours earned at JSU:

ACADEMIC YEARS	FORMER GSCC STUDENTS WITH 16-32 HRS ATTEMPTED AT GSCC			FORMER GSCC STUDENTS WITH 33 & ABOVE HRS ATTEMPTED AT GSCC			JSU NATIVE STUDENTS	
	NUMBER OF STUDENTS	GSCC GPA	JSU GPA	NUMBER OF STUDENTS	GSCC GPA	JSU GPA	NUMBER OF STUDENTS	OVERALL GPA
2004-2005	219	2.935	2.38	664	2.97	2.59	1892	2.55
2005-2006	209	2.743	2.30	646	2.54	2.67	2006	2.52

Presented below is a summary of the academic performance of GSCC transfers to Jacksonville State University for students who were enrolled at JSU in Fall Semester 2005-2006 academic year.

**Jacksonville State University  
Currently Enrolled Undergraduates  
From Gadsden State Community College**

**FALL 2006  
Office of Institutional Research-Jennie Dobson  
October 2006**

TOTAL HOURS EARNED AT JSU	16-32 HRS ATTEMPTED AT GSCC			33 & ABOVE HRS ATTEMPTED AT GSCC			JSU NATIVE STUDENTS	
	NUMBER OF STUDENTS	GSCC GPA	JSU GPA	NUMBER OF STUDENTS	GSCC GPA	JSU GPA	NUMBER OF STUDENTS	OVERALL GPA
<b>AVERAGE OVERALL STUDENT STATISTICS</b>								
16-31	4	2.10	1.75	1	1.10	3.00	503	2.27
32-63	50	2.81	2.10	78	2.83	2.15	626	2.49
64-95	49	3.00	2.61	177	3.07	2.58	420	2.61
96- →	106	3.06	2.75	390	3.15	2.94	457	2.70
<b>AVERAGE ENGLISH COURSES STATISTICS</b>								
16-31	4	2.71	3.00	1	.66	.00	467	2.29
32-63	48	3.02	1.90	78	2.97	1.96	613	2.57
64-95	47	3.13	2.64	177	3.11	2.50	420	2.64
96- →	101	3.12	2.69	390	3.20	2.74	457	2.64
<b>AVERAGE MATH COURSES STATISTICS</b>								
16-31	2	2.50	.00	0	.00	.00	388	1.77
32-63	35	2.75	1.69	63	2.76	1.75	568	2.06
64-95	44	2.91	1.91	160	2.90	1.99	393	2.22
96- →	92	2.83	2.18	374	2.96	2.30	442	2.16
<b>AVERAGE SCIENCE COURSES STATISTICS</b>								
16-31	2	1.50	1.50	1	2.00	.00	293	1.91
32-63	43	2.26	1.84	71	2.66	1.96	477	2.20
64-95	44	2.82	1.95	174	2.89	2.05	362	2.29
96- →	98	3.01	2.44	382	3.08	2.58	420	2.36

Presented below is a summary of the academic performance of GSCC transfers to Jacksonville State University for students who were enrolled at JSU in Fall Semester 2004-2005 academic year.

**Jacksonville State University  
Currently Enrolled Undergraduates  
From Gadsden State Community College**

**FALL 2005  
Office of Institutional Research - Jennie Dobson  
October 2005**

TOTAL HOURS EARNED AT JSU	16-32 HRS ATTEMPTED AT GSCC			33 & ABOVE HRS ATTEMPTED AT GSCC			JSU NATIVE STUDENTS		
	NUMBER OF STUDENTS	GSCC GPA	JSU GPA	NUMBER OF STUDENTS	GSCC GPA	JSU GPA	NUMBER OF STUDENTS	OVERALL GPA	
<b>AVERAGE OVERALL STUDENT STATISTICS</b>									
16-31	5	2.75	1.91	0	0	0	453	2.39	
32-63	52	2.85	2.16	59	2.76	2.24	580	2.48	
64-95	57	2.97	2.61	194	3.06	2.64	422	2.62	
96- →	105	3.17	2.84	411	3.10	2.88	437	2.72	
<b>AVERAGE ENGLISH COURSES STATISTICS</b>									
16-31	5	3.33	0	0	0	0	409	2.42	
32-63	51	3.09	2.28	59	2.88	2.09	571	2.59	
64-95	56	3.07	2.45	194	3.12	2.49	422	2.63	
96- →	102	3.20	2.82	411	3.13	2.64	437	2.68	
<b>AVERAGE MATH COURSES STATISTICS</b>									
16-31	2	2.14	4.00	0	0	0	373	1.98	
32-63	43	2.74	1.57	41	2.60	1.82	520	2.14	
64-95	50	2.41	2.04	175	2.88	2.01	397	2.15	
96- →	87	3.01	2.22	395	2.92	2.09	423	2.25	
<b>AVERAGE SCIENCE COURSES STATISTICS</b>									
16-31	3	3.40	0	0	0	0	252	2.07	
32-63	42	2.38	1.62	55	2.54	1.78	435	2.21	
64-95	51	3.04	2.39	187	3.04	2.31	369	2.37	
96- →	98	3.19	2.39	404	3.07	2.30	402	2.38	

**Goal #3: To provide technical, vocational and career education that prepares students for immediate employment, retrains existing employees, and promotes local and state work force development initiatives.**

**Assessment Measures:**

- Number of students of students who complete their programs and are employed in their field of study or related field will increase as compared to data from the previous academic year.
- The percentage of employers who give an overall favorable rating of employee training received at Gadsden State will increase as compared to data from the previous academic year.

As reported in the Placement Summary of the 2005-2006 Graduate Survey, of the 480 total respondents, 198 graduates (41%) were employed in a field related to training, 137 (29%) were employed in a field unrelated to training, 2 (<1%) was in military service, 78 (16%) were unemployed—seeking work, and 65 (14%) were unemployed—not seeking work. Of the unemployed graduates who were seeking work, only 1% could not find a job in the field without relocating and 2% said they were unable to find a job in the field anywhere. Also, only 4% felt their skills were inadequate for entry-level employment in the field, while 15% said there were “other reasons” that they were not working in the field. The 2005-2006 Graduate Survey Placement Summary is attached.

**PROGRAM COMPLETION DATA FOR STUDENTS ENROLLED IN APPLIED SCIENCE DEGREE  
AND CERTIFICATE PROGRAMS**

Summer/Fall IPEDS Graduate Rate Survey Cohort of First-time, Full-time Students  
(Program Completion Data Through Summer 2007)

Program	Number in 2003 Cohort	Graduates in 2003 Cohort	Completion % for 2003 Cohort	Comparative Completion % for 2002 Cohort
A/C Refrigeration	15	4	27	25
Accounting	4	1	25	33
Auto Body	11	5	45	36
Auto Mechanics	15	5	33	50
Carpentry	6	0	0	25
Child Development	11	1	9	9
Civil Engineering	5	3	60	38
Clerical Tech	15	8	53	90
Clinical Lab Tech (JC)	2	0	0	50
Computer Tech	2	0	0	8
Cosmetology	31	13	42	30
Diesel/Hvy Equip	20	9	45	64
Drafting/Design Tec	8	2	25	44
Elec. Eng. Tech	4	0	0	44
Electricity Certificate	5	4	80	N/A
Electricity	26	7	27	35
EMS Certificate	1	0	0	0
Emergency Med Serv	5	0	0	13
Esthetics	3	1	33	50
Fish Science SC	2	0	0	25
Furniture Refinish	12	5	42	50
Human Services	5	0	0	8
Industrial Electr	1	0	0	0
Industrial Maint.	4	0	0	43
JC A/C Ref.	16	9	56	88
JC Computer	9	7	78	33
JC Carpentry	10	5	50	100
JC Nurs Asst	18	14	78	92
Machine Basic SC	1	1	100	N/A
Machine Shop	21	10	48	47
Marketing	13	2	15	45
Masonry	4	4	100	44
Mech Design Tech	2	1	50	0
Medical Sec	10	2	20	0
Medical Trans	1	0	0	0
Nursing-RN	25	10	40	42
Office Admin	12	1	8	47
P-E Commer	1	0	0	0
Paralegal	7	1	14	33
Practical Nursing	17	5	29	38
Radiologic Tech	7	4	57	67
Realtime Reporting	8	3	38	33
Sec Sci Tech	0	0	0	0
Sur Op Tech	12	0	0	25
Telecommunications	2	0	0	0
Therapeutic Message	11	6	55	44
Welding	28	9	32	46
Welding SC	9	4	44	56
<b>Totals</b>	<b>473</b>	<b>181</b>	<b>38%</b>	<b>33%</b>

Note: Time frame for reporting is 2 years. Under IPEDS guidelines, 150% of time required for graduation is basis of analysis.

For purposes of comparisons, presented below are the IPEDS Graduation Rate Survey completer percentages for all students in the Summer/Fall Cohorts of 2001 through 2004.

## IPEDS Graduation Rate Survey Report

### Four-Year Average Completer and Transfer Rates

Reported below are the program completion and transfer out rates for the Summer/Fall Cohorts of full-time, first-time freshmen who are degree or certificate-seeking students. Students completing their programs within 150% of the normal completion time are counted as completers. Students who transfer to other colleges within 150% of the completion time but do not graduate from Gadsden State are counted as transfers.

	2001	2002	2003	2004	4-Year Totals
Total in Cohort	1229	1153	1111	1082	4575
Total Completers	299	255	243	191	988
Total Transfers	187	205	230	187	809
Annual Completion Percentage	24.3	22.1	21.9	17.7	--
Annual Transfer Percentage	15.2	17.8	20.7	17.3	--
4-Year Average Completion Rate					21.5%
4-Year Average Transfer Rate					17.8%

Although not identified as a performance measure for Institutional Goal #3, another valuable assessment measurement regarding institutional effectiveness is the performance of graduates in health sciences on licensure/certification exams. Outlined below are the certification exam test scores for 2003-2004, 2004-2005, 2005-2006, and 2006-2007.

PROGRAM	YEAR	PASS RATE
Registered Nursing	2003-2004	98%
	2004-2005	98%
	2005-2006	91%
	2006-2007	79.5%
Emergency Medical Service-Paramedic	2003-2004	65%
	2004-2005	84%
	2005-2006	66%
	2006-2007	79.25%
Practical Nursing	LPN Valley Street Campus 2003-2004	90%
	LPN Ayers Campus 2003-2004	75%
	LPN Valley Street Campus 2004-2005	90%
	LPN Ayers Campus 2004-2005	75%
	LPN Valley Street Campus 2005-2006	98%
	LPN Ayers Campus 2005-2006	100%
	LPN Valley Street Campus 2006-2007	100%
	LPN McClellan Campus 2006-2007	100%
Radiologic Technology	2003-2004	100%
	2004-2005	100%
	2005-2006	96.55%
	2006-2007	100%
Clinical Laboratory Science	2003-2004	76%
	2004-2005	76%
	2005-2006	100%
	2006-2007	88%

A total of 192 employers responded to the 2005-2006 Graduates' Employer Survey. The results of the Employer Survey are attached. The results clearly indicate a favorable evaluation of training provided to graduates. Item #4 of the survey addresses the performance measure for Institutional Goal #3.

Forty-three (43) or 38% of employers gave an "excellent" overall rating to training provided at GSCC. Forty-seven (47) employers or 42% assigned a "good" rating to employee training provided by the College. During this Survey (2005-2006) there was an increase of about 7% in the combination of Excellent and Good ratings as compared to the previous survey. Only 5% assigned "fair" or "poor" ratings. Fourteen percent of respondents omitted this item.

**Gadsden State Community College  
Office of Institutional Research  
2005-2006 Graduates' Employer Survey**

192 Respondents  
May, 2007

**1. Please indicate the job status of the person identified on the label above.**

	Choice	Count	Percent
1	He/she is a current employee.	73	65%
2	He/she is a former employee.	33	29%
3	He/she has never been employed by this company	0	0%
	Omits	7	6%
	Multit-Marked	0	0%

**2. The job assignment of this employee is**

	Choice	Count	Percent
1	in his/her field of study (as shown above)	75	66%
2	not in his/her field of study but is closely related	12	11%
3	in an unrelated field	7	6%
	Omits	18	16%
	Multi-Marked	1	1%

3. As indicated by his/her job performance rate the training that this employee received for each of the work qualities below:

**A. Written communication skills**

	Choice	Count	Percent
1	Excellent	44	39%
2	Good	45	40%
3	Fair	12	11%
4	Poor	1	1%
5	No Opinion	4	4%
	Omits	7	6%
	Multi-Marked	0	0%

**B. Oral communication skills**

	Choice	Count	Percent
1	Excellent	47	42%
2	Good	48	42%
3	Fair	10	9%
4	Poor	1	1%
5	No Opinion	0	0%
	Omits	7	6%
	Multi-Marked	0	0%

**C. Math Skills**

	Choice	Count	Percent
1	Excellent	38	34%
2	Good	43	38%
3	Fair	7	6%
4	Poor	1	1%
5	No Opinion	15	13%
	Omits	9	8%
	Multi-Marked	0	0%

**D. Computer Skills**

	Choice	Count	Percent
1	Excellent	38	34%
2	Good	38	34%
3	Fair	13	12%
4	Poor	1	1%
5	No Opinion	14	12%
	Omits	9	8%
	Multi-Marked	0	0%

**E. Technical Knowledge**

	Choice	Count	Percent
1	Excellent	40	35%
2	Good	50	44%
3	Fair	7	6%
4	Poor	2	2%
5	No Opinion	6	5%
	Omits	8	7%
	Multi-Marked	0	0%

**F. Expertise in equipment operations**

	Choice	Count	Percent
1	Excellent	38	34%
2	Good	49	43%
3	Fair	10	9%
4	Poor	1	1%
5	No Opinion	5	4%
	Omits	10	9%
	Multi-Marked	0	0%

**G. Problem solving skills**

	Choice	Count	Percent
1	Excellent	38	34%
2	Good	54	48%
3	Fair	12	11%
4	Poor	1	1%
5	No Opinion	0	0%
	Omits	8	7%
	Multi-Marked	0	0%

**H. Human relation skills**

	Choice	Count	Percent
1	Excellent	49	43%
2	Good	45	40%
3	Fair	10	9%
4	Poor	2	2%
5	No Opinion	0	0%
	Omits	7	6%
	Multi-Marked	0	0%

**I. Ability to follow directions**

**J. Work Quality**

Choice		Count	Percent
1	Excellent	61	54%
2	Good	41	36%
3	Fair	4	4%
4	Poor	1	1%
5	No Opinion	0	0%
	Omits	6	5%
	Multi-Marked	0	0%

Choice		Count	Percent
1	Excellent	62	55%
2	Good	38	34%
3	Fair	6	5%
4	Poor	1	1%
5	No Opinion	0	0%
	Omits	6	5%
	Multi-Marked	0	0%

#### K. Quantity of work

Choice		Count	Percent
1	Excellent	55	49%
2	Good	42	37%
3	Fair	8	7%
4	Poor	1	1%
5	No Opinion	1	1%
	Omits	6	5%
	Multi-Marked	0	0%

#### L. Work attitude

Choice		Count	Percent
1	Excellent	68	60%
2	Good	31	27%
3	Fair	7	6%
4	Poor	1	1%
5	No Opinion	0	0%
	Omits	6	5%
	Multi-Marked	0	0%

4. As a result of observing the work behavior of this employee, what is your overall rating of the training provided in his/her field of study at Gadsden State Community College?

5. In your opinion what is the job outlook for employment in this field in Northeast Alabama in the next three to five years?

Choice		Count	Percent
1	Excellent	43	38%
2	Good	47	42%
3	Fair	5	4%
4	Poor	1	1%
	Omits	16	14%
	Multi-Marked	1	1%

Choice		Count	Percent
1	Excellent	55	49%
2	Good	40	35%
3	Fair	9	8%
4	Poor	0	0%
	Omits	9	8%
	Multi-Marked	0	0%

6. In your judgment is the number of students being trained in this field adequate to meet labor markets needs of area employers?

7. How would you evaluate the preparation for employment given this employee at Gadsden State with training other employees received elsewhere?

Choice		Count	Percent
1	Yes	45	40%
2	No	34	30%
3	No basis for opinion	27	24%
	Omits	7	6%
	Multi-Marked	0	0%

Choice		Count	Percent
1	The Gadsden State graduate is better prepared	47	42%
2	Employees trained elsewhere are better prepared	4	4%
3	There is no significant difference in preparation	15	13%
4	No basis for comparison	39	35%
	Omits	8	7%
	Multi-marked	0	0%

8. What salary range can community

9. As vacancies occur in the future, would you

**college graduates expect to earn for entry-level jobs in this field?**

	<b>Choice</b>	<b>Count</b>	<b>Percent</b>
1	Under \$10,000	5	4%
2	\$10,000-15,000	9	8%
3	\$15,000-20,000	14	12%
4	Over \$20,000	70	62%
	Omits	14	12%
	Multi-Marked	1	1%

**be willing to employ applicants who complete training in this field of study at Gadsden State Community College?**

	<b>Choice</b>	<b>Count</b>	<b>Percent</b>
1	Yes	87	77%
2	No	0	0%
3	No basis for opinion	16	14%
	Omits	10	9%
	Multi-Marked	0	0%

**Goal #4: To encourage and support the use of current technology to improve the delivery of programs to the citizens in the institution's service area.**

**Assessment Measures:**

- Increase the number of students who enroll in courses which utilize internet and other state-of-the-art instructional delivery technologies as compared to data from the previous academic area.
- Increase the number of new courses offered which utilize state-of-the-art Instructional delivery technologies as compared to data from the previous academic year.

The College has continued to place emphasis on courses which utilize internet and other state-of-the-art instructional delivery technologies. Comparison for the past three years indicates an extremely positive trend in not only student enrollment but also course development. From the Fall of 2006 until the Fall of 2007, there were an increase of 304% of the amount of students who utilizes these courses. In looking at the trend from the Fall of 2005 to the Fall of 2007, there was actually a 136% increase in student usage. The actual student usage was from 1209 students in the Fall of 2006 to 4895 students in the Fall of 2007.

From the Fall of 2006 until the Fall of 2007, there was an increase of actual courses taught from 89 courses 279 courses offered. These additional courses included online-credit granting courses, hybrid credit-granting courses, and video credit-granting courses. This substantial increase validates the continued impact that state-of-the-art instructional delivery technologies have on the College.

The below table shows the number of online, hybrid, video classes and/or web enhanced courses offered at the institution during the 2005, 2006, and 2007 Fall Terms.

	<b>Fall 2005</b>	<b>Fall 2006</b>		<b>Fall 2007</b>	
Number of Students	1308	1209	9% Decrease	4895	304% Increase
Number of Courses	84	89	6% Increase	279	213% Increase

As additional documentation that validates that Distance Learning is an effective part of the College, the following chart records student responses. The Student Evaluation Distance Learning Courses conducted during the Fall 2007 term indicates 91% of students responding agree or strongly agree that the non-traditional format assisted in their success in their course.

**Gadsden State Community College**  
**Distance Learning Evaluations**  
**Office of Institutional Research**  
**Fall 2007**  
**Total Responses: 195**

Distance Learning Evaluation Statement	Strongly Agree 4		Agree 3		No Opinion	Disagree 2		Strongly Disagree 1		Responses
	Total	%	Total	%	Total	Total	%	Total	%	Total
1. A course syllabus was made available.	133	68%	57	29%	0	2	1%	3	2%	195
2. The course objectives as explained by the syllabus or the instructor were clear and understandable.	140	72%	48	25%	1	3	2%	3	2%	194
3. Tests, assignments, and other evaluations are related to course content and objectives.	138	71%	45	23%	1	7	4%	4	2%	194
4. Assigned reading, links, and other activities and/or video materials help to strengthen the information covered in the class.	127	69%	48	26%	10	6	3%	4	2%	185
5. The course was well organized.	120	62%	53	27%	2	12	6%	8	4%	193
6. The textbook helped me to learn.	112	60%	65	35%	7	9	5%	2	1%	188
7. Tests, assignments, and other evaluations include clear instruction.	127	65%	56	29%	1	7	4%	4	2%	194
8. The video materials are interesting and hold my attention.	67	55%	42	34%	73	7	6%	6	5%	122
9. Tests, assignments, other evaluations, and/or video materials force me to think about and analyze the information.	110	59%	63	34%	10	10	5%	2	1%	185
10. Helpful feedback on tests, assignments, and other evaluations is provided.	117	63%	51	27%	8	11	6%	8	4%	187
11. Tests, assignments, and other evaluations are graded and returned in a timely manner.	122	63%	56	29%	1	9	5%	7	4%	194
12. The procedure for grading is fair.	130	69%	47	25%	6	8	4%	4	2%	189
13. There is a test proctor for exams to ensure academic integrity.	96	63%	48	31%	42	5	3%	4	3%	153
14. The instructor encourages student participation.	126	69%	46	25%	13	6	3%	4	2%	182
15. The instructor shows interest in student learning.	132	69%	48	25%	5	6	3%	4	2%	190
16. The instructor is available via e-mail and phone for student conferences and additional help.	134	71%	42	22%	7	7	4%	5	3%	188
17. The instructor provides adequate feedback to the student.	129	67%	49	25%	2	10	5%	5	3%	193
18. I complete assigned work on time.	120	62%	71	37%	1	0	0%	3	2%	194
19. I log on to the class more than three times per week.	105	55%	68	36%	4	12	6%	6	3%	191
20. I study the video materials and complete other instructional activities before the due date.	100	57%	67	38%	20	6	3%	2	1%	175

21. I ask for additional help when I need it.	102	54%	83	44%	6	3	2%	1	1%	189
22. The nontraditional format assisted in my success in this course.	97	55%	62	35%	19	12	7%	5	3%	176
23. I will take another class that utilizes this method of instructional delivery.	108	60%	56	31%	15	9	5%	7	4%	180

**Goal #5: To provide continuing education and personal enrichment opportunities that support life-long learning and the civic, social, and cultural quality of life.**

**Assessment Measures:**

- The number of continuing education and personal enrichment opportunities that support life-long learning and the civic, social, and cultural quality of life will increase as compared to data from the previous academic year.

The 2006 – 2007 Continuing Education records reflect that 423 community classes were offered compared to the 320 classes offered during 2005 – 2006. There were 2,315 adults served through continuing education/community service classes. These totals include classes held at Cherokee County, McClellan, and Ayers campuses. These totals do not include students enrolled in non-credit courses in Adult Education, Skills Training, and Training for Business and Industry. Within these totals there were: 29 professional development courses/workshops (a 94% increase over 2005 – 2006) which served 402 students (a 97% increase over 2006 – 2006); nine free classes were offered which is a 51% increase from 2005 – 2006; and 163 community classes made and were attended by 2,145 participants. Comparing the two academic years of 2005-2006 against that of 2006-2007, there was a 33% percent increase of the continuing education opportunities presented by the College. This gave the College a total of 423 continuing education and personal enrichment opportunities that support life-long learning and the civic, social, and cultural quality of life in this community. These opportunities provided the training and education of 2,315 individuals.

The 2007 Spring Break Kids College had 6 classes serving 103 students, the Summer Kids College included 4 two-week sessions and 1 one-week session; a total of 1,154 children participated in the 31 total classes offered through the Ayers Campus, Gadsden Campus, and Youth College. A new program offered during 2006 – 2007 was the 21<sup>st</sup> Century Community Learning Camp which served two rising high school juniors and seniors.

**Goal #6: To provide business and industry training that meets employer needs.**

**Assessment Measures:**

- The number of employers served, courses provided, and students attending training programs will increase as compared to data from the previous academic year.
- The percentage of overall favorable ratings of the provided training programs, as revealed on the employer response forms will increase as compared to data from the previous academic year.

The number of employers served, courses provided, and students attending training programs continue to be a major focus of the College. Comparison indicates a slight decrease in each of these areas. This decrease was preceded by the large percentage increases in this same area as reported in the 2005-2006 Institutional Effectiveness Report, dated March 2006. Serving the local business and industry and meeting their educational needs, continues to be a major element of the College. This is evidenced by the increase of 20% of the amount of the number of different courses provided. There is a trend of new courses being offered every year. Presented below is a summary of Training for Business and Industry Activity for 2006-2007.

- Number of employers for whom training classes were provided 126
- Number of different courses provided 133
- Number of classes conducted 244
- Number of employees enrolled 3751

The activity described represents the following increase in business training activity from 2005-2006 to 2006-2007.

- Employers served: 2% decrease
- Difference courses provided: 20% increase
- Classes conducted: 9% increase
- Employees served: 8% increase

Presented below is a comparison of the 2005-2006 Academic Year of the summary of Training for Business and Industry Activity against that of the Academic Year 2006-2007.

	<b>2005 -2006 Academic Year</b>	<b>2006 – 2007 Academic Year</b>	
Employers Served	129	126	2% decrease
Number of Different Courses Provided	110	133	20% increase
Number of Classes Conducted	233	244	9% increase
Students Attending Training Program	3465	3751	8% increase

The value of these training programs is evidenced by the percentage of overall favorable ratings of the provided training programs. The most important aspect of the survey indicated that a 100% of the respondents agreed that the College's training programs were adequate to meet their industry needs. The Training for Business and Industry Survey for 2006-2007 reflected the following:

- 100% of respondents agreed that training programs offered to business and industry were adequate to meet current industry needs.
- 100% of respondents agreed that Gadsden State has demonstrated a commitment to serve the business community. (20% had no basis for opinion.)
- 100% of respondents agreed that course content was appropriate to employee needs. (9% had no basis for opinion)

Presented below is a comparison of the 2005-2006 Academic Year of the Training for Business and Industry Survey against that of the Academic Year 2006-2007.

**The Training for Business and Industry Survey**

	<b>2005 -2006 Academic Year</b>	<b>2006 – 2007 Academic Year</b>	
Respondents Agreed Training Was Adequate	100%	100%	No percentage change
GSCC Committed to Serve Community	100%	100%	Note - 20% decrease – (no basis for opinion)
Course Content Was Appropriate	91%	100%	9% Increase

**Goal #7: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.**

**Assessment Measures:**

- The percentage of students responding to surveys who express satisfaction with instructional and support services received will increase as compared to data from the previous year. Student comments will be collected and considered in the overall evaluation process as a tool of analysis to more accurately assess areas of satisfaction, dissatisfaction, and sufficiency in services.
- The number of students who are served through and participate in all student support service programs will increase as compared to data from the previous academic year.

As indicated in the summary of the 2006-2007 Student Evaluation of Campus and Services Survey that is attached below, favorable student evaluations were given to student support services' functions. During the 2006-2007 academic year, there were moderate increases in student satisfaction in the areas of Admission, On-site Registration, and Internet Registration. There was a 1% decrease in the Placement Testing for the College. The important part of this survey indicates that all areas received combined had an average of 90.1% satisfaction rate. This percentage was obtained by adding the "Strongly Agree" and "Agree" in all 60 of the areas that were surveyed and thus created an average. Listed below are student service functions with the percentage of student assessments that students "strongly agree" or "agree" as being satisfactory.

	<u>2004-2005 Survey</u>	<u>2005-2006 Survey</u>	<u>2006-2007 Survey</u>
Admission	92% favorable	95% favorable	99% favorable
Placement Testing	95% favorable	97% favorable	96% favorable
On-site Registration	98% favorable	96% favorable	97% favorable
Internet Registration	98% favorable	96% favorable	99% favorable

<b>Student Services</b>	<b>2005-2006 Strongly Agree</b>	<b>2005-2006 Agree</b>	<b>2005-2006 Favorable (Strongly Agree and Agree Combined)</b>	<b>2006-2007 Favorable (Strongly Agree and Agree Combined)</b>
Student Orientation	47%	45%	92%	85%
Telephone Registration	49%	43%	92%	95%
Financial Aid	47%	41%	88%	90%
Career Planning	43%	39%	82%	90%
Academic Advising	45%	45%	90%	94%
Personal Counseling	45%	47%	92%	95%
Student Activities	45%	45%	90%	95%

**GADSDEN STATE COMMUNITY COLLEGE  
Combined Campus Report**

**On-line Student Evaluation of Campus and Services  
207 Responses**

**Spring Semester 2007**

**Office of Institutional Research**

	Strongly Agree	%	Agree	%	No Opinion	Disagree	%	Strongly Disagree	%	Total
<b>CAMPUS ENVIRONMENT</b>										
1. Overall, I feel safe and secure on campus.	103	53%	86	45%	14	2	1%	2	1%	193
2. Campus buildings are clean.	94	48%	91	47%	13	7	4%	2	1%	194
3. The number of bathrooms is adequate.	80	42%	85	45%	16	20	10%	6	3%	191
4. The condition of bathrooms is satisfactory.	80	42%	87	45%	15	18	9%	7	4%	192
5. Overall, I am satisfied with the maintenance at the College.	85	45%	95	50%	17	7	4%	3	2%	190
6. Campus facilities offer an environment conducive to learning.	89	46%	98	51%	13	6	3%	1	1%	194
7. Overall, I am satisfied with the quality of the equipment for learning.	86	44%	100	51%	12	7	4%	2	1%	195
8. Campus parking for students is adequate.	47	24%	73	38%	14	40	21%	33	17%	193
9. Campus Security is visible.	78	41%	95	49%	15	17	9%	2	1%	192
10. The lighting outside of the buildings is adequate.	60	36%	94	56%	39	10	6%	4	2%	168
11. The lighting in the parking lots is adequate.	54	33%	90	55%	42	15	9%	6	4%	165
12. Overall, I am satisfied with the appearance of the College.	81	41%	108	55%	11	5	3%	2	1%	196
13. College personnel adequately supervise the activities in the Student Center.	69	48%	73	50%	62	3	2%	0	0%	145
14. The cafeteria food is of good quality.	26	36%	33	46%	135	6	8%	7	10%	72
15. The cafeteria food prices are reasonable.	25	33%	37	49%	132	6	8%	7	9%	75
16. The cafeteria service staff is accommodating.	30	42%	32	44%	135	7	10%	3	4%	72
17. Vending machines offer adequate selections.	47	26%	102	56%	26	26	14%	6	3%	181
18. Vending machines are conveniently located.	59	33%	104	58%	27	16	9%	1	1%	180
19. The College provides reasonable accommodations for students with disabilities.	58	45%	68	53%	79	2	2%	0	0%	128
20. Recreational facilities are adequate.	44	37%	58	48%	87	13	11%	5	4%	120

**GADSDEN STATE COMMUNITY COLLEGE  
Combined Campus Report**

**On-line Student Evaluation of Campus and Services  
207 Responses**

**Spring Semester 2007**

**Office of Institutional Research**

	Strongly Agree	%	Agree	%	No Opinion	Disagree	%	Strongly Disagree	%	Total
<b>FINANCIAL SERVICES</b>										
21. The services provided by the Financial Aid Office are satisfactory.	65	42%	74	48%	52	9	6%	7	5%	155
22. Business Office staff are sensitive to student needs.	60	35%	92	53%	35	15	9%	5	3%	172
23. Bookstore staff are sensitive to student needs.	69	38%	94	52%	27	11	6%	6	3%	180
24. Books needed are available from the College bookstore.	65	36%	96	53%	25	15	8%	6	3%	182
25. Overall, I am satisfied with the bookstore.	70	39%	93	52%	28	13	7%	3	2%	179
26. The procedures for payment and fees are easy to follow.	74	41%	99	55%	28	6	3%	0	0%	179
27. The services and information provided by the Business Office are satisfactory.	64	37%	100	58%	34	8	5%	1	1%	173
28. Student refund services provided by the Business Office are satisfactory.	54	40%	75	55%	71	6	4%	1	1%	136
<b>PUBLICATIONS/ WEBSITE</b>										
29. The College Catalog is user friendly.	81	45%	95	53%	27	4	2%	0	0%	180
30. The instructional program brochures are informative.	77	45%	94	54%	34	2	1%	0	0%	173
31. The published schedule of classes is user friendly.	82	45%	94	52%	26	5	3%	0	0%	181
32. The College website is user friendly.	96	53%	81	45%	25	4	2%	1	1%	182
33. The College website provides adequate information.	85	46%	85	46%	24	12	7%	1	1%	183
<b>STUDENT SERVICES</b>										
34. Student Services personnel are sensitive to student needs.	68	46%	78	52%	58	2	1%	1	1%	149
35. Students receive adequate information during the admissions process.	68	41%	90	54%	40	8	5%	1	1%	167

**GADSDEN STATE COMMUNITY COLLEGE  
Combined Campus Report**

**On-line Student Evaluation of Campus and Services  
207 Responses**

**Spring Semester 2007**

**Office of Institutional Research**

	<b>Strongly Agree</b>	<b>%</b>	<b>Agree</b>	<b>%</b>	<b>No Opinion</b>	<b>Disagree</b>	<b>%</b>	<b>Strongly Disagree</b>	<b>%</b>	<b>Total</b>
36. Overall, I am satisfied with the admissions process.	71	41%	99	58%	35	2	1%	0	0%	172
37. Students are familiar with services offered through the Counseling and Testing Office.	53	36%	79	54%	61	12	8%	2	1%	146
38. Students receive effective program advisement.	59	38%	85	54%	50	9	6%	4	3%	157
39. Overall, I am satisfied with the advising process.	61	37%	87	53%	44	13	8%	2	1%	163
40. Students are introduced to the Career Services Office and provided an opportunity to receive effective career counseling.	51	37%	64	46%	69	16	12%	7	%	138
41. Placement testing is readily accessible.	65	42%	84	55%	54	3	2%	1	1%	153
42. The placement testing environment is satisfactory.	69	46%	75	50%	57	4	3%	2	1%	150
43. I am aware of how to make a request for special accommodations due to a disability.	54	44%	57	46%	83	7	6%	6	5%	124
44. Student orientation was helpful to me.	42	35%	59	49%	86	10	8%	10	8%	121
45. Overall, the orientation was a valuable experience for me.	45	37%	58	48%	85	10	8%	9	7%	122
46. The on-site registration procedure is easy to follow.	67	46%	75	51%	60	5	3%	0	0%	147
47. The telephone registration procedure is easy to follow.	45	45%	50	50%	107	4	4%	1	1%	100
48. The internet registration procedure is easy to follow.	95	57%	69	42%	41	2	1%	0	0%	166
49. Overall, I am satisfied with the registration process.	80	45%	92	52%	31	4	2%	0	0%	176
50. Academic advising services on campus are satisfactory.	62	40%	84	54%	52	9	6%	0	0%	155
51. Personal counseling services on campus are satisfactory.	52	41%	69	54%	79	5	4%	2	2%	128
52. Tutors are available for a variety of courses.	58	46%	63	50%	80	4	3%	2	2%	127
53. College-sponsored social activities are satisfactory.	57	44%	67	52%	77	5	4%	1	1%	130
54. Opportunities for cultural	56	45%	63	50%	82	4	3%	2	2%	125

**GADSDEN STATE COMMUNITY COLLEGE  
Combined Campus Report**

**On-line Student Evaluation of Campus and Services  
207 Responses**

**Spring Semester 2007**

**Office of Institutional Research**

	<b>Strongly Agree</b>	<b>%</b>	<b>Agree</b>	<b>%</b>	<b>No Opinion</b>	<b>Disagree</b>	<b>%</b>	<b>Strongly Disagree</b>	<b>%</b>	<b>Total</b>
growth sponsored by the College are adequate.										
55. Overall, I am satisfied with the out-of-class campus activities.	52	42%	65	53%	84	4	3%	2	2%	123
56. Intercollegiate athletics provided appropriate opportunities for student activities.	46	44%	52	50%	102	6	6%	1	1%	105
<b>TRIO PROGRAMS</b>										
57. I am aware of the services provided by the federal TRIO Student Support Services program.	24	29%	25	30%	123	17	20%	18	21%	84
58. The federal TRIO Student Support Services program is beneficial to students.	24	38%	27	43%	144	7	11%	5	8%	63
59. I am aware of the services provided to high school students by the federal TRIO Educational Talent Search program.	19	27%	29	41%	136	10	14%	13	18%	71
60. I am aware of the services provided to high school students by the federal TRIO Upward Bound program.	22	31%	27	38%	135	10	14%	13	18%	72

The second Assessment Measure was not completed. There was not a complete system that would account for all students who were served through or participate in all student support service programs. This Assessment Measure will be reevaluated and changed for the 2007-2008 Academic Year. On the Combined Campus Report, it indicated that 207 students responded to the survey.

**Goal #8: To recognize excellence in student performance, scholarship, and personal achievement**

**Assessment Measures:**

- The number of outstanding student awards presented at honors programs will increase as compared to data from the previous academic year.
- The number of news articles published that feature student achievement will increase as compared to data from the previous academic year.

During 2006-2007 there were 100 outstanding student awards presented at the Honors Programs. This was an increase of 20% from the 2005-2006 year.

Also during the 2006-2007 academic year, there were 157 news articles published in local media featuring student achievement at GSCC.

The following chart indicates the percentage increase in each area:

	<b>2005-2006</b>	<b>2006-2007</b>	<b>% Increase</b>
Student Awards Presented	80	100	20%
News Article for Student Achievement	56	157	180%

**Goal #9: To establish and maintain partnerships to respond to the needs of special populations within the community and to use outreach initiatives to seek and encourage those who otherwise might not give serious consideration to postsecondary education.**

**Assessment Measures:**

- The number of partnerships with community entities that are designed to deliver educational options and supportive services will increase as compared to data from the previous academic year.
- Number of agencies who give favorable survey responses to college efforts in providing educational support services will increase as compared to data from the previous academic year.

The total number of partnership affiliations for 2006-2007 was 77. This was an approximately 15% increase over the previous period. The College partnerships with community entities that were created or maintained in 2006-2007 continued to grow. These partnerships allow the College to provide educational options and supportive services to their agency and create an effective partnership with the College.

	<b>2005-2006</b>	<b>2006-2007</b>	<b>% Increase</b>
Number of Partnerships	67	77	13% Increase

During the 2006-2007 academic years, there was not a survey conducted with the actual College partnerships. Previous Institutional Reports did not require for the College to conduct a survey with the College's partnerships.

# **Part II: Organizational Unit Evaluations of Strategic Plan**

## **Educational Programs**

Gadsden State Community College  
Educational Programs

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April 4, 2008 9:30 a.m.  
Allen Hall, Room 215  
Minutes

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Members Present: Vicki Albright, Dorothy Burgess, Melia Gagliardo, Donna McCurley, Susan Mullins, Terri Towe, and June Bearden, Recorder

Guests Present: Teresa Rhea, Chair of Institutional Planning Committee and Johnny Baker, Institutional Effectiveness

Purpose: The committee met to evaluate the findings and use of findings of the strategic plans of the academic and technical educational programs

Old Business: None

New Business: Johnny Baker addressed the committee and distributed a handout stating four questions concerning the institutional effectiveness process. The team was to answer these four questions to provide input for the process to be improved and to make it more meaningful.

**Question 1.** Does the Administrative Processes Committee feel that the current Institutional Effectiveness process is working.

**Answer 1.** Since the projected strategic plan must be tied to the projected budget, a recommendation was made that the deadline date for the two projects be reversed. Creating the strategic plan will be simpler if the budget is in place.

**Question 2.** How can the Institutional Effectiveness process be improved?

**Answer 2.** A better way to get students to respond to surveys is needed. ORI sessions are improving the situation, but instructors should stress the importance of surveys and evaluations. They should encourage the students to participate. Also, workshops are needed for the personnel creating the strategic plans.

**Question 3.** What was the most difficult part of the Institutional Effectiveness process, i.e. writing goals and objectives; determining the assessment measures; and/or the evaluation and use of findings?

**Answer 3.** The most difficult part is getting survey responses from the students. There are never enough responses for the data that you need. The phrase, goal is met, should never be used as an answer for the evaluation. Explain how the goal was met with meaningful data or statistics. Provide a clear guideline or instruction sheet every year for preparing the strategic plan. Use an example of a plan that is acceptable. It is difficult to determine a good assessment measure or method. Provide acceptable methods. Again, present a comprehensive workshop, not just a piece-meal workshop that covers only one or two parts of a plan.

**Question 4.** What do you think is important enough that the IPT [IPC] should highlight at the institutional level concerning your process for the 2006-2007 Institutional Effectiveness Plans.

**Answer 4.** Present information on how to do it.

#### **Chair, Institutional Planning Committee**

Teresa Rhea addressed the group concerning the supportive role of Institutional Effectiveness and the Institutional Planning Committee, formerly the Institutional Planning Taskforce. They will gather professional evaluations of the Educational Programs Planning and Evaluation Committee for instructional planning at Gadsden State. With the joint efforts of all the committees, everyone will be included in the findings and the use of findings and expand on those. They are trying to improve the process and make it more meaningful. Dr. Rhea explained the difference between the Quality Enhanced Plan (QEP) requirements and the strategic plan requirements.

#### **Committee Evaluations of Findings and Use of Findings**

The committee will not come up with new goals for people. They will tell them where they need additional information or need more tools to gather information. Any finding that states no weaknesses or no need for improvement will not be acceptable. More instruction is needed on what is expected in a strategic plan. Problems were experienced when the format was changed from written hard copy to the online format.

Because the strategic plan should drive the department budget, the plan should be in place before the budget is done. After the budget is submitted and the budget is finalized by the administrators, the strategic plan should be reviewed. Some plans may need to be changed because funding will not be available. The deadline for budgets to be submitted to Postsecondary cannot be changed, but Gadsden State could change the submission date for the strategic plans.

**ACADEMIC PROGRAMS**

<b>Admissions &amp; Records</b>	Goal #1: Changes will be made to show integration with other areas. "Unsatisfied" responses and number of responses will be addressed. How they look at responses and what they do with them will be addressed. Goals will be defined better, and they will add more information. A good use of statistics was found, but indicating the number of students surveyed might make the statistics more meaningful. Even though no weaknesses were found, findings could be used to for improvement in the future.
<b>ALI/International Student Affairs</b>	Both seem to be all right.
<b>Business</b>	Everything looks strong over all, although the expected outcomes for Goal #1 might be more specific. List percentages. Add more information.
<b>Center for Civic Engagement &amp; Service Learning</b>	Including the number of respondents might make Findings and Use of Findings more meaningful.
<b>Cherokee County Instructional Site (Gadsden State Cherokee)</b>	Findings concerning Goal #1 were somewhat unclear. What exactly is being evaluated? They are very vague, and there is no correlation between Findings and Use of Findings.
<b>Clinical Lab Technology (CLT)</b>	Findings look strong and Use of Findings very strong. Page 2, Section B does have an empty parenthesis-needs percentage.
<b>Distance Learning</b>	Giving a specific percentage for Goal #1 "Evaluation Findings" would be helpful. How much is "well over 70%"? How many respondents were involved?
<b>Emergency Medical Services</b>	Findings seem to be excellent. They should have multiple ways of measurements. If you have 100% achievement, you must look at some other element of the program. N/A was often used, but unlike other programs, EMS did this when there was truly no improvement to be made. Concerning goals that did not require a yes or no answer, for example, respondents answered at 100%.
<b>Health &amp; Physical Education</b>	Goal #3B needs clarification. Goal #1 Outcomes needs different kinds of measurement that is more specific with number of respondents included. Increase number of respondents, or find something else to measure or measure in a different way. Were evaluations not completed to measure Goal #3B, or were evaluations lost? This is unclear.
<b>Information Technology</b>	Findings and Use of Findings seem very effective. The group suggests that the IT strategic plan could be used as an example for strategic plans of the other areas.
<b>Job Corps</b>	Are there enough <b>measurable</b> goals for Job Corps? Measurable goals and more forms of assessment might make findings more meaningful. Goal #2 deals with money for training. Perhaps they could use local training. Clarification is needed regarding time to meet with counselors, who are not available.
<b>Language and Fine Arts</b>	Findings need more specific data in the form of exact percentages. Under Use of Findings, goals were met. However, perhaps LFA could indicate that findings will be used to increase expectations of student learning outcomes in the future, thereby striving to improve LFA programs. Also, LFA could briefly comment on each department area as being adequate or elaborate further on each one.
<b>Learning Research Centers</b>	Under Findings, indicate the number of survey respondents, and in some cases, specific percentages of those surveyed might make data more meaningful. Under Use of Findings, could Findings be used to set even higher goals in the future, thereby improving library services. In Goal #2C and #3B, give specific numbers.
<b>Mathematics and Engineering</b>	This one is really good and could be used as an example for others' strategic plans.
<b>McClellan Center</b>	Because the goals for McClellan Center don't seem measurable, the Findings aren't very specific. Under Use of Findings, wouldn't more specific findings based on measurable goals prove more useful if the McClellan Center wishes to use findings to improve its services?
<b>Practical Nursing</b>	Both Findings and Use of Findings look strong.
<b>Public Safety Telecommunications (PST)</b>	PST has strong assessment measures, Findings, and Use of Findings.
<b>Radiologic Technology (RAD)</b>	Findings and Use of Findings were both effective for this program.
<b>Science</b>	Goals, Findings, and Use of Findings all look thorough and effective. Do not use grades for evaluating. Goal #3: It is suggested that Science states if they are using Tegrity and what percentage of their classes are Tegrityized. Expand on Use of

	Findings.
<b>Social Sciences</b>	This program has not responded to Use of Findings. If goals were met, then shouldn't that be indicated, rather than use N/A?
<b>Surgical/Operating Room Technology</b>	Both Findings and Use of Findings appear to be effective. Under Goal #1, there is no accreditation agency. If they are working to acquire one, give information about plans to accomplish this goal. Percentages are needed when a goal is met.
<b>Therapeutic Massage</b>	It is fine. There are no negative comments.
<b>TECHNICAL PROGRAMS</b>	
<b>ADULT EDUCATION</b>	Findings and Use of Findings look strong. However, doesn't a more formal method of tracking of students after they leave AE need to be established? Also, under Goal #4 indicate what method is used. What does passed on ability mean? Regarding the Calhoun County funding, state what steps you will take to change this next year.
<b>Applied Technologies</b>	Under Findings goals should be more specifically stated to include expected outcomes. Is Goal #2 measurable? Giving the number of respondents involved might make Findings more meaningful. It is suggested that Goal #1 Expected Outcomes should be raised to 80% or so under Use of Findings. Under Goal #3 state a way to increase opportunities for articulation agreements.
<b>Career Services</b>	Findings and Use of Findings look very thorough. CS has made excellent use of findings. Even when goals have been met, CS indicates its plan to improve. Several other programs do not do so. CS might be yet another example for other strategic planners. There was a question on the Goal #5 outline format. There was a repeat of two letters of the alphabet. Some goals are not measurable, such as Goal #1, Expected Outcomes and Assessment Measures.
<b>Career Transitions</b>	On Assessment Outcome #3, how many presentations were done, and how many are projected for next year? More data is needed, Goal #2, Measure #2. Even if no identifiable weaknesses exist, maybe findings could be used to improve or establish additional goals.
<b>Continuing Education</b>	More information is needed for Use of Findings. These findings could be used to improve even areas where expected outcomes have been met.
<b>Correctional Education</b>	Under Use of Findings, evaluation findings for Goals #2 might be more specific. For example, what specific upgrades were made to this program's computer lab? More measurements and information are needed.
<b>Engineering Technologies</b>	Under Use of Findings, Goal #2, could ET mention that findings will be used to help strive for improvement? Goal #4 Measurement did not mention that they did not meet their goal; it is not stated.
<b>Skills Training</b>	Under Use of Findings, Skills Training needs to use Findings more effectively.
<b>ATN/TBI</b>	Under Use of Findings, instead of indicating "not applicable," could ATN/TBI consider using its findings to improve its effectiveness level in the future? If not, could ATN/TBI just indicate that a goal has been met and that there is no room for improvement?

Adjourned: The meeting closed at 11:05 a.m.

# **Part II: Organizational Unit Evaluations of Strategic Plans**

## **Student Services**

**Student Services Planning & Evaluation Taskforce**  
**March 13, 2008 10:00 a.m.**  
**Financial Services Conference Room**

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**Minutes**

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Members Present: Theresa Rhea, Valerie Richardson, Donna Adams, Cindy Greer, Becky Vice, Kelly D'Eath, Deborah Beverly, Dana Davis, Michele Conger, Pam Johnson, Johnny Baker, Danny Wilborn, Judy Hill, and Jimmy Johnson

The meeting convened at 10:05 a.m. when Valerie Richardson gave the charge to the committee. She stressed that the goals and objectives must be measurable and must be tied to funding. She reminded the committee that the strategic plan was just a model of how we run our programs with an emphasis on continuous improvement.

Danny Wilborn introduced himself in his new role as Director of Planning, Research, & Effectiveness.

Valerie Richardson asked for nominations for a committee chair. Kelly D'Eath made a motion nominating Pam Johnson as chair and Theresa Rhea seconded. Pam Johnson was elected as chair and agreed to also act as recorder.

Pam Johnson introduced Johnny Baker as a representative of the Institutional Planning Committee that is focusing on improving the Institutional Effectiveness process. In this role, he had four questions to ask the taskforce for their responses.

1. Is IE working? Kelly D'Eath stated that she loved the online process. Deborah Beverly liked the on-line format much better than the original version with anticipated dates and completion dates. Pam Johnson said it was much easier to enter in the online form than worrying about all the margins, headers, font, and formatting in the Word paper versions.
2. What improvements would you recommend? Johnny Baker mentioned that every committee had mentioned spell check. Judy Hill mentioned that she would like to see a way to go from goal setting to outcome measures. She stated that ideals are easy but measuring benefit is more difficult and the product of the strategic plans needs to get better. Dana Davis mentioned that seeing the activities the units would do to accomplish the goals might help to make more sense of some of the unit plans. Johnny Baker stated these 2006-2007 Unit Strategic Plans were developed prior to Johnny Baker's and Tim Smith's training efforts. Pam Johnson mentioned to Judy Hill and the committee that the CSSE survey that the QEP team is going to be using may help with measuring student engagement.
3. What is the most difficult part of Institutional Effectiveness? Kelly D'Eath stated that it was finding the time to get it done and articulating the actual plans of the unit.
4. What would you highlight? The committee all agreed that the online system and the plans being viewable to everyone was a highlight and it made the process more accessible. Johnny Baker stated he felt the staff felt more involved. Judy Hill agreed that we were all engaged; emotionally and physically. Pam Johnson and Johnny Baker discussed that the wording about weakness had been changed to make it more attractive for people to state their use of findings. Judy Hill mentioned that it would be nice to have more freedom to point out program failures without those being brought to the Cabinet.

The committee then began to review the evaluations of the unit strategic plans. The committee agreed that the Institutional Advancement office could make minor changes to save time but major changes would require the program director being notified.

Financial Aid – Kelly D’Eath introduced the plan to the committee. Theresa Rhea made a motion that the plan be approved as submitted and Judy Hill seconded. The committee unanimously approved.

GED Testing Center – Johnny Baker asked the committee to allow him to add to his findings. Judy Hill thanked Mr. Baker and stated that IE grew during his tenure. The committee recommended a change in phrasing on Goal 1 Objective 1. Cindy Greer recommended that Goal 3 be changed to “GED Testing Center issues”. Jimmy Johnson mentioned that “transcript” should not be capitalized and that “confidentiality” is misspelled. Judy Hill made a motion that the plan be approved as corrected. Cindy Greer seconded the motion and the committee unanimously approved.

HBCU Title III – The committee pointed out a misspelling in the mission. The committee suggested a rewording of the measures on Goals 3 and 4. The committee also pointed out a misspelling in Goal 8. The committee recommended a change in wording on 7a. Judy Hill made a motion that the plan be accepted with corrections. Dana Davis seconded and the committee unanimously approved.

Counseling & Recruitment – The committee noticed that some of the lines did not wrap correctly leaving the spacing misaligned. Johnny Baker stated that if it would not let the spacing be corrected to give his office a call. Judy Hill made a motion the plan be accepted as corrected, and Theresa Rhea seconded it. The committee unanimously approved the plan.

Veteran’s Upward Bound - The committee noticed that the “b” needed to be removed from some of the measures, for example in Goal 1. The measures numbers need to change on pages 2, 3, and 4. Judy Hill made a motion that the plan be accepted as corrected and Deborah Beverly seconded it. The committee unanimously approved the plan.

Institutional Advancement – The measures needed to be renumbered so that they do not match the numbers of the goals. The committee then pointed out a misspelling on Goal 3, page 3. Judy Hill made a motion to approve the plan as corrected and Michele Conger seconded it. The committee unanimously approved the plan.

ETS – Gadsden – The committee noticed a typo in the mission on line 3. The committee wishes to give our compliments to ETS on 90% graduating. The committee wanted to know if Goal 10 should remain since there were no objectives. The program manager will be called to ask if Goal 10 should remain. The committee wanted to see the actual numbers of dropouts and re-enters in Goal 5. In Goal 9, the words “and printout” should be deleted and in Goal 8, GETS should be changed to ETS to be consistent. Dana Davis made a motion to approve the plan once the corrections and changes were made after consulting on Goal 10. Cindy Greer seconded the motion and the committee unanimously approved.

UB Ayers – In Long Range Goal 1, the word “project” should be changed to “program” to be consistent with the rest of the plan. It should also be changed to “program” in Goal 1 and criteria is misspelled. On page 2, the “b” in the measure for Goal 2 should be removed and there does not need to be a semi-colon in the relationship to mission. The abbreviation needs to be spelled out in Goal 2, Objective 1. The committee recommended that the wording in Goal 5 be changed. The use of findings for Goal 6 needed to be changed and the numbers in the sentence in Goal 7 Objective 1 need to be consistently handled.

Dana Davis made a motion to approve the plan as corrected and Jimmy Johnson seconded it. The committee unanimously passed it.

Student Activities – The committee recommended the wording be changed on Goal 1, Objective 4. Goal 2 Objective 2 also had an area that the committee recommended a change in wording. In Objective 1, “fall” should be lower case rather than upper case. In Goal 3 Objective 1, the committee recommended adding “of” and adding “in eight student organizations” to make the sentence flow better. In Goal 3 Objective 2, there is an extra “be”. In Goal 3 Objective 3, the last type of student should be distance learners. There are spelling errors in Goal 4 Objective 2 and Goal 4 Objective 3. The committee felt the student names should be removed in Goal 4, Objective 3. Dana Davis made a motion that the plan be approved as corrected and Donna Adams seconded it. The committee unanimously approved.

ETS – Ayers – In Goal 2 Objective 1, the committee recommends changing the wording. In Goal 5 in the Evaluation Findings, the little “b” should be removed and the verb needs an “s” added. In Goal 7 Objective B, two words were squeezed together with no space. In Goal 8, Evaluation Findings, a comma needed to be added. Judy Hill made a motion to accept the plan as corrected and Michele Conger seconded. The committee unanimously approved.

SSS – The committee recommended the verb tense should be changed in Goal 2, Evaluation Findings to “passed”. Dana Davis made a motion to approve the plan as corrected and Judy Hill seconded. The committee unanimously approved.

UB – Gadsden – In the mission, “School” needs to be lower case as well as “Gifted” in the relationship to college mission. The committee recommended adding “U.S.” on page 2 in front of Department of Education and also in Goal 3. Also in Goal 3, the Evaluation Findings had a misspelling of “entrance”. The committee also suggested a slight wording change in the Evaluation Findings and a wording change in Goal 4 from “enlightened” to “informed”. The committee also recommended striking the sentence in the final Evaluation Findings about the survey. Becky Vice made a motion to accept the plan once the corrections were made and Dana Davis seconded the motion. The committee unanimously approved.

The taskforce adjourned the meeting at 12:27 p.m.

- **Part II: Organizational Unit  
Evaluations of Strategic Plans**

- **Community Outreach/Economic  
Development**

**COMMUNITY OUTREACH AND ECONOMIC DEVELOPMENT  
PLANNING AND EVALUATION COMMITTEE  
MEETING MINUTES  
FEBRUARY 26, 2008 – 2:30 P.M.  
AYERS CAMPUS LRC CONFERENCE CENTER**

MEMBERS PRESENT

John E. Blue, II, Chairman  
Bridget Burney  
Melinda Cooper  
Kathy Gillison-Parker  
Kelley Haynes  
Johna Lindsey  
Eric Stringer

MEMBERS ABSENT

Diann Cruickshank  
Joan Eads  
Tarva Vaughn

GUESTS

Johnny Baker  
Danny Wilburn  
Don Smith

- I. WELCOME – Mr. John E. Blue, II, Chairman, welcomed the committee members and guests. Mr. Blue thanked the members for their participation in the committee meeting and their commitment to the institutional planning process.
  
- II. REVIEW OF COMMITTEE’S CHARGE / ACTION / PROCESS / IMPLEMENTATION / EVALUATION – Mr. Blue reviewed the committee’s charge / action / process / implementation / evaluation as related to the institutional planning and evaluation process. He explained the process this committee utilizes, which is to have a sub-committee review all plans and present recommendations for changes. This works well and is more time effective. Mr. Blue stated that all the planning and evaluation committees should utilize our format as a model for the other planning and evaluation committees. He explained that the committee reviews the plan from each area that reports to the Office of the Vice President. The committee reviews the plans to insure that they are measurable and meaningful. The program level knows best what items to put in the plan, but the committee reviews for completeness, measurability, format and content. The units should be utilizing the plans as part of their day-to-day operations. The units should have good measurable quantifiable goals. Mr. Johnny Baker stated that the VPA unit has the best process for institutional planning and is the best unit.

**COMMUNITY OUTREACH AND ECONOMIC DEVELOPMENT  
PLANNING AND EVALUATION COMMITTEE  
MEETING MINUTES  
FEBRUARY 26, 2008 – 2:30 P.M.  
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- III. REVIEW OF 2006-2007 STRATEGIC PLANS EVALUATIONS – Mr. Blue and the committee discussed the 2006-07 Strategic Plans Evaluations.
- IV. CHANGES RECOMMENDED BY SUB-COMMITTEE – Mr. Blue accepted Ms. Melinda Cooper's recommendations for a couple of improvements in the wording to the plans and noted a few typographical errors to be corrected. Ms. Kathy Gillison-Parker will make the requested changes to the plans.
- V. MOTION ON 2006-2007 STRATEGIC PLANS – Mr. Blue accepted a recommendation from Dean Bridget Burney to accept that the 2006-07 Strategic Plans Evaluations with the revisions and minor changes as stated in the meeting. Motion seconded by Mr. Eric Stringer. Motion passed with no abstentions.
- VI. DISCUSSION ON PROCESS FOR INSTITUTIONAL EFFECTIVENESS PROCESS, STRATEGIC PLANS, IMPROVEMENT IDEAS AND SUGGESTIONS – Mr. Johnny Baker thanked the committee for a job well done and facilitated a discussion on behalf of the Institutional Planning Taskforce (IPT) related to the process for strategic planning and any ideas, comments or suggestions for improvements. Comments from the committee included:
- Everyone was in agreement that the new online system is good and easy to use but it needs a spell check feature. Johnny Baker explained how to spell check.
  - Discussion ensued about a provision on how to proceed with a plan when personnel and/or units are transferred from one cabinet member to another and when personnel leave the institution.
  - Discussion also ensued about the synchronization of the strategic plan and the budget.
  - Discussion also about the ability to amend plans during the year if there are changes that dictate that changes should be made.
- VII. SIGNATURES ON SHEET INDICATING INPUT INTO PROCESS – Mr. Blue asked all committee members to sign the paper indicating input into the Planning and Evaluation Process.

**COMMUNITY OUTREACH AND ECONOMIC DEVELOPMENT  
PLANNING AND EVALUATION COMMITTEE  
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IX. ADJOURNMENT – Mr. Blue adjourned the meeting at 3:20 p.m.

Recorder

Kathy Gillison-Parker

Approved

John E. Blue, II, Chairman

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## **Part II: Organizational Unit Evaluations of Strategic Plans**

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### **Administrative Processes**

Administrative Processes  
Committee Meeting  
February 15, 2008

The Committee met in the Financial Conference Room located in Allen Hall at 1:00 p.m. Persons present were Dr. Jim Prucnal, Chair, Tom Humphrey, Sam Ledbetter, Johnny Baker, Lisa Thacker, and Donice Snow. Visiting the meeting were Chris Robinson, Jackie Henderson, Jennie Dobson, and Carol Wilcutt (note taker).

Dr. Prucnal called the meeting to order and stated the two purposes of the meeting:

1. Look at the Strategic Plan Evaluations and Use of Findings for revisions and approval.
2. Johnny Baker of the Institutional Planning Taskforce Committee had questions for the Committee to answer.

The evaluations were discussed as the first order of business. The following departments' plans were approved for content:

1. Financial and Administrative Services, Dr. Jim Prucnal
2. Safety and Security, Postal, & Transportation Services, Sam Ledbetter
3. Fowler Residence Hall, Sam Ledbetter
4. Management Information System, Jeff Green
5. Financial Services, Jacqueline Henderson
6. Maintenance & Housekeep Services – Gadsden, Stewart Davis
7. Maintenance Department – Calhoun County, Don Smith (A Mission Statement was needed and a sentence was missing from the Long Range Goal #1.)
8. Business Services, Chris Robinson
9. Institutional Effectiveness, Johnny Baker
10. Human Resources, Kim Cobb
11. Diversity & Compliance, Michele Bradford
12. Athletics, Mike Cancilla
13. Public Relations, Kay Smith
14. Institutional Research & Professional Development, Jennie Dobson (percentages needed to measure assessment, Jennie would send to Carol Wilcutt)
15. Quality Assurance, Lisa Thacker

There were a number of typos that Carol Wilcutt and Johnny Baker agreed to correct.

The questions from the Institutional Taskforce were discussed:

1. Does the Administrative Processes Committee feel that the current Institutional Effectiveness process is working?

Sam Ledbetter said that the Institutional Effectiveness was working better because of its consistency and the on-line system was working well. Lisa Thacker stated that the documents were useable for budget planning.

2. How can the Institutional Effectiveness process be improved?

Training was discussed and it was decided that a training program should be provided once a year before the end of December.

3. What was the most difficult part of the Institutional Effectiveness process, i.e., writing goals and objectives; determining the assessment measures; and/or the evaluation and use of findings?

Dr. Prucnal stated that the assessment measures were the most difficult to measure.

4. What do you think is important enough that the IPT should highlight at the institutional level concerning your process for the 2006-2007 Institutional Effectiveness Plans.

It was decided that consistency and technology use should be highlighted and the institutional taskforce should furnish a list of College standard goals for which to choose. The kind of input employees should have was discussed and it was suggested that plans be made available for everyone to review.

The meeting adjourned at 2:00 p.m.

Carol Wilcutt  
Recorder

# Gadsden State Community College

## Strategic Plan Report

**Unit:** Admissions & Records **Year:** 2006-2007

**Person Responsible:** Teresa Rhea

**Cabinet Member:** Jim Jolly

### **Mission Statement:**

The office of Admissions and Records exists to serve students, faculty, staff, administration, alumni, and the public by maintaining records and providing information regarding admission to the College, as well as academic, registration, statistical, and personal data. Primary among these services is the responsibility for maintaining accurate records for each student while maintaining confidentiality. The mission is enhanced by providing a variety of other services, including advice and counsel on academic policies, registration processing, transfer credit evaluation, enrollment and statistical reporting, and student data management.

### **Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

### **Goal 1**

To provide services to assist students in meeting educational goals.

### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

### **Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

### **Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

#### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

#### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

#### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Associate Degree Registered Nursing Program **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Brenda Holman

**Cabinet Member:** Jim Jolly

**Mission Statement:**

Within the context of the Mission, Purpose and Philosophy of Gadsden State Community College, the mission of the Associate Degree Registered Nursing Program is to provide educational services that satisfy both the need in the College service area for registered nurses at the AAS degree level and the desire of people who seek a relatively short-term career education programs in nursing. Within this State Board of Nursing approved and National League for Nursing - accredited program has dedicated faculty to incorporate the most current knowledge program and technology in the preparation of nurses for independent, interdependent, and collaborative functions when providing goal-directed service to health care consumers. The mission extends to include the provision of continuing education, professional development, and personal enrichment experiences for health care practitioners and others in the community.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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Source: Office of Institutional Research, May 2007

### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Business Division **Year:** 2006-2007

**Person Responsible:** Angela Waits

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The instructional area of Business at Gadsden State community College is an integral part of the comprehensive instructional program of the College. The Business Division includes the instructional programs in business, economics, criminal justice, marketing management, office administration, and paralegal studies. The course offerings in these areas provide students a variety of opportunities to satisfy their educational career, and personal enrichment needs. Satisfactory completion of academic courses prepares students to transfer to senior institutions where they can further their educational goals. Technical courses and programs of study prepare students for entry into the workplace. Courses are also available to individuals who desire personal and professional enrichment.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Center for Civic Engagement & Service **Year:** 2006-2007

**Person Responsible:** Beryl Odom

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The Center for Civic Engagement and Service promotes citizenship through community service, volunteerism, and service learning. The Center sponsors activities and events that focus on civic awareness and responsibility. Programs underscore Gadsden State's Commitment to serving the community at large by examining the democratic ideals of citizenship that result in positive community building through participation and involvement in collaborative efforts to meet community needs and benefit society. Through educational outreach with its partners the Center provides viable service opportunities for students, staff, and community in order to encourage individuals to become more caring, concerned citizens and contributing members of society. Furthermore, through service learning students gain additional educational enrichment outside the classroom, practical "hands-on" work experience, and an increased sense of civic awareness and responsibility through service to their community.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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**Goal 1**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

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#### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

#### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Cherokee County Instructional Site **Year:** 2006-2007

**Person Responsible:** Diann Cruickshank

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The mission of the Cherokee County Instructional Site is to meet the widely diverse and changing needs of the Cherokee County area by offering academic, continuing education, and training for business and industry programs. [Is the following statement too much? In addition, the CCIS provides students with opportunities for educational, personal, and professional advancement.]

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

Unit: Clinical Laboratory Technology Year: 2006-2007

Person Responsible: Connie Meloun / Sunita Graves

Cabinet Member: Jim Jolly

**Mission Statement:**

To provide the health-care community with graduates who possess entry-level clinical laboratory technician skills in a broad range of diagnostic testing.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

Unit: Distance Learning Year: 2006-2007

Person Responsible: Sara Brenizer

Cabinet Member: Jim Jolly

**Mission Statement:**

The Distance Learning Program at Gadsden State Community College is committed to providing high quality instruction which teaches identical competencies as traditional on-campus courses. The Distance Learning Program works to connect learners with educational resources regardless of time and location.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Emergency Medical Services Program **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Patrick Brown

**Cabinet Member:** Jim Jolly

**Mission Statement:**

Within the context of the Mission, Purpose, and Philosophy of Gadsden State Community College, the mission of the Emergency Medical Services Program is to provide quality educational courses consistent with requirements set forth by a credentialing agency to practice pre-hospital medicine in conjunction with medical control. The EMS Program shall provide the necessary knowledge, skills, and attitudes consistent with the expectations of the public and the profession.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Health & Physical Education & Recreation **Year:** 2006-2007

**Person Responsible:** Mike Cancilla

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The health, physical education, and recreation program at Gadsden State Community College is concerned with the promotion of physical fitness and wellness in students, faculty, staff, and members of the community. The program offers courses, activities, and facilities to encourage fitness and healthy lifestyles among students who attend Gadsden State. Our mission is to encourage a commitment to lifelong fitness and wellness, to offer required courses for those students transferring to four-year institutions, and to teach job skills to students in career-entry programs.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Information Technology **Year:** 2006-2007

**Person Responsible:** Sheila Lancaster

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The Division of Information Technology at Gadsden State Community College is dedicated to providing current curriculum and instruction. The division provides a foundation in information technology with the AS degrees in Computer Science Scientific and Computer Information Systems. It also prepares students to seek immediate employment by completing the AAS degree in Computer Science Technology. Business and industry trends are continually researched in order to provide accurate and current knowledge of information technology to students of all majors.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: International Student Affairs / Alabama Language I Year: 2006-2007

Person Responsible: Paula Ross

Cabinet Member: Jim Jolly

**Mission Statement:**

Alabama Language Institute (ALI) provides a multi-level curriculum of English language instruction to students wishing to gain a functional command of English in order to prepare for a successful academic experience in a U.S. college or university, to obtain an adequate score on the Test of English as a Foreign Language (TOEFL), and to improve English language skills for professionals in the workplace. ALI and International Student Affairs Office also attempt to internationalize the larger institution, promote the cultural diversity of the campus, and encourage students, as citizens of the world, to respect and appreciate countries and cultures different from their own and therefore play a role in promoting peace and understanding in the world.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.  
97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Job Corps **Year:** 2006-2007

**Person Responsible:** Kim Carter

**Cabinet Member:** Jim Jolly

**Mission Statement:**

To provide eligible young adults academic and vocational instruction, as well as teach them social skills necessary to help them become employable and self sufficient.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weaknesses identified.

**Unit:** Language & Fine Arts **Year:** 2006-2007

**Person Responsible:** Charles Hill

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The Area of Language, Fine Arts, and Humanities includes English (including developmental English, composition, and literature), reading, mass communications, foreign languages, humanities, speech, art, music, and theatre. All of these programs/courses are considered academic in that they prepare students to transfer to senior institutions.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit: Library Year: 2006-2007**

**Person Responsible: Jeff Luzius**

**Cabinet Member: Jim Jolly**

**Mission Statement:**

Gadsden State Community college (GSCC) provides a wide range of support services that enable students to function in a collegiate environment and make decisions appropriate to both their personal and educational goals. GSCC libraries therefore provide students of varied backgrounds and abilities with instructional resources that will ensure achievement of their educational goals.

Each library provides a variety of services to support and expand the instructional capabilities of the College. The libraries are an integral part of the College's process of improvement of instruction.

The primary purpose of the libraries of Gadsden State Community College is to promote learning through the instructional programs of the College. The library system includes essential and basic library and media services. Gadsden State Community College ensures that students and faculty have access to the primary and secondary materials needed to support its purposes and programs. With the needs of the user in mind, the libraries are committed to: 1) acquiring, processing, producing, and maintaining a variety of media, print and non-print, and equipment related to their use; 2) making media and related equipment easily accessible; 3) providing the necessary assistance in the effective utilization of all media and equipment; 4) evaluating its services regularly and systematically; 5) disseminating information about the library and its print and online collection.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured

by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address**

**weaknesses/deficiencies)**  
No weaknesses identified.

**Unit:** Mathematics & Engineering **Year:** 2006-2007

**Person Responsible:** Susan Williams Brown

**Cabinet Member:** Jim Jolly

**Mission Statement:**

Within the context of the Mission, Purpose, and Philosophy of Gadsden State Community College, the mission of the Department of Mathematics and Engineering is to provide courses that satisfy the requirements for certificate programs, degree programs, and transfer programs. The department seeks to satisfy these needs through providing the courses listed in the State Course Directory as needed.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

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80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: McClellan Center Year: 2006-2007

Person Responsible: Kelley Haynes

Cabinet Member: Jim Jolly

**Mission Statement:**

The primary objective of the McClellan Center of Gadsden State Community College is to provide all its students with opportunities for educational, personal, and professional advancement. The Center is also committed to becoming an integral part of the lives of those communities that it serves through continued cooperation with civic, business, and industrial leaders.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Practical Nursing Program **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Brenda Holman

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The mission of the Practical Nursing program is to provide educational services that satisfy both the needs in the College service area for licensed practical nurses and the desire of people who seek a relatively short-term technical program to prepare them for a career. Practical nursing education can also be viewed as a vehicle for career mobility. As an Alabama State Board of Nursing approved program, there is dedication among the faculty to incorporate the most current knowledge and technology in the preparation of nurses who, under the supervision of a registered nurse, licensed physician, or licensed dentist, perform activities that contribute to the prevention of illness, as well as the promotion, maintenance and restoration of health.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

#### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

#### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

#### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Public Safety Telecommunications Program **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Christina Isom

**Cabinet Member:** Jim Jolly

**Mission Statement:**

Within the context of the mission, purpose, and philosophy of Gadsden State Community College, the mission of the Public Safety Telecommunications Program (PST) is to provide the opportunity for professional and educational advancement for persons in public safety communications and 911 through a quality Internet-based distance-learning program. Requirements of the program are consistent with the Institute for Emergency Preparedness and the Association of Public Safety Communications Officials International, Inc., (APCO) and will provide the knowledge and skills consistent with the expectations of the public and profession.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95%

and 99% of students respectively.  
97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weakness were found.

## **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.  
The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weaknesses identified.

**Unit:** Radiologic Technology Program **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Gay Utz

**Cabinet Member:** Jim Jolly

**Mission Statement:**

To provide the health-care community with graduate entry-level radiographers skilled in diagnostic imaging procedures.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

Unit: Science Division Year: 2006-2007

Person Responsible: Shirley Colvin

Cabinet Member: Jim Jolly

**Mission Statement:**

Within the context of the purpose, philosophy and mission of Gadsden State Community College, the mission of the Science Division is to provide excellence in education in the natural sciences, including aquatic sciences, for the student population within our service area. This is accomplished by offering a wide variety of freshman and sophomore courses in biology, chemistry, physics, physical science, and fishery science to serve the needs of Gadsden State students seeking associate degrees or certificates and for those students planning to transfer to senior institutions to complete their education. It is our purpose to advance the education of students who major in the sciences or related fields and to provide support for students who are pursuing technical degrees. The Science Division's mission is to reach potential students in the community as well as currently enrolled students and help them achieve their educational goals.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

#### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

#### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

#### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Social Sciences **Year:** 2006-2007

**Person Responsible:** George Terrell

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The Social Science Division includes the areas of history, political science, geography, psychology, sociology, human services, early childhood education, philosophy and religion. The courses offered in these areas are to enable students to fulfill the requirements necessary for them to transfer to 4-year institutions, complete terminal programs, or certificates at Gadsden State or receive opportunities for personal enrichment. In the case of some certificate/degree programs, such as human services or early childhood development, immediate entry into the work force is possible.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Surgical Technology Program **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Brenda Young

**Cabinet Member:** Jim Jolly

**Mission Statement:**

The Surgical Technologist Program of Gadsden State Community College strives to provide educational services that satisfy both the need in the College service area for surgical technologists at the certification level and the desire of the people who seek short-term career education. The Surgical Technology Programs strives to assist the student in achieving the knowledge, skills, and professionalism to become a vital member of the allied health care team.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Therapeutic Massage **Year:** 2006-2007

**Person Responsible:** Connie Meloun / Josh Olander

**Cabinet Member:** Jim Jolly

**Mission Statement:**

Within the context of the Mission, Purpose and Philosophy of Gadsden State Community College, the mission of the Therapeutic Massage Therapy Certification Program is to provide educational services that satisfy the needs of students enrolled in a short term career education program and that provides the appropriate coursework to meet the requirements for the national Certification Board for Therapeutic Massage and bodywork as well as the Alabama Board of Massage Therapy. The faculty is dedicated to providing and incorporating the most current knowledge and technology in the preparation of therapeutic massage therapists who will be providing health care services to the public. Included in the mission is the provision for continuing education, professional development and personal enrichment for therapeutic massage therapist as well as for other health care professionals.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who

responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

## **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit: Business Services Year: 2006-2007**

**Person Responsible: Chris Robinson**

**Cabinet Member: Jim Prucnal**

**Mission Statement:**

The mission of Business Services is to support the College by providing necessary utilities, insurances, contractual services, and directed oversight of capital building projects, to facilitate the needs of the programs and services of the College.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.  
The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

**Unit: Financial Services Year: 2006-2007**

**Person Responsible: Jacqueline Henderson**

**Cabinet Member: Jim Prucnal**

**Mission Statement:**

The primary purpose of the financial services department is to serve the financial needs of the students, faculty and staff of Gadsden State Community College in support of the purpose, philosophy and mission of the College. The department provides a wide range of services in support of the departmental and College missions to include purchasing, grants reporting, accounts payable/student refunds, cashiering/accounts receivable, payroll, inventory control, budgeting and financial reporting. Financial information is maintained and reported according to the policies and procedures set forth by the Alabama State Board of Education and State and Federal laws consistent with Generally Accepted Accounting Principles (GAAP) as prescribed by the Governmental Accounting Standards Board (GASB) and the National Association of College and University Business Officers (NACUBO).

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who

responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

#### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

#### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

#### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: Fowler Residence Hall Year: 2006-2007

Person Responsible: Sam Ledbetter

Cabinet Member: Jim Prucnal

**Mission Statement:**

To provide safe, comfortable housing for students while meeting the social, recreational, and intellectual needs of residents.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Maintenance & Housekeeping Services-Gadsden **Year:** 2006-2007

**Person Responsible:** Stewart Davis

**Cabinet Member:** Jim Prucnal

**Mission Statement:**

It is the mission of the Departments of Maintenance and Housekeeping at the Gadsden Campuses of Gadsden State Community College to provide quality environment for students, visitors, and employees to include cleanliness and efficient functioning of mechanical systems.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

Unit: Maintenance Department-Calhoun County Year: 2006-2007

Person Responsible: Don Smith

Cabinet Member: Jim Prucnal

**Mission Statement:**

The mission of the Maintenance Department-Calhoun County is to support the College by keeping the buildings and grounds clean and well maintained to enhance the College learning environment and meet the needs of the programs and services of the College

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.  
The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Management Information System **Year:** 2006-2007

**Person Responsible:** Jeff Green

**Cabinet Member:** Jim Prucnal

**Mission Statement:**

To integrate and provide multi-campus support for computer hardware, software applications, networking, and telecommunications to meet the academic standards and administrative functional needs of Gadsden State Community College.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Safety & Security, Postal, & Transportation Service **Year:** 2006-2007

**Person Responsible:** Sam Ledbetter

**Cabinet Member:** Jim Prucnal

**Mission Statement:**

Gadsden State Community College provides a wide range of support services that enable students, faculty, and staff to function in a collegiate environment. The primary mission of this unit is to ensure that functions are carried out in a safe and secure manner to include an efficient postal and transportation operation with a firm commitment to high standards that is in keeping with the College mission statement.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Community & External Affairs **Year:** 2006-2007

**Person Responsible:** Jack Page

**Cabinet Member:** John Blue

**Mission Statement:**

Within the context of the Mission, Purpose, and Philosophy of Gadsden State Community College, the mission of the Office of Community and External Affairs is to provide Gadsden State Community College, the Office of the Vice President and the Office of the President a conduit for communication, information and funding from both the private and public sectors. The Community Affairs Liaison will also provide the President and Vice President the support necessary to develop plans and strategies to insure that activities related to the Gadsden State Community College Foundation, Inc. are completed.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Community Traffic Safety Program **Year:** 2006-2007

**Person Responsible:** Melinda Cooper

**Cabinet Member:** John Blue

**Mission Statement:**

The East Alabama Highway Safety Office of Gadsden State Community College will coordinate the Community Traffic Safety Program (CTSP) through federal and state grant projects, as funded through the Alabama Department of Economic and Community Affairs (ADECA) Law Enforcement/Traffic Safety (LETS) Division, for an eight county region in East Central Alabama consisting of the Counties of Calhoun, Chambers, Clay, Cleburne, Coosa, Randolph, Talladega and Tallapoosa, to reduce traffic-related crashes, injuries and fatalities on and around the region's roadways.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

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College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Economic Development **Year:** 2006-2007

**Person Responsible:** Kathy Gillison-Parker

**Cabinet Member:** John Blue

**Mission Statement:**

Within the context of the Mission, Purpose, and Philosophy of Gadsden State Community College, the organizational unit of Economic Development assists the Vice President in leading the College to achieve the Institutional Mission and Goals. The Coordinator of Economic Development serves to support the President and Vice President with special projects and on special assignments. The Coordinator of Economic Development supports legislative efforts at the local, state and federal levels and supports the Vice President in working with the President and President's Cabinet to determine, prepare and advance the College's legislative agenda. The Coordinator of Economic Development supports the Vice President in his role as Ex Officio member of the Gadsden State Community College Foundation, Inc. and The Harry M. Ayers State Technical College Foundation. The College organizational unit of Economic Development shall serve as the principle to support the promotion, establishment and maintaining of external partnerships to assist in meeting the needs of special populations within the community. The Coordinator of Economic Development assists other departments of the College unit reporting to the Vice President as directed by the Vice President.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

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#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Governmental Relations **Year:** 2006-2007

**Person Responsible:** Larry Stowe

**Cabinet Member:** John Blue

**Mission Statement:**

Gadsden State Community College serves as a community partner with governmental leaders and elected officials. The Governmental Relations unit shall serve to support governmental entities and elected officials within the overall mission of the College. The Governmental Relations unit shall actively participate with governmental leaders in the formation of strategic initiatives relating to local, state, and/or federal legislation as it relates to the College.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: HBCU Initiatives/Valley Street Campus Year: 2006-2007

Person Responsible: Willie Duncan

Cabinet Member: John Blue

**Mission Statement:**

The HBCU Federal Initiative and Special Governmental Programs Department is committed to providing administrative management and supervision in planning, coordinating, and implementing all aspects of economic development for the Valley Street Campus of Gadsden State Community College. This is done in keeping with the mission, purpose, and philosophy of the College in becoming an integral part of the life of the community, thereby enabling individuals to engage educational, personal, and professional advancement. Funding opportunities and efforts designed to secure and manage sponsored program activities will be explored. The mission will extend to include promotion of technological growth, faculty development activities, research based activities, partnerships and collaboration with other academic institutions, industrial laboratories, governmental programs, and federally funded research.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

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#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: Athletics Year: 2006-2007

Person Responsible: Mike Cancilla

Cabinet Member: Lisa Thacker

**Mission Statement:**

The athletic program at Gadsden State Community College provides educational and social development through competitive team sports. The academic success, physical and emotional well being, and social development of student athletes are priorities in the athletic program. The mission of the program is to serve an integral part of the educational process of student athletes with a firm commitment to high standards that is in keeping with the College mission statement.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Diversity & Compliance **Year:** 2006-2007

**Person Responsible:** Michele Bradford

**Cabinet Member:** Lisa Thacker

**Mission Statement:**

To ensure that all departments of the College are in compliance with all policies of the State Board of Education, the Department of Postsecondary Education, the College, and State and Federal laws, and provide leadership for the College diversity initiatives by monitoring, evaluating, and supporting diversity efforts, increasing communication, and supporting core programs and services.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

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No weakness were found.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Human Resources **Year:** 2006-2007

**Person Responsible:** Kim Cobb

**Cabinet Member:** Lisa Thacker

**Mission Statement:**

The Office of Human Resources seeks to provide a comprehensive service to the College and its employees which includes coordinating the employment process for the hiring of all staff, maintaining personnel/employment records, ensuring compliance with applicable policies and procedures, administering employee benefits, assisting with the organization of professional development programs, and providing new employee orientation.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
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Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Institutional Effectiveness **Year:** 2006-2007

**Person Responsible:** Johnny Baker

**Cabinet Member:** Lisa Thacker

**Mission Statement:**

The Office of Institutional Effectiveness coordinates the administration of surveys and evaluations to College personnel, students, business and industry, and other appropriate entities in accordance with the timelines established within the Institutional Effectiveness Assessment Implementation Calendar. Resulting analyzed data from these surveys and evaluations are utilized to provide information for accreditation and strategic and financial planning in order to improve the services provided by the College.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Public Relations **Year:** 2006-2007

**Person Responsible:** Kay Smith

**Cabinet Member:** Lisa Thacker

**Mission Statement:**

Working cooperatively, the Development Office provides comprehensive marketing services to create greater community awareness; serves in partnership with the foundations to build opportunities for students, faculty and staff; and, assists the alumni association in creating lifelong relationships with the college.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Financial and Administrative Services **Year:** 2006-2007

**Person Responsible:** Jim Prucnal

**Cabinet Member:** President

**Mission Statement:**

The primary purpose of the financial services department is to serve the financial needs of the students, faculty and staff of Gadsden State Community College in support of the purpose, philosophy and mission of the College. The department provides a wide range of services in support of the departmental and College missions to include: purchasing, grants reporting, accounts payable/student refunds, cashiering/accounts receivable, payroll, inventory control, budgeting and financial reporting. Financial information is maintained and reported according to the policies and procedures

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

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**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: Institutional Advancement & Community Services Year: 2006-2007

Person Responsible: Valerie Richardson

Cabinet Member: President

**Mission Statement:**

The mission of the office of Institutional Advancement and Community Services is to coordinate the College's grants development and administration and fundraising activities (excluding the Foundations). The office of Institutional Advancement and Community Services supports the mission of GSCC and its goals by undertaking the responsibility of establishing and maintaining partnerships to respond to the needs of special populations within the community. The grant programs under Institutional Advancement also use outreach initiatives to seek and encourage those who otherwise might not consider college.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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and 99% of students respectively.  
97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weakness were found.

## **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

### **Expected Outcome and Assessment Measures 1**

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### **Evaluation Findings**

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**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weaknesses identified.

**Unit:** Institutional Research & Professional Development **Year:** 2006-2007

**Person Responsible:** Jennie Dobson

**Cabinet Member:** President

**Mission Statement:**

To conduct research activities that support institutional planning and assessment, to report institutional data as required by State and Federal agencies, and to coordinate professional development activities for the College.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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**Goal 1**

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No weakness were found.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Quality Assurance **Year:** 2006-2007

**Person Responsible:** Lisa Thacker

**Cabinet Member:** President

**Mission Statement:**

The Office of Quality Assurance seeks to provide leadership to ensure the quality of institutional processes and compliance with federal, state, local, and institutional laws, regulations and policies in support of the institutional mission and goals.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

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Source: Office of Institutional Research, May 2007

**Use of Findings**

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Adult Education Services **Year:** 2006-2007

**Person Responsible:** Joe Cavender

**Cabinet Member:** Tim Green

**Mission Statement:**

The purpose of Adult Education Services is to serve the educational needs of citizens 16 years of age and older who have less than a high school diploma or function academically at less than a 12.9 grade level and are withdrawn from high school. Adult Education Services provides basic academic skills to include reading, writing, and mathematics and coping skills, 0-8th grade level; preparation for the General Education Development (GED) Test and high school completion, 9th-12th grade level; and English as a Second Language (ESL) for non-English speaking persons.

Adult Education Services is to serve the educational needs of the individual citizen, businesses, and industries in Etowah, Calhoun, Cherokee, and Cleburne Counties as described in the Alabama State Plan for Adult Education. To accomplish this purpose, Adult Education Services will adhere to the Alabama State Plan for Adult Education and will constantly seek more productive means to deliver those services.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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Source: Office of Institutional Research, May 2007

### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

## **Goal 2**

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### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Applied Technologies Division **Year:** 2006-2007

**Person Responsible:** Melinda White / Vicki Albright

**Cabinet Member:** Tim Green

**Mission Statement:**

Gadsden State Community College's Applied Technologies Division is committed to providing individuals with quality, up-to-date technical training educational experiences, and to provide area employers with qualified graduates skilled in their respective occupational areas ready for employment. These experiences are dedicated to establishing initial job-specific skills for those just entering the workforce, updating the current workforce's skills and abilities through advancing technology, retraining for displaced workers and professional development activities.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

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#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: ATN/TBI Year: 2006-2007

Person Responsible: Beverly Hilderbrand / Gregg Bennett

Cabinet Member: Tim Green

**Mission Statement:**

Alabama Technology Network (ATN) and Training for Business and Industry will strive to generate significant economic impact for Calhoun/Cherokee/Etowah and surrounding counties through innovative productivity-and technology-oriented solutions for business and industry.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Career Services **Year:** 2006-2007

**Person Responsible:** Cheryl Cephus-Vickers

**Cabinet Member:** Tim Green

**Mission Statement:**

To support the mission of the institution's technical and academic programs by designing, implementing and managing services, programs and systems that meet the career development and employment needs of students, as well as meet the local, regional and national staffing needs for employers.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Career Transitions **Year:** 2006-2007

**Person Responsible:** Marian Haynie

**Cabinet Member:** Tim Green

**Mission Statement:**

The primary mission of Career Transitions is to assist high school students in the Gadsden State Community College service area with college and career education. Career Transition will work to promote Gadsden State Community College in recruitment and enrollment of students by providing college resources on each high school campus.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

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**Goal 2**

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**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit: Continuing Education Year: 2006-2007**

**Person Responsible: Pam Clough**

**Cabinet Member: Tim Green**

**Mission Statement:**

The mission of Continuing Education is to serve the diverse and changing needs of the community by offering a broad range of noncredit courses responsive to individual, business, and community needs. We offer a variety of fee-based workshops, classes, community service activities, and continuing education courses designed for those who want to keep learning but are not necessarily interested in earning academic credit. The department is committed to linking college and community resources to provide quality enrichment programs to people of all ages. Continuing Education consists of two major divisions: professional development and personal development. Programs are provided for youth, adults, and senior citizens in a variety of formats including seminars, workshops, weekly classes and two-week summer sessions. The classes are designed for people in search of life enrichment, personal and/or professional growth.

**Long Range Goals:**

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- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
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#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

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#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Correctional Education Program-St. Clair **Year:** 2006-2007

**Person Responsible:** Keith Vaughn

**Cabinet Member:** Tim Green

**Mission Statement:**

Gadsden State Community College at St. Clair is committed to all inmates of diverse backgrounds who wish to improve the quality of their lives. By offering these individuals an opportunity to receive training in one of the Technical Programs offered at the St. Clair Campus, Gadsden State fulfills a need. By achieving this educational Goal, certain inmates are given good reports in their files, and are often a precondition to their early parole release. The vocational trades provide learning opportunities for individuals that have a desire to increase their personal efficiency, further develop their skills, and achieve their personal enrichment goals. The college offers quality programs with sound instruction that will enhance a person's chance of succeeding once released from prison.

We want each of these individuals to make a good contribution to society once released. Our educational program at St. Clair will enhance that. Our program serves both the gifted student, as well as the educationally, economically, and socially deprived students.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Engineering Technologies **Year:** 2006-2007

**Person Responsible:** Tommy Hartline / Melinda White

**Cabinet Member:** Tim Green

**Mission Statement:**

Gadsden State Community College's Engineering Technologies Division is committed to providing individuals with quality and up-to-date technical training educational experiences, and to provide area employers with qualified graduates skilled in their respective occupational areas ready for employment. These experiences are dedicated to establishing initial job-specific skills for those just entering the workforce, updating the current workforce's skills and abilities through advancing technology, retraining for displaced workers, and professional development activities for local professionals.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.  
97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weakness were found.

## **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

### **Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

### **Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.  
The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weaknesses identified.

**Unit:** Skills Training **Year:** 2006-2007

**Person Responsible:** Suzanne Zahorscak

**Cabinet Member:** Tim Green

**Mission Statement:**

Skills Training Division is committed to meeting the specific training and educational needs of citizens who need to upgrade existing skills or to learn a new skill in order to secure employment and economic self-sufficiency. By providing short-term, non-traditional, non-credit training to individuals in the community, Skills Training will serve as a resource for workforce development in our community.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: Counseling & Recruitment Year: 2006-2007

Person Responsible: Deborah Beverly

Cabinet Member: Valerie Richardson

**Mission Statement:**

The primary mission of Counseling and Recruitment is to assist in the recruitment, enrollment, and retention of students/alumni by providing support services that will ensure achievement of both personal and educational goals.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.  
The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Educational Talent Search Program-Ayers **Year:** 2006-2007

**Person Responsible:** Carol Tidwell

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

The mission of the Educational Talent Search Program on the Ayers Campus is to identify 700 middle, high, and adult education students from disadvantaged backgrounds with the potential and desire for a postsecondary education. The program provides these participants with the information and skills necessary for success in a postsecondary environment. The main purpose of the Educational Talent Search Program is to increase the number of disadvantaged students completing high school and enrolling in postsecondary education.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Educational Talent Search, Gadsden-Etowah Talent S **Year:** 2006-2007

**Person Responsible:** Cherlyn Stowe

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

The primary mission of the Educational Talent Search Program (ETS) is to identify and assist individuals from disadvantaged backgrounds who have the potential to succeed in higher education. The program provides academic, career, and financial counseling to participants, encourages them to graduate from high school, and continue to the postsecondary school of their choice. Talent Search also serves high school dropouts by encouraging them to reenter the educational system and complete their education. The goal of Talent Search is to increase the number of youth from disadvantaged backgrounds who complete high school and enroll in the postsecondary education institution of their choice.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

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The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.  
97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

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80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit: Financial Aid Year: 2006-2007**

**Person Responsible: Kelly D'Eath**

**Cabinet Member: Valerie Richardson**

**Mission Statement:**

The mission and primary purpose of the financial aid office is to deliver the highest quality services in an efficient and effective way; secure adequate funding from various Federal, State, and private sources to meet the needs of our students, and to support efforts that promote and encourage students to plan for a postsecondary education. Continuous efforts are made to educate prospective and continuing students and their parents about the availability of financial aid. To ensure that students and parents are educated about financial aid opportunities, financial aid awareness workshops are conducted on campus and at high schools in our service area.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95%

and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** GED Testing Center **Year:** 2006-2007

**Person Responsible:** Johnny Baker

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

The mission of Gadsden State Community College GED Testing Center is to provide an opportunity for adults who have not graduated from high school to earn their Alabama High School Equivalency Diploma. The goal is to build capacity for consistent testing services within the State of Alabama guidelines in order that all eligible candidates may have an opportunity to earn high school equivalency credentials based on the General Educational Development (GED) Tests. Additional goals are to ensure the credibility and acceptance of Alabama certificates of high school equivalency by maintaining the integrity of the state testing program and to issue certificates and maintain records in a timely, accurate, and efficient manner.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

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Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

#### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

#### **Expected Outcome and Assessment Measures 1**

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#### **Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Strengthening HBCU Title III Program **Year:** 2006-2007

**Person Responsible:** Tarva Vaughn

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

The mission of the Historically Black Colleges and Universities, Title III Program of GSCC is to foster recognition and promotion of the inherent dignity of each person attending GSCC and to welcome students, faculty, and staff from all ethnic and cultural backgrounds. This mission is in accord with the College's purpose, mission, and philosophy including its commitment of enhancing the experiences of all who come to GSCC by recognizing the worth and dignity of all individuals.

Title III's mission is to further provide resources and support for successful completion of career and educational goals by encouraging intellectual and technical skills of students and faculty, and by encouraging cultural exchanges within the community. These resources and support will provide the students, faculty, and community with the knowledge and experience to assess, plan, implement, and evaluate technology-based learning.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

#### **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

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#### **Evaluation Findings**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

#### **Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Student Activities **Year:** 2006-2007

**Person Responsible:** Judy Hill

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

The primary mission of Student Activities is to implement a college-wide system of activities and events enriching students on a broad array of special interests including social, recreational, developmental, and multicultural issues.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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The telephone and online registration procedures are easy to follow according to 95% and 99% of students respectively.

97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weakness were found.

## **Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

### **Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

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**Use of Findings**  
**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**  
No weaknesses identified.

Unit: Student Support Services Year: 2006-2007

Person Responsible: Dale Hill

Cabinet Member: Valerie Richardson

**Mission Statement:**

Within the context of the mission, purpose, and philosophy of Gadsden State Community College, the mission of the Student Support Services (SSS) Program is to provide individuals with the opportunity for continued intellectual development of academic, technical, career, and social skills.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings  
(Identified weaknesses/deficiencies and remedial action to address  
weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Upward Bound Program-Ayers **Year:** 2006-2007

**Person Responsible:** Sharon McGruder

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

The purpose of Upward Bound (UB) is to guide and instruct students who are low income, first generation and/or disabled high school students (grades 9-12) to develop the skills necessary to successfully complete secondary education, and to assist them as they enter and complete a program of postsecondary education.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

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**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

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**Relationship to College Goals/Mission**

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The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

Unit: Upward Bound Program-Gadsden Year: 2006-2007

Person Responsible: Pat Rutledge

Cabinet Member: Valerie Richardson

**Mission Statement:**

The Upward Bound (UB) program serves high school students from low-income families and high school students from families in which neither parent holds a baccalaureate degree. The program provides opportunities for participants to succeed in pre-college performance and ultimately in higher education pursuits.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

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**Evaluation Findings**

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97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.

The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit:** Veterans Upward Bound Program **Year:** 2006-2007

**Person Responsible:** Jimmy Johnson

**Cabinet Member:** Valerie Richardson

**Mission Statement:**

Gadsden State Community College provides a wide range of support services, which enables students to function in a collegiate environment and make decisions appropriate to both their personal and educational goals. In fulfillment of the mission of the College, the services of the Veterans Upward Bound (VUB) program offers encouragement and support to veterans by providing academic, cultural, and personal development opportunities. The Veterans Upward Bound program is designed to foster opportunities for veterans to gain the skills and abilities necessary to succeed in a program of postsecondary education.

**Long Range Goals:**

- 1 Improve online interactive admissions application and other student service processes.
- 2 Develop a "One Stop Center" to improve student access to admissions, advisement, registration and records services, financial aid services, bursar, testing and placement services, student access computer facilities, and bookstore.
- 3 Re-design and modernize facilities for more efficient service to students.

**Goal 1**

To provide services to assist students in meeting educational goals.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

90% student satisfaction with services provided by Admissions and Records as measured by the GSCC Office of Institutional Research.

**Evaluation Findings**

95% of students surveyed responded that they received adequate information during the admissions process

99% of students surveyed indicated satisfaction with the overall admissions process.

The on-site registration procedure is easy to follow according to 97% of students who responded.

The telephone and online registration procedures are easy to follow according to 95%

and 99% of students respectively.  
97% of students who responded were satisfied with the overall registration process.

Source: Office of Institutional Research, May 2007

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weakness were found.

**Goal 2**

To facilitate and expedite student enrollment by processing applications daily.

**Relationship to College Goals/Mission**

College Mission: To provide students of varied backgrounds and abilities with the instructional and support services that will assist them in achieving career and educational goals.

**Expected Outcome and Assessment Measures 1**

80% of applications for admission to the college will be processed within 24 hours of receipt of the application as measured by inspection of a random sample of student files.

**Evaluation Findings**

100% of Online applications are processed within 24 hours of receipt. Applications are downloaded by the system every morning, M-F, and processed.  
The number of students using paper applications has declined sharply. Use of paper application for admission is becoming limited to incarcerated students and other persons who do not have access to the Internet.

**Use of Findings**

**(Identified weaknesses/deficiencies and remedial action to address weaknesses/deficiencies)**

No weaknesses identified.

**Unit**

Admissions & Records