2006-2011 Administrative Support Services Outcomes

Trinity Valley Community College

Admin Computing Services Administration

Plan Period: FY06   **Outcome ID#:** 181

Outcome Description

1. Modify existing registration program to meet needs for student self-registration.
2. Use Web facing (WAS Express) tool to convert iSeries program to Web environment.
3. Modify programs to manipulate data in manner necessary to implement the changes.

Outcome Strategy

Outcome Method

1. by Fall 2005, we should have the registration program modified in the manner desired to allow student to register themselves.
2. By late Fall 2005, the program should have been converted to the Web environment.
3. By Spring 2006, the process should be in place so that students may register themselves (via kiosk) for the spring semester.
4. By consultation with the Dean of Enrollment Management, determine that all areas of the new process are functioning as desired.

Outcome Criterion

The percentage of students completing registration by this method will increase at each later date that it is measured.

Strategic Plan Relationship

9. Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision-making.

Outcome Results

It was determined that only students who were "TSI Complete" in all areas would be allowed to attempt this "self-registration" process. Approximately 2100 students were informed that they were eligible. Of those, about 800 took advantage of the process. We were expecting a great number of problem (students needing help), but found that most students were able to register themselves with little to no help.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Because this process worked so well, a decision was made to continue it in future semesters...and to make the kiosk stations available at even more locations. With the pre-registration of this many students, the "normal" registration process went much smoother...as there were many fewer students to handle during those times.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY06   **Outcome ID#:**   182

Outcome Description

1. Modify file structure to allow capture of e-mail addresses.
2. Write program which will allow entry of e-mail address (and verification of permanent address) by student.
3. Convert the program to the Web environment through use of Web facing tool.
4. Allow contact to students to be done in a more timely and more economical manner.

Outcome Strategy

Outcome Method

Outcome Criterion

1. By Spring 2006, we should have file structures modified so as to store e-mail address.

Strategic Plan Relationship

9. Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching and decision making.

Outcome Results

At the time that students pre-registered themselves, they were given the option to (1) enter their e-mail address and (2) verify their permanent address. Of the 800 that used the "self-registration" process, only 125 chose to enter their e-mail address. Though this number was less than hoped, it provided a good start. It is impossible to say how many permanent addresses were verified.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Collection of these e-mail addresses allowed us to print the e-mail address on the class roll (of distance education courses) for the instructor. Upon seeing these addresses, several instructors asked how they could get the e-mail address of all students. Once they found out, they had the students enter their e-mail addresses and the number collected grew to more than 200. The file (after several semesters) now contains approximately 400 e-mail addresses. There is not widespread use by instructors, but several distance education instructors take advantage of them.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY06   **Outcome ID#:**   183

Outcome Description

1. Modify programs to manipulate data in manner necessary to implement the changes.
2. Allow Business Office to daily audit and verify the Student Loan and Agency Fund checks.

Outcome Strategy

Outcome Method

1. By Fall 2005, the ability to print a daily Student Loan and Agency Fund check register should be available to the Business Office Accountant.
2. Through consultation with Vice President of Fiscal Services and Accountant, determine that these registers allow them needed audit controls.

Outcome Criterion

Strategic Plan Relationship

9. Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision making.

Outcome Results

The check registers were produced for these funds: Student Loan, Agency, Bond, and TPEG Resident. The Accountant verified that these reports met their needs.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The Accountant was able to use these reports to do a daily "check" on each of these funds...to verify that each check produced from them was "valid". This allows the Business Office to maintain the tight controls on these funds that have always been maintained on the General Fund.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY07   **Outcome ID#:**   300

Outcome Description

At present, the Office of Financial Aid spends a great deal of time processing student loans. This system would decrease the amount of time required by Office of Financial Aid to collect, store, retrieve, and report loan information. The amount of time spent processing loan checks received from lenders would be reduced by 50%. Monthly reconciliation time will also be reduced by at least 50%. This reduction in time would improve the efficiency of the loan process for both the Office of Financial Aid and students.

Outcome Strategy

Steps involved in the process will include: (1)analysis of needs, (2) design of system, (3) creation of database files, (4) creation of programs to capture and report data.

Outcome Method

Discussion with the Office of Financial Aid after loan reporting process has completed will determine if system met their needs and improved the process. Time required for reconciliation and processing checks after received from the lender will be compared to the time currently required.

Outcome Criterion

By end of summer 2006, analysis and design phases should be completed. File and program creation processes should be completed by December 2006.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 because it will improve the process of financial aid (i.e. student services) for the student. By improving the loan process, it should allow more students to take advantage of loans, thereby meeting TVCC Goal 2.3.

Outcome Results

The Office of Financial Aid reported that the improvements far exceeded the goals. Time spent processing loan checks and reconciling them was close to a 75% improvement.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Students are now able to receive their loan funds in a much more timely manner. In fact, students who are "direct deposit" receive their funds the day following registration. In the past, funds were not available for several weeks into the semester. Loan data is now received electronically from TG and no longer need be hand-entered.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY07   **Outcome ID#:** 301

Outcome Description

Making Internet registration available to students should decrease the amount of time required from them to complete the process, thereby making the process much more convenient. The initial goal is to have 25% of those that are eligible to register over the Internet. As students become more comfortable with the process, this goal will be increased to 50% (at a later time).

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) creation of database files, (4) creation of programs to capture and report data.

Outcome Method

Discussions with the Office of Registrar after registration has completed will determine if system met their needs and improved the process. Reports will be generated showing the number of students who were eligible for Internet registration versus the number who took advantage of the process.

Outcome Criterion

By end of summer 2006, analysis and design phases should be completed. File and program creation processes should be completed by December 2006.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 by improving the registration process (i.e. student services) for the students.

Outcome Results

Approximately one-third of those eligible to use online ("Internet")registration did so (2200/750). In the future, the criteria may be relaxed so that even more (continuing) students are eligible to use this feature. We expect more students to take advantage of it as they learn it is available.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The quantities of students using the on-campus registration process should decline, providing more time to give personal attention to those that need it. The "burden" was eased upon many continuing students, as they did not have to come to campus to complete the registration process for next semester.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY07   **Outcome ID#:**   302

Outcome Description

Increase the protection level of sensitive personal information used to access computerized records.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) creation of database files, (4) creation of programs to capture and report data.

Outcome Method

Discussions with the Dean of Fiscal Services after process has changed will determine if system met their needs and increased the level of security. As always with all of our systems, this change will be monitored and its effectiveness will be determined by interaction with the user (e.g. Business Office).

Outcome Criterion

By end of spring 2007, analysis and design phases should be completed. File and program creation processes should be completed by June 2007.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 because it will improve security of student and employee records (i.e. student services), thereby improving the payroll process.

Outcome Results

Much of the "behind the scenes" (internal file structure changes) was done, but because the SSN continues to be used as the key field in other offices, the change was not completely implemented. The project was put off until a future time.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The changes that were done were not apparent to users...they were preparatory work for the day in which all offices are ready to use an "internal ID" number of sorts.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY08   **Outcome ID#:** 1154

Outcome Description

At present, the Business Office spends a great deal of time doing manual checks to assure that invoices are not paid more than once. This system would decrease the amount of time required by the Business Office to perform this task. The reduction in workload will be so significant that a former position need not be filled with another person. This reduction in work will make the Business Office more efficient, resulting in better service to vendors and staff, as well as the fiscal savings for the college.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) modification of database files, (4) creation/modification of programs to achieve desired results.

Outcome Method

Discussion with the Dean of Fiscal Services and accounts payable clerk after system is in place will determine if the system has met their needs. The ability of the accounts payable clerk to perform necessary work, without adding personnel, will be a defining criteria.

Outcome Criterion

By end of fall 2007, analysis and design phases should be complete. File and program modification/creation processes should be complete by May 2008.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 because it will improve the process of paying vendors and students.

Outcome Results

Tens to (even) hundreds of invoices today required hand-checking to verify they had not been paid before (one purchase order may often generate many invoices). It was determined that approximately 90% of those were in the accounts payable area. The new process prevents the hand-checking and saves a great deal of time (difficult to measure, but at least 50% reduction).

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The accounts payable process was improved greatly. There are still a few other types (e.g. agency), but it was determined that there are so few that time to do programming changes was not merited. If Business Office desires at a later time they be done, they will.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY08   **Outcome ID#:** 1155

Outcome Description

Creation of files required by new version of WebCT will result in the ability in the Office of Distance Education to quickly upload student information to WebCT, thereby allowing students to take Internet courses and access WebCT more quickly and easily. This new process should reduce the time required over the current process by about 10%. Though this reduction over the current time required is not large, it is a requirement for the students to continue to use WebCT.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needed, (2) design of system, (3) creation of database and XML files, (4) creation/modification of programs to accomplish desired results.

Outcome Method

Discussions with the Office of Distance Education after the process is in place will determine if the time savings are approximately those estimated, as well as if the new system meets the requirements of the new version of WebCT.

Outcome Criterion

By the end of October 2007, analysis and design phases should be completed. File and program creation/modification processes should be done by December 2007.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 by improving and maintaining the ability of students to have easy access to instruction through the Internet.

Outcome Results

Process to generate XML files was completed and files are now provided to IT Services in a timely manner. There is an increased processing time for Administrative Computing Services of approximately 10%.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The original intent (see "Outcome Description" section) was to provide the information to the Office of Distance Education for upload. However, in practice, this was not working well. Hence, Administrative Computing Services is now responsible for the creation of the XML files and the files are sent to IT Services for upload into WebCT (Blackboard).

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY08   **Outcome ID#:**   1156

Outcome Description

At present, transcripts are available online, but there are a number of needed features that are not available. Implementing these features will greatly improve the efficiency in the Registrar's Office, thereby easing workload on the Registrar while providing additional service for students.

Outcome Strategy

Steps involved in the process will include (1) analysis of needed, (2) design of system, (3) creation/maintenance of database files, (4) creation/maintenance of programs to achieve desired result.

Outcome Method

Discussions with the Registrar after the system has been in place will determine if system has improved services for both the college and the student.

Outcome Criterion

By the end of December 2007, analysis and design phases should be completed. File and program creation/modification should be completed by end of summer 2008.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 by providing better student services, as well as increased academic support and advisement capabilities.

Outcome Results

These changes were completed. Through consultation with the Registrar, it was determined that the result was more then three times the former features were added (over 300% improvement) in online transcript features.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Many offices were given access to much more information, making their workflows more efficient...Financial Aid, Guidance, Registrar, Business Office, and more. Students were given access to information they never had before...including access to view their transcript online.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY10   **Outcome ID#:** 6458

Outcome Description

At present, when funds are moved from one area to another in the general ledger, there are many manual processes that occur. The accountant must manually compute the new balances rather than enter the amount of the adjustment. The balance in the accounts are manually modified. Therefore, the original balance and a history of how the balance reached its current level are lost. This project will result in a massive savings of time for Business Office personnel, as well as providing end-users with a detailed history of the balance changes in their budget accounts.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) modification of database tables, (4) creation/modification of objects/programs to act on said tables to achieve desired results.

Outcome Method

Discuss with the VP of Administrative Services, Controller and General Ledger Accountant after the system is in place will determine if the system has met their needs and improved the process. A poll of end-users as to the usefulness of having a detailed history will also be considered. The amount of time to process a typical budget adjustment before and after the new system will be compared.

Outcome Criterion

By the end of May 2010, analysis and design phases should be complete. Table and program/object modification/creation processes should be complete by July 2010.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.5 because the capabilities provide by this will greatly enhance the ability of departments to make budgetary decision that affect the entire college operation.

Outcome Results

Through discussions with General Ledger Accountant, it was determined that the new method of budget adjust entry took only about 10% of the time of the original process. This time savings, based upon the huge quantity of budget adjustments, is enormous. Discussions with a number of end users confirmed that the ability to see the detailed budget adjustments has greatly helped their decision-making process.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Because of the successful nature of the new system, the old method has been completely abandoned and replaced by this new procedure.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY10   **Outcome ID#:** 6459

Outcome Description

At present, an advisor cannot truly be assured that a class in which he/she attempts to enroll a student is actually "open" (has seats available). This results in an inconvenience for both the advisor and the student. This system will greatly enhance the procedures of advisement and registration...improving the overall operation of the Registrar's and Guidance Offices.

Outcome Strategy

Steps involved in the process will include (1) analysis of needs, (2) design of system, (3) creation/modification of database tables, (4) creation/maintenance of programs/objects used to manipulate said tables and achieve desired results.

Outcome Method

Discussions with the Director of Guidance Services and Dean of Enrollment Management will be held to determine if the system has improved the advisement process. The time spent to advise and register a student will be compared to the present method.

Outcome Criterion

By the end of November 2009, analysis and design phases should be completed. Table and program/object creation/modification should be completed by the beginning of January 2010.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 by providing better student services through the enhancement of the advisement and registration procedures.

Outcome Results

Discussions with the Director of Guidance and Dean of Enrollment Management revealed that the ability to display real-time available classes shortened the time required to register a student by approximately 25%. Because of the changes discussed below (in the "Changes as a Result of Evaluation" section), there was a significant amount of time required to set up for registration, which would not have been possible with this new system.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This process made the overhead display of full classes at registration time unnecessary, which opened up the possibility to move the registration into a more user-friendly environment (another building) and allowed each advisor to have his/her own computer for advising. The flow of the entire registration process was greatly enhanced, thus the decision was made to continue to use this system.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY10   **Outcome ID#:**   6461

Outcome Description

At present, students must visit the bookstore at one of our campuses in order to purchase a textbook. The implementation of this system will allows the student to attain his/her textbooks (if he/she wishes) by placing the order online. This will greatly aid many of our students, but will also help the bookstore by reducing the number of face-to-face transactions that must be conducted.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) creation/maintenance of database tables, (4) creation/maintenance of programs/objects used to manipulate said tables and achieve desired results.

Outcome Method

Discussions with the Bookstore Manager and VP of Administrative Services will be held to determine the increased efficiency level in the bookstore. The number of students using the process and not physically appearing in the store will be a defining criteria.

Outcome Criterion

By the end of February 2010, analysis and design phases should be completed. Table and program/object creation/modification should be completed by end of May 2010.

Strategic Plan Relationship

This outcome relates to TVCC Goal 1.3 by providing improved student services (ease of use of bookstore).

Outcome Results

Discussions with the Bookstore Manager revealed that the time required to handle a book transaction (in the past the students were required to phone an order to the Bookstore) was reduced approximately 50%.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This new process is very popular with the students, as they no longer must make a physical trip to the Bookstore to purchase books, if desired. The first semester was a test to see if the system was worthwhile and it was determined to be such. All semesters are now handled using this new system. At the same time that this system was implemented, it was determined that the Bookstore inventory system (of books) could also be greatly improved. The method of entry, update, reporting and the like were modified and those systems are now successfully operational.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY11
Outcome ID#: 6462

Outcome Description

At present, pre-printed forms are purchased and used to print 1098-Ts. When the student (later) requests an additional copy, a physical copy must be printed and mailed to the student. The desire is to provide the 1098-T to the student electronically. Therefore, an option will be developed in the "Cardinal Connection" to allow the student to get a copy of his/her form (from past years as well). A mass mailing of 1098-Ts will be done in January. A system will be developed to obtain permission from students to send the document electronically rather than through mail. For those that still desire mailed copy, an in-house designed form will be used.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) creation/maintenance of database tables, (4) creation/maintenance of programs/objects to act upon said tables to achieve desired results.

Outcome Method

The overall cost to the college of the 1098-T process will be compared to the present system. A drastic reduction is expected, as pre-printed forms are no longer required and the postage cost should be reduced greatly. Discussions will be held with the VP of Administrative Services and Controller to determine if the new system meets needs and has reduced workload in the Business Office.

Outcome Criterion

By the end of October 2010, analysis and design phases should be completed. Table and program/object creation/manipulation should be completed by end of December 2010.

Strategic Plan Relationship

This outcome relates to Goal 5.2.4 because it reduces the cost of the administration of the 1098-Ts, while providing an option to receive the form electronically that does not exist at this time. This outcome relates to Goal 5.2.1 because it automates existing manual processes in the Business Office.

Outcome Results

Through discussions with the Controller, it was determined that the workload for distribution of 1098-Ts from past years has been reduced by over 90%, while the reduction for the current year was over 50%. As more students give permission to have their 1098-T emailed (over half of the 12,000 were emailed this year), the percentage of 50% will rise. Students who requested an additional copy or one from a past year, who were formerly processed by hand (with help of Administrative Computing Services), if they do contact the Business Office, are simply guided to the Cardinal Connection on the website. This is a large workload reduction in the Business Office and Administrative Computing Services. In addition, there was a cost savings of thousands of dollars (cost of forms, postage) to the college.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

As a result of the success of the new method, more students will be encouraged to take advantage of the email option, which provides both better service to the student and a cost/workload reduction for TVCC.

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY11   **Outcome ID#:** 6463

Outcome Description

At present, instructors are able to do a number of things "online", however, these are sent as links to the instructors via email and are not neatly organized and easily accessible. The "Cardinal Connection" will be enhanced to include options to enter grades (regular and graduate), obtain class roster, view enrollment totals, view class information, etc... This process will increase faculty productivity, as they are able to access and process information in an easily-accessible form.

Outcome Strategy

Steps involved in the process will include (1) analysis of needs, (2) design of system, (3) creation/maintenance of database tables, (4) creation/maintenance of objects/programs to manipulate tables to achieve desired results.

Outcome Method

Discussions will be held with the VP of Instruction, Associate VPs of Academic and Workforce Education, Dean of Enrollment Management and Division Chairs to determine if the faculty find this method to be helpful. Timely submission of grades will be used as one measure of determination; an expected decreased number of help requests to Administrative Computing Services will also be considered.

Outcome Criterion

By the end of March 2011, the above mentioned options will be available via the "Cardinal Connection". Additional options and features will be added as needs arise and requests are submitted.

Strategic Plan Relationship

This outcome is related to Goal 5.2.4, as it will help maintain communication between faculty/staff and administration, as well as moving forward the ability of faculty/staff to access their needs online.

Outcome Results

Discussions with administration and faculty revealed that the new system of options available through the Cardinal Connection have met and exceeded desired results. When asked to estimate a percentage in time-savings, the consensus was around 70%...similar savings were reported for ease of use. Faculty find that there is a wealth of information available to them which was not easily accessible in the past. Faculty request to Administrative Computing Services (ACS)for individual data requests are no longer necessary, providing a workload reduction for ACS.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Because of the successful nature of the organization of options for faculty/staff on the Cardinal Connection, the project will only be increased in scope (additional options added, current options enhanced).

Planned Distance Learning Improvement as an Outcome Result

NA

Admin Computing Services Administration

Plan Period: FY11   **Outcome ID#:** 6464

Outcome Description

At present, information interchange from the iSeries environment to others occurs, but is handled by physically downloading the information from DB/2 tables or manually uploading information into DB/2 tables. Such real-time access will provide many opportunities for technological advances.

Outcome Strategy

Steps involved in the process will include: (1) analysis of needs, (2) design of system, (3) creation/maintenance of database tables, (4) creation/maintenance of objects/programs to manipulate tables to achieve desired results.

Outcome Method

The actual exchange of information, with the ability to access and update tables from both environments to the other, will be obvious. Once it occurs, the plan will be a success. However, true assessment will involve determining the number of different applications which can take advantage of this technology.

Outcome Criterion

By the end of May 2011, the analysis and design should be completed. Successful interchange will be expected by end of June 2011.

Strategic Plan Relationship

This outcome obvious relates to Goal 5.2.4, as it would be a breakthrough for the Information Technology and Administrative Computing Services areas, which should open up near limitless possibilities for technological advances that affect a broad spectrum of the college.

Outcome Results

Such system was successfully designed and implemented in the Campus Police Department by integrating Jett (vendor) software with System i tables to provide a seamless (automatic) information exchange. As a result, the time savings for Campus Police has been estimated at more than 80% in the processes of maintaining vehicle information and providing student/employee identification cards.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This power opens an unlimited number of options for information exchange and some of these have been implemented already (e.g. course information display on website). Many other applications are planned.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY06   **Outcome ID#:**   56

Outcome Description

Increase the ease and efficiency in completing the annual budgetary process.

Outcome Strategy

Provide the means for administrative personnel to access and complete annual budgetary forms online. Devise means of downloading data into new year budget format/print-out.

Outcome Method

Feedback will be obtained from administrative personnel; process will be evaluated by Vice President of Fiscal Services.

Outcome Criterion

Online budget forms will provide an effective and efficient means of completing budget forms. Downloading budget data will provide an effective and efficient means of preparing new year budget.

Strategic Plan Relationship

Aids the budgetary process by which educational and student services are provided.

Outcome Results

Discussions were held with the Dean of Administrative Computing about the preliminary design of this program and it was concluded that this is a feasible goal. However, as the year progressed, it was determined that due to time/personnel constraints and other more pressing programming needs of the college, this was a low priority task for the year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This goal was not completed but will be continued as one of next year's goals.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY06   **Outcome ID#:**   57

Outcome Description

Provide a more efficient and effective means of storing and retrieving "control" check copies.

Outcome Strategy

Implement electronic data storage/retrieval capability to replace paper copies of checks currently stored in notebooks.

Outcome Method

Objective will be evaluated through administrative assessment by Vice President of Fiscal Services.

Outcome Criterion

Electronic data storage/retrieval system will provide increased space utilization and will be an efficient method to store and retrieve "control" check copies in the Accounts Payable office.

Strategic Plan Relationship

Aids the administrative function of the college thereby enhancing educational and student services.

Outcome Results

Discussions were held with the Accounts Payable office and the Administrative Computing office and it was concluded that the best and most economical way to achieve this goal was to convert the paper check data to a digital format (Adobe Acrobat) that would provide the storage and retrieval ability. However, as the year progressed, it was determine that due to time/personnel restraints and higher priority programming needs of the college, this was a low priority task at this time.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Project has been put on "hold" for now until other higher priority projects are completed.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY06   **Outcome ID#:**   58

Outcome Description

To provide resource materials to orient and train clerical personnel in the various business office processes of the college.

Outcome Strategy

Develop an orientation and procedure manual for clerical personnel involved with the various business processes of the college.

Outcome Method

Feedback will be obtained from users of the manual. Objective will be evaluated through administrative assessment by the Vice President of Fiscal Services.

Outcome Criterion

The orientation and procedures manual will provide a resource for clerical personnel to refer for business processes/procedures of the college.

Strategic Plan Relationship

Aids the administrative function of the college thereby enhancing the educational and student services.

Outcome Results

Discussions were held with various business office clerical personnel. It was determined the time that would be required to review and capture all processes and procedures at all campuses as well as to create the manual would be too extensive relative to the number of new personnel that would possibly use the training manual.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The goal is discontinued at this time; it will be revisited at a later time.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY07   **Outcome ID#:**   357

Outcome Description

Increase the ease, efficiency and effectiveness in completing the annual budgetary process.

Outcome Strategy

Provide an online process for personnel to access, complete, evaluate, correct, submit and approve annual budgetary forms. The new year's budget data will automatically be in the budget/accounting systems thereby eliminating the initial manual data entry of all budget data for the upcoming year.

Outcome Method

Input/feedback from college administrators on this process will be evaluated by the Vice President of Fiscal Services.

Outcome Criterion

Online budget forms will provide a more effective and efficient means of completing budget forms when compared to the paper process.

Strategic Plan Relationship

Relates to Strategic Planning Goal #2 -- Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty.

Outcome Results

After further evaluation, administration determined that other projects should take priority over this effort for both the Business Office and Administrative Computing Services. Will be reviewed again at a later time.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

none.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY07   **Outcome ID#:**   358

Outcome Description

Increase the security of employee social security numbers from identity theft.

Outcome Strategy

Provide a means to enter, access and print payroll data/reports (in-house) without using employee social security numbers.

Outcome Method

Process will be evaluated by VP of Fiscal Services to determine if this is a viable method to increase the protection/security of employee social security numbers from identify theft.

Outcome Criterion

Employee social security numbers will be more secure from identify theft because the numbers will not be available on in-house documents/reports that flow from office to office, campus to campus.

Strategic Plan Relationship

Relates to Strategic Planning Goal #2 -- Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty.

Outcome Results

The conversion to the use of employee id numbers in lieu of social security numbers is complete where feasible. The systems that still require SSNS (i.e., IRS and Social Security Administration) were not altered.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Appropriate reports and databases were changed to replace employee social security numbers with employee identification numbers.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY07   **Outcome ID#:**   359

Outcome Description

Provide a more efficient and effective means for students to pay for tuition and fees.

Outcome Strategy

Implement an "online" payment process.

Outcome Method

If/when implemented, the number of students that pay for tuition and fees via "online" will be tracked. Process will be evaluated by the VP of Fiscal Services.

Outcome Criterion

Students and parents will find the on-line payment method a convenient method to pay for tuition and fees. This process will also reduce the number of phoned/faxed/email credit card authorizations as well as reduce staff hours spent processing and manually keying in the "payment" into students' accounts in the AS400 system.

Strategic Plan Relationship

Goal #2: Outreach
Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty.

Outcome Results

Students may now pay their Tuition and Fees (either in total or under an installment plan) via an online payment process.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The Fiscal Services office was able to more efficiently and effectively utilize staff resources by greatly reducing time spent on the former paper-based installment plan and allocating those resources to more leveraging activities.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY10   **Outcome ID#:**   6528

Outcome Description

Facilities Management will have the skillset, experience and knowledge required to successfully oversee the upcoming residence hall construction project along with routine departmental activity. Business Office will have the skillset, experience and knowledge required to successfully assume responsibility for grant financial compliance. VP of Admin Services will transition additional financial management duties to Controller.

Outcome Strategy

Fill vacant positions of Assistant Vice President of Facilities Management and Senior Accountant, and continue training of new Controller.

Outcome Method

Positions will be filled within FY10.

Outcome Criterion

AVP of Facilities Management will work with appropriate personnel to write and accept an RFP for the residence hall. Senior Accountant will assume responsibility for grant accounting from Purchasing Coordinator. Controller will assume additional financial duties of a transactional accounting nature from VP Admin Services.

Strategic Plan Relationship

The stabilization and enhancement of the Business Office and Facilities departments will provide better service to internal (students, faculty, and staff) and external customers (regulatory and oversight agencies, grantors) in these areas of institutional support.

Outcome Results

AVP of Facilities Management position filled March, 2010. Senior Accountant position filled May, 2010.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The stabilization and enhancement of the Business Office and Facilities departments has provided better service to internal (students, faculty, and staff) and external customers (regulatory and oversight agencies, grantors) in these areas of institutional support.

Planned Distance Learning Improvement as an Outcome Result

NA

Administrative Services Administration

Plan Period: FY11   **Outcome ID#:**   6814

Outcome Description

The college will issue no additional debt through August 31, 2011.

Outcome Strategy

The college has $8.5 million in liquid CD and Money Market account investments (in addition to adequate day-to-day operating funds) as of August 31, 2010. The VP of Administrative Services and CFO will monitor and manage investment maturities to insure cash is available throughout the year as needed to pay construction-related invoices.

Outcome Method

Monthly Investment Report balances as reported to the Board of Trustees.

Outcome Criterion

The college expects to expend approximately $6.5 million (of the estimated $6.9 million total project cost) by the end of fiscal year 2011.

Strategic Plan Relationship

Directly relates to the Strategic Planning Goal of Enhancing the College.

Outcome Results

The college expended $6,580,612 on the project through August 31, 2011 as evidenced by the Cardinal Hall Cash Flows report maintained in the office of the CFO.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

none.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY06   **Outcome ID#:**   104

Outcome Description

Provide easy access to bookstore information by use of the Web.

Outcome Strategy

Add link to "Current Students" in Main Menu. Update graphics with bookstore items. Include phone and fax for Palestine and Terrell. Possible link to campus map.

Outcome Method

Objective will be evaluated through administrative assessment by the Vice President of Fiscal Services and the bookstore manager. Surveys may also be used.

Outcome Criterion

Website will provide a more efficient method to access bookstore information.

Strategic Plan Relationship

Goal #4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustments to the environment of all students.

Outcome Results

The TVCC Bookstore web page was updated with needed information regarding contacts and telephone numbers for TVCC Bookstores at all campuses. An informal survey from randomly selected students that came into the bookstore for Fall 06 registration said that the information provided on the web page is helpful.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The TVCC Bookstore is pleased with the changes made to its web page and will continue to update the web page with needed information as well as add more graphics to enhance the appearance of the web page.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY06   **Outcome ID#:**   105

Outcome Description

Improve shopping environment and provide better selection of merchandise.

Outcome Strategy

To utilize space more efficiently. Possible usage of signs. Possible usage of clothing displays.

Outcome Method

Objective will be evaluated through administrative assessment by the Vice President of Fiscal Services and Bookstore Manager. Surveys may be used.

Outcome Criterion

Students will have a more convenient shopping experience on satellite campuses.

Strategic Plan Relationship

Goal #4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustments to the environment of all students.

Outcome Results

Data Summary -- Analysis & Evaluation
Visits were made to satellite campuses to create ways to utilize bookstore space more efficiently and to increase merchandise and sales. Signs, clothing displays and shelves were furnished for Palestine and Kaufman campuses. Clothing inventory and gift items were increased to create better selections for students. Bookstores were re-arranged to be more attractive and have easier shopping access. The Palestine and Kaufman campuses have experienced positive results. The bookstores at these campuses have increased its orders/sales of gifts and clothing merchandise. Discussions were held with the Terrell campus but as of yet, remain uncommitted to this goal. The Dean of the Terrell Campus states that taking into consideration the limited space available, his campus is adequately meeting the needs of the students.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The Palestine and Kaufman campuses have experienced positive results from the changes implemented for this goal and objective. We will continue to monitor and evaluate these practices.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY06   **Outcome ID#:**   106

Outcome Description

To enhance atmosphere and appearance of college Bookstore.

Outcome Strategy

Evaluate possibility of piping in store music/purchasing new carpet and padding/automatic doors.

Outcome Method

Will be evaluated through administrative assessment by Vice President of fiscal Services and Bookstore Manager. Surveys may also be used.

Outcome Criterion

Bookstore will project a better image and students will experience a more comfortable and enjoyable shopping experience.

Strategic Plan Relationship

Goal #4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustments to the environment of all students.

Outcome Results

Discussions were held concerning piping music into the bookstore. This goal was not attainable for the current year due to lack of funds. New carpet was considered and priced. Since it was not financially feasible for the current year, it was decided that cost would be more feasible if we ordered carpet for the bookstore at the future date in which we order for the new Technical building.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

There have been no changes thus far. We will carry this goal forward to be completed next year.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY06   **Outcome ID#:**   107

Outcome Description

Improved efficiency and ease for VCT students to purchase textbooks.

Outcome Strategy

Provide VCT students the ability to purchase textbooks online.

Outcome Method

Track and evaluate the difference methods VCT students use for ordering textbooks.

Outcome Criterion

25% of VCT students will purchase textbooks online.

Strategic Plan Relationship

Goal #4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustments to the environment of all students.

Outcome Results

Bookstore management discussed this goal and strategy with the Dean of IT Services. It was agreed that distance education is a growing segment of bookstore sales. However, the process for the student to purchase books/supplies for these type classes is cumbersome and time consuming. The same holds true for bookstore personnel to process the orders. It was decided that providing an online service would help resolve these issues. Software is currently being evaluated that will provide the online shopping capability as well as the payment approval process.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This goal was not achieved this year, but will be continued as a goal for next year.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY07   **Outcome ID#:**   297

Outcome Description

Improve efficiency and ease for VCT students to purchase textbooks.

Outcome Strategy

Provide VCT students the ability to purchase books online.

Outcome Method

VCT students purchasing books via TVCC Bookstore "on-line" service will be tracked.

Outcome Criterion

Website will provide a more efficient method to access bookstore information. Twenty-five percent of VCT students will purchase books online.

Strategic Plan Relationship

Goal #2---Outreach
Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty.

Outcome Results

A link was added to the VCT homepage on the TVCC website which allowed students to access a form for ordering textbooks from the TVCC Bookstore. This form could be submitted by e-mail or fax, then the order was processed by TVCC Bookstore staff with textbooks being shipped to VCT students.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The increase in VCT orders justified the addition of a second cash register and credit card machine. The online form also decreased phone order activity during busy registration periods allowing orders to be processed in a more efficient manner.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY07   **Outcome ID#:**   298

Outcome Description

To enhance atmosphere and appearance of college bookstore.

Outcome Strategy

Evaluate possibility of piping in store music/purchasing new carpet and padding/automatic doors.

Outcome Method

Will be evaluated through administrative assessment by Vice President of Fiscal Services and bookstore manager. Surveys may also be used.

Outcome Criterion

Bookstore will project a better image and students will experience a more comfortable and enjoyable shopping experience.

Strategic Plan Relationship

Goal #2---Outreach
Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty.

Outcome Results

After discussions with the VP of Fiscal Services, it was determined that piping music into the Bookstore and adding automatic doors were not feasible from a cost standpoint. New carpet was installed during the Summer of 2007.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

New carpeting greatly improved the appearance of the Bookstore and provided an opportunity to rearrange and clean display furniture providing a better atmosphere for students and faculty using the Bookstore.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY07   **Outcome ID#:**   299

Outcome Description

To help identify and prevent theft of bookstore merchandise.

Outcome Strategy

Security cameras will be purchased and installed in strategic locations throughout the bookstore.

Outcome Method

Security tapes will be reviewed to determine theft activity.

Outcome Criterion

Theft in the bookstore will decrease as a result of security cameras.

Strategic Plan Relationship

Goal #2---Outreach
Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty.

Outcome Results

With the cooperation and assistance of Campus Police Dept., security cameras were purchased and installed in the Bookstore. The cameras provide 24 hour surveillance of the Bookstore with oversight through the Campus Police Dept.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The cameras provide a deterrent to potential shoplifters as they serve as a reminder that all activity is monitored by the Campus Police Dept.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY10   **Outcome ID#:** 6411

Outcome Description

Students will be able to access textbook information online including required textbook title(s), ISBN #, author and price. Students will also have the option to purchase textbooks online and have them shipped directly to them.

Outcome Strategy

Research vendors who offer a system for providing textbook information online and determine which system best fits the Bookstore's needs. Work with IT to determine how vendor's system will interface with existing textbook reporting. Work with Computer Center to create a Textbook List compatible with upload requirements set by vendor. Test system during Spring, 2010 semester, with implementation planned for Summer, 2010.

Outcome Method

Have Bookstore online site functional by July 1, 2010 to meet HEOA guidelines and to serve students more effectively by making textbook information more accessible.

Outcome Criterion

Decrease wait for students seeking textbook information during peak times by providing the Bookstore online site. Determine how many "hits" were made to the Bookstore online site to measure use. Determine number of orders placed through Bookstore online.

Strategic Plan Relationship

Outcome Results

After researching vendors offering an online textbook product, it was determined that Follett's product best fit our needs and TVCC contracted with Follett for an annual fee of $1500. The site was active by Spring, 2010 with Summer 1, 2010 being completely functional with the textbook list uploaded online.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Through Aug. 31, 2010 there were 10,406 hits to the TVCC Bookstore site generating over $23,000 in sales. The textbook order process is much more efficient and convenient through this site. Also, students have more complete access to all textbook information for the current semester.

Planned Distance Learning Improvement as an Outcome Result

NA

Bookstore Administration

Plan Period: FY11   **Outcome ID#:**   6527

Outcome Description

Inventory reporting for each area within the Bookstore including textbooks, supplies and clothing will be adjusted from a retail price basis to an actual cost basis at the time of the physical count on Aug. 31, 2011.

Outcome Strategy

For textbooks, coordinate with the Computer Center to add a field to the Textbook List on the AS400 for the cost of new and used textbooks. This information can then be included in the Excel inventory worksheet used for the physical count of textbooks on Aug. 31. For clothing and supplies, a column for cost of each item will be added to the current Excel spreadsheet used for physical count with costs to be determined for each item from various vendors.

Outcome Method

Cost-based inventory worksheets will available for physical count on Aug. 31, 2011.

Outcome Criterion

Bookstore inventory will be more accurately measured at each year end based on actual cost rather than on retail price.

Strategic Plan Relationship

Information in the college's financial reports will be more accurate.

Outcome Results

Physical inventory was completed on 8-31-11 using the cost-based worksheets. Results were compiled and summarized for submission to the Business Office for preparation of annual audit.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Bookstore inventory is reflected more accurately on annual financial reports using the cost-basis method.

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY06   **Outcome ID#:**   42

Outcome Description

For security purposes redesign ID card every two years, use a assigned number other than social security

More security cameras

More well lite area around the parking lots and behind the dormitories

Leave the front parking lights on until 11pm

check all smoke and fire alarms regularly

Outcome Strategy

consult with reg. or computer center for ID numbers

consult maint/dorm directors on the checking of the alarms in bldgs.

Get at least 3 quotes for redesign changes of ID cards

Outcome Method

more secure campus

Outcome Criterion

more secure campus

Strategic Plan Relationship

Outcome Results

THE CAMERA IN ALL DORMS WERE UPGRADED TO DIGITAL DVR'S. AT THE TIME THE LIGHTING AROUND THE DORMS HAS BEEN CORRECTED AND THE FRONT LIGHTS STAY ON UNTIL 10PM.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The ID cards will be changes hopefully in Fall 2007, and there after every two years. there are camera in the budget just need place to place in tech bldg.

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY06   **Outcome ID#:**   43

Outcome Description

re-organize the ID steps

Outcome Strategy

have a computer in the foyer to begin the ID process and have them pickup Id at the last step (show proof of registration)

consult network services about the hook ups

Outcome Method

redesign line so it want back up

Outcome Criterion

possible no major back up doing registration

Strategic Plan Relationship

Outcome Results

UNABLE TO ACCOMPLISH THIS TASK AT THIS TIME. I AM STILL WORKING TO GET EQUIPMENT,HOOK UPS AND LOCATION.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

unable to accomplish

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY07   **Outcome ID#:**   172

Outcome Description

Reduce the amount of thefts in the dorm.

Outcome Strategy

Make inventory of students valuables and engrave them.

Outcome Method

Analyze the end of the year crime reports (thefts) of certain items taken from students in the dorms.

Outcome Criterion

The end of the year reported thefts will be less than on the end of the year crime reports for FY07 when compared to FY06.

Strategic Plan Relationship

To give student self assurance that we are interested in his/her well being while on campus. Attempt to protect what belongs to them by getting information on their valuable items if they should happen to come up stolen.

Outcome Results

security purchased a engraver and offered services to students. students were informed at orientation and at dorm meetings. About 25 students took advantage of this service. thefts in dorms decreased by 50% of items that could be engraved

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

will do in the future with more advertisement

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY07   **Outcome ID#:**   173

Outcome Description

To provide security for the increased usage of recreational facilities (gymnasium).

Outcome Strategy

To provide security for the gym after hours to allow student to release energy after being in classes all day.

Outcome Method

Measure the hours that they gym is used.

Outcome Criterion

The number will be greater then that in the past.

Strategic Plan Relationship

Goal #1 & 3 The students would have a place to go and release any excess energy in the gym other than behind or in front of the dormitories. That way the students that are studying may be able to study in their dorm rooms.

Outcome Results

This was not achieved with gym use but a pavilion that is open most of the time can be used by students

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY07   **Outcome ID#:**   175

Outcome Description

To reduce the congestion of students front of the Student Union Building during the regular working hours of the day, and in front of the dormitory and roadways after hours.

Outcome Strategy

To provide an alternative location for the students to congregate.

Outcome Method

To measure the amount of congestion in front of the Student Union Building and Dormitories as compared to prior years.

Outcome Criterion

Amount of congestion in these areas will be less than in prior years.

Strategic Plan Relationship

Goal #1 & 3. The students would have a place to go and congregate without hindering others from going to and from the areas on campus.

Outcome Results

students were allowed to gather at the pavilion. A location to gather away from the buildings was provided with tables. Cameras were installed outside of the SUB and on campus lighting was increased.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Student moved from in front of the doors.

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY08   **Outcome ID#:** 1152

Outcome Description

To reinforce the mission that we are a learning centered college.

Outcome Strategy

Add decal to new identification cards for students, faculty/staff.

Outcome Method

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The ID card format was updated and we have shifted to a system that doesn't use SSNs to better safeguard student and employee privacy.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY08   **Outcome ID#:**   1153

Outcome Description

Reduce the amount of thefts in the dorm.

Outcome Strategy

Make inventory of students valuables and engrave them.

Outcome Method

Analyze the end of the year crime reports (thefts) of certain items taken from students in the dorm

Outcome Criterion

The end of the year reported thefts will be less than on the end of the year crime reports for FY06 when compared to FY05.

Strategic Plan Relationship

To give student self assurance that we are interested in his/her well being while on campus. Attempt to protect what belongs to them by getting information on their valuable items if they should happen to come up stolen.

Outcome Results

Thefts have been reduced and we continue to work on better methods to secure the dorms.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY10   **Outcome ID#:** 6537

Outcome Description

Incorporate the student ID system entries as part of the enrollment process to ensure all student have current student ID's.

Outcome Strategy

Set up system in the cafe conference room as one of the enrollment stations students must visit.

Outcome Method

See if the process takes less time and ensures more students have their ID's at the start of the semester.

Outcome Criterion

Will capture about 90% of renewals and new ID's issuance.

Strategic Plan Relationship

Student ID's allow current student to access various services reserved for TVCC students only.

Outcome Results

The move worked well. The lines were not as long and congested. The help was very knowledgeable in assisting the students.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Campus Police Administration

Plan Period: FY11   **Outcome ID#:**   6539

Outcome Description

Add administrative and patrol support.

Outcome Strategy

Get approval to add full time administrative assistant and a part-time patrol person.

Outcome Method

Whether we achieve success in hiring and retaining personnel.

Outcome Criterion

Improved administrative support and better patrolled campus.

Strategic Plan Relationship

5.2.5 Increased man power and effectiveness.
5.3.4 Improve student safety so they may fully engage in campus life.

Outcome Results

Funds were allocated during the 2010-11 FY for a part-time security guard. That position was filled in April of 2011 and provided an immediate help to the night time PD shift.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The current staff of 4 FT officers resulted in the switch to a 12 hour shift schedule for our officers. This was done to create consistency and equitable for all officers in terms of shifts. This shift change was implemented in January 2011. We will evaluate the shift change in January 2012 to determine if this change has meet our expectations and if it will be continued.

Planned Distance Learning Improvement as an Outcome Result

NA

Client Support Services Computing Administration

Plan Period: FY11   **Outcome ID#:**   6416

Outcome Description

To provide a stable antivirus platform that is used college wide, managed from a single console, compatible with Windows 7 and Windows Server 2008, and can provide updates for laptop users from any Internet connection.

Outcome Strategy

We are currently using Symantec Antivirus Corporate Edition 10 for our software antivirus solution. That version is not compatible with Windows 7 or Windows Server 2008. After upgrading to Symantec Endpoint 11 we will provide a common console for all support staff to use to manage antivirus updates. A management server will also be provided on each campus to provide an easy way for lab coordinators to install client antivirus software. A Live Update Server on each campus will reduce the amount of bandwidth needed to push updates to each piece of hardware. We will also provide a way for laptop users to update their antivirus definitions without having to come on campus. This software will be installed on existing servers at each location. No additional hardware will be needed.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The project was completed in the summer of 2011. All computers (approximately 1700) have been upgraded to Symantec Endpoint 11 and are using the latest virus signatures. Monitoring and maintenance is now accessible from a single console. The remote campus staff has been given access to the console to monitor and troubleshoot their respective campus computers. The problem of laptops not getting their upgrade has been correct by allowing the laptops to upgrade if they are connecting via wireless or from an outside location.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Client Support Services Computing Administration

Plan Period: FY11   **Outcome ID#:**   6417

Outcome Description

To provide a common platform for PC/LAN Analyst's and Lab Coordinators to images desktop computers. WDS will be installed on existing servers in Kaufman, Palestine, and Terrell.

Outcome Strategy

PC/LAN Analysts on the Athens campus are currently using WDS to image desktop computers and laptops. WDS is provided, at no extra cost, with the existing Windows Server Licenses the college has purchased. This saves money over using Symantec Ghost because no additional licenses are needed. We would like to start having Lab Coordinators on the outlying campuses use WDS instead of Ghost, providing a common product for imaging hardware. WDS will be installed on existing servers at each location. No additional hardware will be needed.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

WDS deployment is now completed and is being used on the Athens, Palestine, Terrell and Kaufman campus to image client and lab computers. This software is currently free from Microsoft and is a considerable savings about the Ghost product previously being used.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Client Support Services Computing Administration

Plan Period: FY11   **Outcome ID#:**   6418

Outcome Description

To have all users upgraded to Office 2010 before Microsoft discontinues support for Office 2007.

Outcome Strategy

IT Services will verify hardware requirements on each individual basis and if current hardware meets requirements, will upgrade user from Office 2007 to Office 2010.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

IT services has completed the upgrade to Office 2010 of approximately 80% for the computers at the college. Any new PCs are automatically installed with Office 201. This Outcome will be extended to 2012 in an effort to complete the migration of 2010 on all of the PCs at the college

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Client Support Services Computing Administration

Plan Period: FY11   **Outcome ID#:** 6419

Outcome Description

Upgrade all computers to Windows 7 before Microsoft discontinues support for Windows XP over the next two years unless legacy software being run on the client computer is incompatible with Windows 7.

Outcome Strategy

IT Services will verify hardware requirements on each individual basis and if current hardware meets requirements, will upgrade user from Windows XP to Windows 7. IT Services will work with outer campuses to upgrade their users to Windows 7 as well.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

Excellent progress has made upgrading all TVCC computers to Windows 7, but we were unable to complete all of the computers for various reasons some including:

- Some of the software used by clients was incompatible with Windows
- Some hardware requires upgrading because it is not compatible with Windows 7.

All new computers have the latest versions of Windows 7 installed.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT will continue working to complete the migration of all client computers to Windows 7.

Planned Distance Learning Improvement as an Outcome Result

NA

Construction Management Administration

Plan Period: FY11   **Outcome ID#:** 6896

Outcome Description

Eliminate the student waiting list desiring Athens campus housing.

Outcome Strategy

Design, contruct, and furnish a 150 student bed on the Athens Campus. Assemble a team of school officials and outside vendors to complete the process so the building will be placed in service by August 2011 or FY12 school year.

Outcome Method

Open the building for students within the 12 month project timeline and board approved construction budget of $6,928,219.

Outcome Criterion

Provide residence hall space for all students requesting housing for the next 3 years.

Strategic Plan Relationship

Provides for the future growth needs of the college.

Outcome Results

Residence hall succesfully completed on time and on budget for Fall 2011 occupancy.

Outcome Distance Learning Results

NULL

Planned Improvement as an Outcome Result

Planned Distance Learning Improvement as an Outcome Result

NULL

Controller and Business Office Administration

Plan Period: FY11   **Outcome ID#:**   6482

Outcome Description

Decrease the number of 1098-T's that are mailed to students. This new process started with the Fall semester 2010 student population, so the % of improvement will be lower than in future years, when we will include all semesters of the calendar year.

Outcome Strategy

In conjunction with IT, the Business Office is going to obtain consent from as many students as possible who are registered for the Fall 2010 semester, to e-mail to them their 2010 1098-T form in January, 2011.

Outcome Method

The number of 1098-T's e-mailed to students in January, 2011 will be divided by the total number of 1098-T's (electronic and mail) to get the percentage of 1098-T's that were sent electronically instead of through U.S. mail.

Outcome Criterion

The number of 1098-T's that are sent electronically for calendar year 2010 will be approximately 5000 forms, an increase of 5,000 from calendar 2009.

Strategic Plan Relationship

This outcome relates to TVCC Goal #5.2.1 BUSINESS in that sending 1098-T's electronically is an automation of a manual, labor intensive process.

Outcome Results

Of the 10,807 1098-Ts sent in January 2011, TVCC e-mailed 7,264, 67% of the total. This exceeded our goal of 5,000 by 21%. The savings in postage cost (7,264 x $.44) was $3,196. The 1098-T form was designed by IT, so we saved approximately $900 in pre-printed forms. Another major savings was that IT did not have to print 10,807 forms in triplicate with a high-impact printer.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

For 2011, we have only 382 1098-T forms to mail. This will greatly reduce the time required to prepare the forms for mailing (folding, stuffing and metering.) We anticipate this number will continue to decrease, as more students become comfortable with the electronic delivery system.

When a call is received from a student who is requesting a 1098-T for any year, we now have the ability to direct that student to the Cardinal Connection on the TVCC website. The student can print their 1098-T, instead of waiting for it to arrive in the mail.

Planned Distance Learning Improvement as an Outcome Result

NA

Emergency Preparedness Administration

Plan Period: FY11   **Outcome ID#:**   6538

Outcome Description

Work with IT services to implement and manage the E-alert system, and add emergency evacuation plan maps to all campus locations.

Outcome Strategy

Coordinate with local police and fire departments for procedures to activate campus weather alarm in conjunction with city alarms. Additionally, procedures will be finalized for situations requiring issuance of E-alert text, email, and voice messages.

Outcome Method

Development of policy and procedures for using the emergency alert system.

Outcome Criterion

System documentation will exist and campus awareness will increase. Increase will be determined by number of students and employees signed up to receive emergency alerts.

Strategic Plan Relationship

Increasing the safety of the students on the Athens campus.

Outcome Results

We have increased the number of faculty, staff and students who register for E2 alerts. This system now allows for alerts to be sent via email or text to each registered user. We have coordinated with the Athens Fire Department to test our emergency siren system at the same time each month as AFD. Each officer in the Campus Police Department has been trained on how to activate the siren in the event of an emergency situation.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We still need to evaluate the call-down list in the event of an emergency that necessitates the use of the alert system. We must also look for additional methods to increase the number of new students that sign up for the E2 alert system.

Planned Distance Learning Improvement as an Outcome Result

NA

Energy Education and Management Administration

Plan Period: FY11   **Outcome ID#:** 7003

Outcome Description

Energy usage is reduced by working to eliminate wasteful and unneeded use of power, water, and natural gas.

Outcome Strategy

Evaluate utility bills monthly and record energy use in purchased software to maintain effective tracking tools to monitor use. Adjust HVAC thermostats, hot water heater temperatures, and time clocks to reflect accepted guidelines. Verify building findings with time and temperature data loggers as required. Discuss with building occupants about energy use in an effort to educate, solicit assistance, and lead the effort to help the college save energy.

Outcome Method

Collect and enter monthly utility bills into purchased energy software and excel forms as needed to document ernegy used and expenses paid. Build an college energy history to compare and measure progress.

Outcome Criterion

We expect to reduce energy use and reduced the budgeted energy costs by $100,000.

Strategic Plan Relationship

Achievement of this goal will demonstrate efficient use of college funds.

Outcome Results

As evidenced by Utility Expenditure spreadsheet maintained by the Assistant Controller, energy savings for FY10 and FY11 (the two year time period in which the Energy Education program has been active) exceeded $85,000.00

Outcome Distance Learning Results

NULL

Planned Improvement as an Outcome Result

Planned Distance Learning Improvement as an Outcome Result

NULL

Enrollment Management Office Administration

Plan Period: FY06   **Outcome ID#:**   6

Outcome Description

That official transcripts will print from the computer.

Outcome Strategy

Work with the computer center to come up with a way to enter awarded credit on electronic transcript. Work on design of the transcript with data elements needed for the official transcript.

Outcome Method

The ability to print the official record.

Outcome Criterion

That official transcripts will be online.

Strategic Plan Relationship

Outcome Results

Official transcripts are not online as of September 2006. Unofficial transcripts can be viewed by computer and degree plans do an audit of students course work completed.. This goal will carry on to 2006-2007.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY06   **Outcome ID#:**   15

Outcome Description

More students will take advantage of kiosk registration. Fall, spring summer 1 and 2 and the all summer will be available for students to register by kiosk.

Outcome Strategy

Access and evaluate fall kiosk registration to improve the process and open it up for the other main semesters.

Outcome Method

The numbers will increase each semester on the number of students using this registration method. Students will be surveyed for problems and ways to make it better.

Outcome Criterion

More students will registrar in the kiosk format rather than regular registration.

Strategic Plan Relationship

Outcome Results

Registration was available by kiosk for the Spring 06, summer 1 06, summer 2 06, all summer 06 and fall 06. Internet registration was also available for fall 06.
Kiosk registration was expanded for the spring 06 semester and future semesters to include anyone with a 2.0 GPA instead of a 2.5 for Fall 05 kiosk registration.
Kiosk totals for the Fall 05 were 732. Fall 06 totals were 838 which was kiosk and internet. This was an increase of 106 students.
Before registration totals are as follows:
Fall 05--1825   Fall 06--2096   up by 271 students
Spring 06--2569   Spring 05--no comparison
Summer1 & All Summer06--1077 Summer1 & all Summer 05--no comparison
Summer2 06--247   Summer2--no comparison
Students have not yet been surveyed. There were about 15 emails with problems or questions which were resolved. About 30 students thought they were registered but failed to complete the entire process, they were dealt with individually.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The email help desk seemed to work well and will be continued. The problem with people not completing the process resulted in a program change to fix the problem. Electronic registration will continue to be monitored, enhanced, and expanded.

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY06   **Outcome ID#:**   16

Outcome Description

The web site will have information that will aid in registration and graduation.

Outcome Strategy

Develop a web site that helps the student in getting admitted, enrolled, graduated and transferring.

Outcome Method

Forty to fifty students will be asked to evaluate the web site.

Outcome Criterion

Seventy percent of the students will find the web site beneficial.

Strategic Plan Relationship

Outcome Results

The website is clear in getting admitted and registered at TVCC. Work is still needed in the area of graduating and transferring. An evaluation instrument has not yet been developed since total changes have not been accomplished.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY07   **Outcome ID#:**   309

Outcome Description

That official transcripts will be able to print and view from the computer to increase productivity and reduce student wait time.

Outcome Strategy

Work with the computer center to come up with a way to enter awarded credit on electronic transcript. Work on design of the transcript with data elements needed for the official transcript. The ability to print the official record and the records will be on line.

Outcome Method

Time spent sending out transcripts will be reduced at the end of the semester by half of a work day. Calls from TVCC counselors will decrease in checking on evaluated credit or credit by exam.

Outcome Criterion

Official transcript being online will increase productivity in counseling and the registrar's office.

Strategic Plan Relationship

Enhance educational and student services that impact student learning and contribute to effective performance in and adjustment to the environment to the environment of all students.

Outcome Results

This has been partially completed.   Unofficial transcripts are online and include articulated credit and credit by exam. Counselors can view this from there computer. Students may access their unofficial transcripts online through the tic website.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY07   **Outcome ID#:**   310

Outcome Description

Students will have greater access to applying for admission using an online format.

Outcome Strategy

Will work with the computer center and network serves to link the common application to the TVCC website, and have the applications downloaded to the TVCC mainframe.

Outcome Method

The receiving of the common application via internet. Track the number of people who apply for admission via the web and how many actually register for classes.

Outcome Criterion

That at least 100 students will send their application for admission for Fall 2007 will use this method.

Strategic Plan Relationship

Enhance the educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

Outcome Results

This goal has not been meet. The Registrar has met with the computer center and network services regarding this. Data entry has begun to make this a reality.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY07   **Outcome ID#:**   311

Outcome Description

More students will have the opportunity to register over the internet.

Outcome Strategy

Work with computer center and counselors to allow certain re-entry student and new students to register online.

Outcome Method

The number of students who are new or re-entry who register over the internet will increase.

Outcome Criterion

At least 100 new or re-entry students will register by internet for the Fall 2007.

Strategic Plan Relationship

Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

Outcome Results

The goal was to enhance and expand internet registration. This was accomplished although 100 new or reentry students did not register on the internet. In the fall of 2006, 621 students registered on the internet, and in the fall of 2007, 838 students registered on the internet, this is an increase of 217 student. One hundred and forty-four students that were reentries or new to TVCC were sent cards to register online. Sixty seven students (47%) took advantage of registering online.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The registrar's office will continue a push to get students to supply documents early so they can register online. Cards will continue to be sent to returning and new students to TVCC if they are eligible to register early.

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY08   **Outcome ID#:** 1044

Outcome Description

That official transcripts will be able to print and view from the computer to increase productivity and reduce student wait time.

Outcome Strategy

Work with the computer center on design of transcript with data elements needed for the official transcript.

Outcome Method

Time spent sending out transcripts will be reduced at the end of the semester by half of a work day.

Outcome Criterion

Official transcript being online will increase productivity in the registrar's office.

Strategic Plan Relationship

Enhance the educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

Outcome Results

Official transcripts are online and mark core complete and graduation. Students can view unofficial transcripts at any time on the web site. All offices that need access can view an official transcript on line or print one.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The time taken to send students official transcripts is a lot less. At the end of the semester transcripts can be done the moment grades are run and all offices can see these results. Students can view unofficial transcripts immediately after grades are run.

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY08   **Outcome ID#:** 1045

Outcome Description

Student records (transcripts, applications, etc.) will be more accessible for counselors, financial aid and the registrar's office.

Outcome Strategy

Design a workflow for old records to be archived. Design a workflow for new records received.

Outcome Method

Amount of filing will decrease in the registrar's office. Financial aid will be able to access records rather than coming to make copies of hard copy.

Outcome Criterion

Records will be in student file within the first two weeks of the semester.

Strategic Plan Relationship

Enhance the educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

Outcome Results

Image now is now up and running in the Registrar's Office. Everything for Fall 2008 is on image now.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Financial aid can now see documents from their office. The Registrar's Office no longer files and documents can be retrieved from each workers desktop. The savings in time is great. Faculty now receive drop slips by email as oppose to paper copies in the mail box.

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY08   **Outcome ID#:**   1046

Outcome Description

More students will graduate from Trinity Valley Community College.

Outcome Strategy

1. Have articulated credit or credit by exam show on a students degree plan as completed.
2. Have transfer course work show completed on degree plan.
3. Send letters to students who are within 15 hours of graduation to apply for graduation.

Outcome Method

50 more students will graduate in 2007-2008 than the year before.

Outcome Criterion

More students will graduate.

Strategic Plan Relationship

Enhance the educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

Outcome Results

This goal has not been accomplished and will be carried forward.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY09   **Outcome ID#:**   5877

Outcome Description

Students will have greater access to applying for admission using an online format.

Outcome Strategy

Will work with the computer center and network serves to link the common application to the TVCC website and have the applications downloaded into the TVCC mainframe and Image Now.

Outcome Method

the receiving of the common application via internet. track the number of people who apply for admission via the web and how many actually register for classes.

Outcome Criterion

That at least 100 students will send their application for admission for Fall 2009 will use this method.

Strategic Plan Relationship

Outcome Results

The Texas Online Application process was successfully implemented

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY09   **Outcome ID#:** 5878

Outcome Description

More students will graduate from Trinity Valley Community College.

Outcome Strategy

1. Have articulated credit or credit by exam to show on a students degree plan as completed.
2. Send letters to students or have it print on their degree plan to apply for graduation if they lack less than 18 hours.

Outcome Method

50 more students will graduate in the 2008-2009 than the year before.

Outcome Criterion

More students will graduate

Strategic Plan Relationship

enhance the educational and student services that impact student learning and contribute to effective performance in a positive adjustment to the environment of all students.

Outcome Results

Graduation rates are increasing.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY10   **Outcome ID#:**   6176

Outcome Description

Students will receive information in a more timely fashion.

Outcome Strategy

Will work on the different office operations to send information to both faculty and students by TVCC email systems.

Outcome Method

The number of office operations that were mailing of letters will move to email.

Outcome Criterion

Students and faculty will receive information in a more timely fashion so they are aware of what is going on such as graduation, drops, etc.

Strategic Plan Relationship

Outcome Results

The following information is sent to students by email: if they applied for admissions online then a check letter is emailed. Students are notified of graduation information by email. Students who owe tuition and fees are sent emails.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Students are still not checking their emails so information is also being mailed. For the students who check their emails information is received at the same time the letters are mailed.

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY10   **Outcome ID#:**   6177

Outcome Description

High schools will send official transcripts to the college electronically.

Outcome Strategy

Will work and visit with the high school counselors to begin sending high transcripts electronically.

Outcome Method

The receiving of electronic transcript.

Outcome Criterion

At least 2 high schools will send all high school transcripts electronically.

Strategic Plan Relationship

Outcome Results

We are receiving some high school transcripts electronically. Crandall High School sent most of theirs this way. The high schools are still trying to figure out how to send the transcripts and include test scores.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We will continue to encourage use of this system. Transcripts received this way are faster to process for all departments that need to look at them.

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY11   **Outcome ID#:** 6488

Outcome Description

Registration will be more convenient for students.

Outcome Strategy

Work with the Computer Center, IT services, and business office so that students can register and pay for all semesters online.

Outcome Method

The number of semesters with online registration and payment will increase from being only Fall, Spring, Summer.

Outcome Criterion

More students will register and pay on time.

Strategic Plan Relationship

Outcome Results

All semesters are now able to register and pay online. This allows students to register at their convenience.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Students are pleased to be able to register for all semesters on line

Planned Distance Learning Improvement as an Outcome Result

NA

Enrollment Management Office Administration

Plan Period: FY11   **Outcome ID#:** 6489

Outcome Description

State reports will go in on time with accurate data.

Outcome Strategy

Work with the computer center to develop changes. Get all forms updated for collection of data.

Outcome Method

Reports will be in on time. New data collection will help with planning.

Outcome Criterion

Data will be more useful due to changes

Strategic Plan Relationship

Outcome Results

The new requirements for reporting are programmed and being collected.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

State reports will be more beneficial to all using them.

Planned Distance Learning Improvement as an Outcome Result

NA

Environmental Safety and Health Administration

Plan Period: FY11   **Outcome ID#:** 7002

Outcome Description

Look for ways to increase the use of safer multiple use chemical used and stored in our campus buildings to complete the facilities group activities. Provide faculty, staff, student, visitors, and the general public with college facilities that are environmentaly safe.

Outcome Strategy

Provide a multiple years process that will reduce used chemicals, paints, and cleaning products. Achieve environmentally safe and healthy facilities for all within the funding goals of the college. First year plan is to survey all facilities and grounds looking for excess stored material. In the second year begin collecting unneeded paints, cleaning products, and chemicals in a central safe location for future site removal. In the third year we will orderly remove unneeded items to provide a safe college envirnoment.

Outcome Method

Conduct annual site in-house surveys for the three year period utilitizing college staff to verify chemical, paints, and cleaning products not needed are removed and stored safely in a central loccation.

Outcome Criterion

Provide all College campuses are environmentally safe and healthy.

Strategic Plan Relationship

Completion of this goal will contribute to the college needs now and into the future.

Outcome Results

First phase of multi-year project complete. Excess paint products gathered from numerous Athens campus locations into two large pallets located in Maintenance Building. Next step is disposal to occur FY12.

Outcome Distance Learning Results

NULL

Planned Improvement as an Outcome Result

Planned Distance Learning Improvement as an Outcome Result

NULL

Grants and Special Projects Administration

Plan Period: FY10   **Outcome ID#:** 6420

Outcome Description

Increase the quantity of grant RFPs submitted annually by TVCC.

Outcome Strategy

1. Develop a method for searching grant resources (federal and state government, private foundations, and the corporate sector) to locate funding opportunities compatible with TVCC's mission.
2. Thoroughly research possible grant sources and prioritize funding opportunities according to the following prerequisites: how grant meets our needs, difficulty of preparation, amount of funding available, probability of obtaining award, ease of implementation, and effect on program.
3. Work with faculty, staff, and administrative personnel to develop proposals consistent with fulfilling TVCC's Strategic Plan.
4. Develop program proposal; review written proposal to ensure that all specified guidelines are met; submit grant application to appropriate funding source.

Outcome Method

TVCC's Director of Grants & Special Projects Report, updated and submitted monthly to VP of Instruction and to President, will serve to assess whether goals are met. Because the establishment of this office occurred July 1, 2008, grant documentation for Fiscal Year 2008-09 will serve as baseline for future years; no prior data is available.

Outcome Criterion

TVCC's budget supplied by grant funding awarded proposals written by the Director of Grants & Special Projects will increase by at least 10% each year.

Strategic Plan Relationship

This outcome relates to TVCC Goal #1.1 in that grants will be sought to enhance or enlarge existing academic programs and to develop workforce programs requested as indicated by assessing service area needs, thus making TVCC a more learning-centered institution. TVCC Goal #2.1, increasing enrollment in high-need programs, will be realized with the implementation of some of the grants sought. Many students will gain supplemental assistance through additional instructional and/or counseling personnel supplied by funding of specific grant programs, thus increasing retention rates of students who intend to complete programs of study, TVCC Goal # 3.1.1.

Outcome Results

Monthly to quarterly reports of grants researched, grants submitted, and grants funded were delivered to Plan Administrators. Data pertaining to grants at the end of the FY 2009-10 showed the following activity:
Grant amts. submitted/funded: $2,258,396 - 12 grants
Grant amts. submitted/not funded: $456,294 - 5 grants
Programs affected by grant funding: Developmental Ed.; Adult Ed.; Healthcare Ed.; Vocational Ed.; IT Dept.; College Preparatory Ed.; and Community Services.
Number of grants submitted almost doubled; the grant amts. funded more than quadrupled; three additional programs were affected by grant funding. Goals were more than met.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Changes to my operation were implemented by my supervising administrator in his being extremely active in the planning processes of grant writing and submission, and in enlisting the service of fellow grant committee members with each grant attempted.

Planned Distance Learning Improvement as an Outcome Result

NA

Grants and Special Projects Administration

Plan Period: FY11   **Outcome ID#:** 6434

Outcome Description

Increase the quantity of grant RFPs submitted annually beyond the regular grant-funded projects of TVCC.

Outcome Strategy

1. Refine and streamline the method of searching grant resources (federal and state government, private foundations, and the corporate sector)to locate funding opportunities compatible with TVCC's mission.
2. Research funding sources and prioritize funding opportunities as directly related to the needs of TVCC and how the grant will further our mission.
3. Involve appropriate faculty, staff, and administration to develop program proposal outline in support of TVCC programs and facilities.
4. Develop the grant proposal in line with TVCC's Strategic Plan; review written proposal to ensure that all guidelines have been met; request that faculty, staff, and administrative personnel involved in planning procedure review final proposal; submit grant application to appropriate funding source.

Outcome Method

The Director of Grants and Special Projects will maintain an ongoing report to her presiding VP (of Instruction) and the President, pertaining to grants researched, grants submitted, grants awarded, and those not awarded. The report will be updated and submitted monthly.

Outcome Criterion

Awarded proposals written by the Director of Grants and Special Projects will increase the amount added to TVCC's annual budget by at least 10%.

Strategic Plan Relationship

TVCC Goal #5.1.2-Student Services-Grants will be sought with a special focus on low-income, disabled, and educationally unprepared students. The goal of all academic grant programs is to increase retention of students, increase graduation rates, and to improve overall grade-point averages.
TVCC Goal #5.1.4-Workforce Success-Additional and improved workforce ed programs will be provided through grants that increase enrollment, improve graduation rates, produce professional licensure, and elevate employment rates.
TVCC Goal #5.3.3-Community Service-Grants will be researched and written for non-credit continuing education programs, the goals of which will be to increase enrollment, promote diversity, and improve licensure success rates for enrollees.

Outcome Results

Director of Grants & Special Projects' report at the end of Fiscal Year 2010-2011 reflected the following data regarding grants:
Grants submitted and funded: $651,142 - 5 grants
Grants submitted, not funded: $9,734,720 - 9 grants
Programs affected by grant funding: Workforce Skills Development, Nursing, EMS, Machinists, and Computer Technology.

I did not meet my goal of increased funding by grants of 10% over previous year; resulting funding was down 42%. Number of grants submitted and funded was down 45%. Number of grants submitted but not funded was up from 2 grants to 9 grants. Analysis provides information concerning the economic differences in the funding world since the previous year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

As a result of the differences in the country's economy, I will change my tactics in seeking grant funding, looking more for private foundation grants and specialized government grants that will coincide with and improve specific programs offered by TVCC.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY06   **Outcome ID#:**   123

Outcome Description

Increase the number and proportion of Black and Hispanic faculty and staff to reflect the ethnic population in our service area.

Outcome Strategy

(a)Explore additional possibilities in posting employment notices.
(b)Identify avenues for encouraging diversity.

Outcome Method

Track ethnicity and gender of new hires.

Outcome Criterion

Increased Black and Hispanic applicant pool.

Strategic Plan Relationship

Increase emphasis on improving recruitment and retention of minority faculty members and students. {TVCC Board Policy AD (local); OPIE, TVCC Goals #8}

Outcome Results

The human resources office tracks ethnicity and gender of applicants for job vacancies. In reviewing the data, it is noted that there are no changes in the proportion of Black and Hispanic faculty and staff. Advertising of job vacancies is limited to local newspapers, the college website, the Texas Workforce Commission website, etc., because of budget restrictions. Job vacancy announcements are e-mailed to approximately 300 colleges and universities. Some of these colleges are historically minority institutions. Also, the hiring process is conducted by the individual departments at the college, not the human resources office. As a result, the human resources office believes it does not have a great impact on increasing the proportions of the minority faculty and staff at the college. TVCC, like other rural institutions, is concerned about recruiting and retaining minority faculty and staff. But it has become increasingly more difficult to attract these employees to our area due to salary and location.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The human resources office will continue to track the ethnicity and gender of applicants, but that will not impact the number of minority faculty and staff that are hired at the college. This office will also continue to provide fair and equal access to employment opportunities. TVCC, like other rural institutions, is concerned about recruiting and retaining minority faculty and staff. But it has become increasingly more difficult to attract these employees to our area due to location and limited resources. TVCC will continue to develop additional contacts, sources, and procedures to ensure minority applicants are informed of employment opportunities.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY06   **Outcome ID#:**   124

Outcome Description

Improved completion of reports will be enhanced with the AS/400 database.

Outcome Strategy

Merge databases within HR office. Meet with computer center staff to discuss options of accessibility of reports online.

Outcome Method

Evaluate through administrative assessment techniques.

Outcome Criterion

The AS/400 database will decrease the amount of time required to complete reports.

Strategic Plan Relationship

Increase emphasis on improving recruitment and retention of minority faculty members and students. [TVCC Board Policy AE (Local); OPIE, TVCC Goals #8}

Outcome Results

The human resources office completes state and federal reports with the information gathered from the employee database. Completion time has greatly improved. The human resources office will continue to upgrade services and reports that may be generated through the employee database.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

At present, no changes are anticipated. The human resources office is pleased with the results.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY06   **Outcome ID#:**   125

Outcome Description

Completion of reports will be enhanced with a digital, paperless storage and retrieval system.

Outcome Strategy

Implement a paperless storage and retrieval system for human resources office documents to a digital system. Discuss software options to move to storage and retrieval of current human resources documents to a digital system and then implement the system. Meet with computer center to discuss options of accessibility of reports online.

Outcome Method

Completion of retrieval system will be successful by January 2006.

Outcome Criterion

Objectives will be evaluated through administrative assessment techniques.

Strategic Plan Relationship

Increase emphasis on improving recruitment and retention of minority faculty members and students.{TVCC Board Policy AD (Local); OPIE, TVCC Goals #8}

Outcome Results

Timesheets, absence reports, insurance, FMLA, workers' compensation, job descriptions, I-9 forms, and other employee payroll documentation has been imaged. These documents may be searched by name and employee identification number. This greatly impacts out ability to complete employment verifications and other reports since the information is readily available at our desktop.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

At present, no changes are anticipated. The human resources office is pleased with the results.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY07   **Outcome ID#:**   484

Outcome Description

Expand employees' access to FMLA policy and requirements.

Outcome Strategy

Develop a webpage for FMLA information, FAQs, etc.

Outcome Method

Evaluate through survey to employees.

Outcome Criterion

Employees will have a better understanding of the FMLA policy and requirements.

Strategic Plan Relationship

#2: Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty. The HR web page will meet the needs of the employees with respect to Family Medical Leave (FMLA).

Outcome Results

The HR office was not able to complete the goal of getting the webpage for FMLA on-line. The HR office did convey information via the e-mail announcement system for employees.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

At present, no changes are anticipated, except to get the webpage completed.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY07   **Outcome ID#:**   485

Outcome Description

Expand employees' understanding of the Workers' Compensation process.

Outcome Strategy

Develop a webpage for Workers' Compensation information, FAQs, etc.

Outcome Method

Evaluate through survey to employees.

Outcome Criterion

Employees will have a better understanding of the workers' compensation process.

Strategic Plan Relationship

#2: Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty. The HR web page will meet the needs of the employees with respect to workers' compensation.

Outcome Results

The HR office was not able to complete the goal of getting the webpage for Workers' Compensation on-line. The HR office did convey information via the e-mail announcement system for employees.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

At present, no changes are anticipated, except to get the webpage completed.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY07   **Outcome ID#:**   486

Outcome Description

Expand employees' understanding of retirement issues.

Outcome Strategy

Develop a webpage with retirement information, FAQs, etc.

Outcome Method

Evaluate through survey to employees.

Outcome Criterion

Employees will have a better understanding of the retirement process.

Strategic Plan Relationship

#2: Increase the outreach of TVCC through a variety of affordable services and programs, while ensuring that resources are available to meet the needs of students and faculty. The HR web page will meet the needs of the employees with respect to retirement information.

Outcome Results

The HR office was not able to complete the goal of getting the webpage for retirement issues on-line. The HR office did convey information via the e-mail announcement system for employees.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

At present, no changes are anticipated, except to get the webpage completed.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:** 6169

Outcome Description

Update and/or create Human Resources policies and procedures for the following issues in compliance with current laws and aligned with edicts of the college pertaining to all members of its community. (1. Discipline, 2. Nepotism, 3. Compensatory time, 4. Vacation, sick leave, and personal leave, 5. Tuition-reimbursement).

Outcome Strategy

Newly updated and/or created Human Resources policies and procedures are presented to the board for approval, after which they are shared with vice presidents in executive council and with directors, deans, and division chairs in college council. These administrative positions are responsible for sharing changes to policies and procedures with all employees in their departments in department meetings. Policy updates will be shared with new employees during orientation; updated policies will be published annually in the Employee Handbook and posted online on the HR web page.

Outcome Method

1. Focus group interactive discussions directed and moderated by HR Director will validate the need for creation and/or revision of policies and procedures.
2. Document analysis will offer systematic examination of policies and procedures.
3. Meeting minutes of Administrative Board will reflect approval/disapproval of newly created and/or updated HR policies and procedures.
4. Meeting minutes of College Council will reflect announcement and discussion of newly created and/or updated approved HR policies and procedures.
5. Signed notice of receipt of handbook will indicate that all employees have read and are aware of policies and procedures.

Outcome Criterion

College community will be governed by written policies and procedures based on balance, fairness, accountability, and ethical integrity. All members, including the Board of Trustees, administration, staff, and faculty, will have a better understanding of all policies and procedures with less intervention necessary from the HR Director in personnel issues.

Strategic Plan Relationship

"LEARNING 1.2 - College employees will be more engaged in collegiate life as students more than their counterparts who are not employed by the college.
OUTREACH 2.2 - The enrollment of college employees into classes will boost the enrollment rate.
SUCCESS 3.2.1 - College employees who are enrolled in collegiate classes will show a higher completion rate than non-college-employed students
"

Outcome Results

Policies regarding Discipline, Nepotism, Compensatory Time, Vacation, Sick and Personal Leave were reviewed and necessary changes were made in coordination with recommendations from the VP Team's and the college's

effort to standardize our policies and utilize them consistently.

A new policy outlining our Tuition Reimbursement program was established and implemented, and successfully utilized by college personnel.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Increased awareness and accountability in issues related to policy and procedures, as well as a shown interest of our personnel in the usage of our Tuition Reimbursement Program.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:**   6170

Outcome Description

Create an Employee Handbook for all employees to include Human Resources Policies and Procedures that will replace the current Faculty Handbook.

Outcome Strategy

Distribute Employee Handbooks to returning staff members at August In-service. Post Employee Handbook to HR webpage on TVCC's website. Distribute Employee Handbooks to new hires.

Outcome Method

"Records of numbers of Employee Handbooks published, distributed, and receipted will document that each employee has possession of handbook.
Public response will measure effectiveness of Employee Handbook versus Faculty Handbook.
Case Log of Incidence Interventions for Policy and Procedure will indicate a better understanding of written policies with less infraction among employees. "

Outcome Criterion

Case Logs of Incidence Interventions for Policy and Procedure will indicate a 20% improvement over previous years when no Employee Handbook existed.

Strategic Plan Relationship

LEARNING-1.3 - Students will receive support and interaction from all college employees, including not just instruction, academic support, and student services that enhance student learning inside and outside the classroom; students at TVCC will enjoy a "family" environment where they can realize that "everyone cares" about them and their goals.

Outcome Results

The Employee Handbook was successfully created and distributed to all employees via email, as well as placed on the HR webpage for easy reference. There were also a number of hard copies created and placed in the HR office for those employees who do not have regular access to the internet as part of their regular duties.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Employees have become more aware and interested in the policy and procedures that govern the college, as well as accountable for the actions outlined in those policies and procedures.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:** 6171

Outcome Description

Human Resources webpage will be continuously evaluated and updated to accommodate needs of faculty and staff members, as well as those of prospective employees.

Outcome Strategy

TVCC Salary Schedules and Online Applications will be added to Human Resources webpage on the college website.

Outcome Method

Public response to Human Resources webpage on the college website can be measured by the number of "hits" recorded for the webpage.

Outcome Criterion

Online salary schedules and employee applications will decrease the number of job-related phone calls received by the Human Resources secretary by 10%.

Strategic Plan Relationship

DIVERSITY-4.4 - A greater diversity of prospective employees will apply online for staff vacancies rather than those made aware of job vacancies through the media exclusively.

Outcome Results

TVCC Salary Schedules and an online application has been added to the Human Resources website, as well as updated forms and documents related to employment at TVCC.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

There has been an increased interest in the information available on the HR web, as well as additional requests for other resources to be made available for employees for convenience and accessibility.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:**   6172

Outcome Description

Adding the 457 Annuity Option to Employee Benefits will increase retirement funding for those employees who want to participate.

Outcome Strategy

"1. HR Director will research annuity options and will recommend the option she feels has the best benefits.
2. All employees will be provided opportunity to council with annuity company representatives.
3. Interested employees will designate option for the 457 Annuity in Employee Benefits."

Outcome Method

Records of the number of employees who selected the 457 Annuity Option on Employee Benefits will give evidence to the success of the election.

Outcome Criterion

At least 5% of college employees will choose the newly offered option of the 457 Annuity in their Employee Benefits.

Strategic Plan Relationship

LEARNING-1.5 - Data-based decision making at the institutional level is the strategy that encouraged HR to research and offer the option of the 457 Annuity to all employees.

Outcome Results

457 plans were researched and made available to employees who were interested at the choice of the college's Board of Trustees.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Minimal interest in the plan, however additional benefits were provided to those who did show interest.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:**   6173

Outcome Description

Training offered in Microsoft Word and Excel programs will improve skills of employees in many different areas of college employment, thus improving the job performance of those employees.

Outcome Strategy

"1. HR Director will solicit an instructor from college faculty to provide training in Microsoft Word and Excel to employees.
2. Training sessions will be scheduled and employee registration will be conducted.
3. Two 2 1/2-hour sessions for each class will be conducted during the work day.
4. Class participants will receive a certificate of completion after attending both classes for each subject.
 "

Outcome Method

Group feedback will measure the success of these sessions.
Online survey will indicate whether participants gained knowledge and if they would participate in additional classes.

Outcome Criterion

Employees who participated in Microsoft Word and Excel training provided through the Human Resources Dept. will improve in job skills due to increased knowledge of these programs. Efficiency in utilization of these programs should increase by 10%.

Strategic Plan Relationship

"LEARNING-1.2 - College employees who increase student engagement in collegiate life will be the logical correlate to being engaged as a student by participating in staff training sessions.
LEARNING-1.3 - When college employees better their computer skills by participating in Microsoft Word and Excel training sessions, they will provide better instruction, academic support and student services than without those computer skills. The age has dawned when everyone must be technologically-literate. "

Outcome Results

Excel and Word Training were offered for all personnel who were interested with record turn-out and a waiting list for additional training sessions.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Our employees are more educated on the use and capabilities of these programs and have begun to utilize

electronic vs. manual forms of data entry.

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:**   6174

Outcome Description

Better understanding of available benefits will be the result of utilizing one HR employee exclusively to verbally educate new hires.
Annual education of all employees concerning employee benefits during in-service sessions will extend understanding of those issues.

Outcome Strategy

1. HR office will improve and implement Family & Medical Leave Act guidelines for administering leave for employees.
2. HR office will fully implement Third Party Administration for retirement issues.

Outcome Method

Employee surveys will indicate level of explanation received and extent of knowledge gained with individual and group education of Human Resource issues.

Outcome Criterion

Employee benefits will show a 20% extended enrollment overall.

Strategic Plan Relationship

LEARNING-1.1 - Not only the students, but employees also can aid in the objective of TVCC becoming a more learning-centered institution by being educated concerning employee benefits.

Outcome Results

We have 100% dedicated one of our employees to handle all full-time new hires and educate them on employment and benefits. We are still in-progress on the implementation of the Third Party Administrator for Retirement purposes.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Employees are now further educated on their employment expectations and benefits upon hire.

TPA has a projected "go-live" dated of 5/27/2011

Planned Distance Learning Improvement as an Outcome Result

NA

Human Resources Office Administration

Plan Period: FY10   **Outcome ID#:**   6175

Outcome Description

Lessen the time period between employee' hire date and orientation.

Outcome Strategy

New employee orientation will be scheduled monthly/quarterly to accommodate those hired during past time period. HR Director and other pertinent personnel will deliver training.

Outcome Method

Surveys of newly hired employees will indicate value of information presented and knowledge gained.

Outcome Criterion

Period of time between hire date and orientation for new employees will be lessened with monthly/quarterly sessions versus annual orientation sessions presented previous to 2008-09.

Strategic Plan Relationship

LEARNING-1.1 - TVCC will become a more learning-centered institution for its employees as well as for its students. Employees must learn information pertinent to their positions, just as students must be learning-focused.

Outcome Results

Due to turnover and change in the chain of command for HR reporting, there has been no further efforts on this outcome.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None to report

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY06   **Outcome ID#:**   90

Outcome Description

Develop a method of securing a wireless network at the Terrell Campus and require each user to authenticate using their cardinal ID.

Outcome Strategy

Implement the Bluesocket

Outcome Method

Outcome Criterion

Strategic Plan Relationship

Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision making.

Outcome Results

Planning

Initial survey and design of the wireless infrastructure for the Terrell campus began in January 2006 and was completed in March of the same year. It was determined from the survey that a secure access server would be installed on the Terrell campus to facilitate user authentication to the wireless network. The method of authentication will be LDAP via TVCC's main domain. This will allow TVCC personnel to authenticate using their Cardinal ID and password.

To ensure that adequate communication was provided via the wireless access points it was determined that a total of 4 access points in the new LRC, 2 in the Educational Building and 1 in the Administration Building. Because the existing access points were over 6 years old it was decided that the existing access points in the educational building and the administration building would be removed and newer access points with 802.11 b/g technology would be deployed. This would provide 802.11 b/g technologies in all buildings on the Terrell campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Purchase of New Equipment

IT Services added the necessary communications cables for the wireless access points in the 3 buildings in June 2006. In addition, all wireless equipment for the new project was purchased.

Installation of New Equipment

The secure access server Bluesocket BSC1100 was installed in Terrell in July 2006 to provide secure authentication of wireless technology on the Terrell campus.

In August 2006 IT Services installed a total of 7 access points at the Terrell campus. This included 4 access points in the Learning Resource Center Building, 2 in the Educational Building and 1 in the Administration Building.

Result

All buildings in Terrell provide wireless access services for all full-time and part-time employees. In addition, TVCC is poised to offer student wireless capabilities in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY06   **Outcome ID#:**   91

Outcome Description

1. Develop a method of securing a wireless network and require each user to authenticate using their cardinal ID.

2. Deploy an adequate number of wireless network access points to ensure quality network access in the following buildings: Anderson and Calhoun.

Outcome Strategy

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached. Same as above.

Outcome Criterion

Strategic Plan Relationship

Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision making.

Outcome Results

Planning

Initial survey and design of the wireless infrastructure for the Palestine campus began in January 2006 and was completed in March of the same year. It was determined from the survey that a secure access server would be installed on the Palestine campus to facilitate user authentication to the wireless network. The method of authentication will be LDAP via TVCC's main domain. This will allow TVCC personnel to authenticate using their Cardinal ID and password.

To ensure that adequate communication was provided via the wireless access points it was determined that a total of 4 access points in the Anderson Building and 1 in the Calhoun Building. It was determined that the ECRC building would not be made wireless at this time because of its limited use. This would provide 802.11 b/g technologies in the 2 main buildings on the Palestine campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Purchase of New Equipment

IT Services added the necessary communications cables for the wireless access points in the 2 buildings in June 2006. In addition, all equipment for the new project was purchased.

Installation of New Equipment

The secure access server Bluesocket BSC1100 was installed in Palestine in July 2006 to provide secure authentication of wireless technology on the Palestine campus.

That same month IT Services installed a total of 5 access points at the Palestine campus. This included 4 access points in the Anderson Building and 1 in the Calhoun Building.

Result

All buildings, with the exception of ECRC, on the Palestine campus provide wireless access services for all full-time and part-time employees. In addition, TVCC is poised to offer student wireless capabilities in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY06   **Outcome ID#:**   92

Outcome Description

1. Design the floor layout for the new NOC.
2. Resolve engineering issues associated with NOC.
3. Design and install raised flooring in new NOC.
4. Design and install HVAC to accommodate new NOC.
5. Design and install new dry chemical fire suppression system for new NOC.
6. Design and install UPS and emergency backup for new NOC.
7. Move and install network components in the new NOC.

Outcome Strategy

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision making.

Outcome Results

During this initial planning discussion the President, Dean of Physical Plant and Dean of Information Technology Center determined that an engineering study was needed to determine the following: First, structural capacity of 2nd floor to accept the additional weight of the new network equipment including the UPS. Second, determine the electrical capability of the LRC building to handle the added equipment for the new Network Operations Center.

An engineering study reveled that the floor joist would have to be reinforced to support the weight of the new network equipment including the UPS. This would require that additional steel beams would be added to the floor in the area below the proposed Network Operations Center. Because the school library is directly below the proposed Network Operations Center area it was determined that the library would have to be closed during the reinforcement of the 2nd floor. To prevent interruption of the library during the semester it was determined that the work would need to be done during the holiday break between the Fall and Spring semesters.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Because of the delay caused by the design process and conerns over the reinforcement of the floor, the construction of the new Network Operations Center is now scheduled for completion in the 06-07 school year.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY06   **Outcome ID#:**   133

Outcome Description

1. Extend coax from the Liberal Arts communications room to the Men's Gym, Community Center, & Cosmetology.
2. Install the necessary multiplexers and amplifiers in each building.

Outcome Strategy

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision making.

Outcome Results

Because of other pressing projects, it was determined that extending the video feeds to the Fine Arts building, Cardinal's (Men's) Gym, Community Center, and Cosmetology building could not be competed because of the lack of funding for the project.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This project will be reevaluated in two years to determine if the necessary funds are available to reinstate the project.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY07   **Outcome ID#:**   303

Outcome Description

Because Information Technology has become a vital part of the learning process for all students, the installation of the Network Operations Center will provide the students and faculty with the necessary tolls for learning well into the future.

Outcome Strategy

1. Design the floor layout for the new NOC.
2. Resolve engineering issues associated with NOC.
3. Design and install raised flooring in new NOC.
4. Design and install new dry chemical fire suppression system for new NOC.
6. Design and install UPS and emergency backup for new NOC.
7. Design and install new cabling infrastructure for the NOC.
8. Move and install network components in the new NOC.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

The engineering issues will be resolved over the December--January holiday break by reinforcing the second floor structure under the proposed NOC location. The complete remodel is schedule to be completed by August 2006.

Strategic Plan Relationship

The outcome relates to TVCC Goal #1.3--Enhance Learning by providing academic support and student services that enhance student learning inside the classroom.

Outcome Results

The construction of the Network Operations Center (NOC) began in December of 2006 and initial construction was completed in March of 2007. After the initial construction and installation of HVAC, generator, and additional power TVCC purchased a 40Kva UPS and 14 cabinets. The UPS and cabinets were installed in the NOC in April of 2007.

After construction and installation of cabinets all severs were moved in May 2007 to the new location.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The new Network Operations Center (NOC) provides redundant power, fire suppression, and adequate cooling for all network equipment. This location was built to allow for growth in the future. The UPS is currently operating at approximately 25% its potential. The physical space in the new NOC will allow for a growth of 4 times the current

capacity. A conservative estimate is that the NOC will service the college for the next 10 to 15 years without any major revisions.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY07   **Outcome ID#:**   304

Outcome Description

100% of all offices and classrooms in the Technical Center Building in Athens will have adequate wireless access.

Outcome Strategy

To ensure the successful implementation of the communications infrastructure IT Services use the following guidelines:
1. Install wireless access points on all three floors of the Technology Center.
2. Connect these access points to TVCC's network infrastructure.
3. Provide secure communications to clients using the wireless access points.

Outcome Method

IT Services will conduct a survey of the Technical Center building to ensure that each room in the building has access to TVCC's wireless network.

Outcome Criterion

By January 2007, 100% of the Technical Center building offices and classrooms will have wireless coverage. In addition, 95% of all offices and classrooms on the Athens campus will have wireless access.

Strategic Plan Relationship

This outcome relates to TVCC Goal #1.3--Enhance by providing academic support and student services that enhance student learning inside the classroom.

Outcome Results

Wireless access points were installed in the new Ronald C. Baugh Technology Center. This give complete wireless access throughout the entire building. For additional information on the wireless access network at TVCC please see the following link.

http://www.tvcc.edu/ITServices/wireless/WirelessCoverage.aspx#AthensCampus

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

With the addition of wireless access in the Ronald C. Baugh Technology all buildings on Athens Campus of TVCC with the exception of Auto mechanics, Cosmetology, Greenhouse, Maintenance, Nail Tech Classrooms and Welding have wireless buildings now have wireless access. Because of the limited classroom use in these buildings there is no immediate plans to provide wireless to the remaining buildings.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY07   **Outcome ID#:**   305

Outcome Description

The installation of data communications in the Technology Center will increase double the number of computer labs on the Athens campus available for instructional use.

Outcome Strategy

To ensure the successful implementation of the communications infrastructure IT Services use the following guideline:
1. Access the types of communications needs of the building
2. Given the needs of data, voice, and video communications develop a plan to provide adequate communication capabilities in these areas.
3. Once the design has been determined develop an RFP that will be used in the bidding process
4. Advertise for bids
5. Select a contractor based on the answer to the RFP designed in step 3.
6. Install cabling for the data communication in the Technology Center
7. Install network equipment to provide connectivity to TVCC computing resources and the Internet.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Increase the availability of communications resources in the following areas by at least 70% (INTERNET, telephone, computer stations etc.,)

Strategic Plan Relationship

This outcome relates to TVCC Goal #1.3---Learning by providing academic support and student services that enhance student learning inside the classroom.

Outcome Results

The communications infrastructure for the Ronald C. Baugh Technology Center was completed in December of 2006. This included category 6 wiring for all data ports in the building, voice (phone) ports, and coax for closed circuit television. In addition to the connectivity within the building, backbone fiber optics and coax were installed connecting the building to the TVCC infrastructure.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Data, voice (phone) and television communications were provided to each office, conference room and classroom in the Ronald C. Baugh Technology Center. This infrastructure will provide service for many years into the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY08   **Outcome ID#:** 1192

Outcome Description

A storage area network or SAN is a high-speed sub-network that interconnects different kinds of data storage devices with associated different data servers. The installation of the SAN will allow the rapid growth in data to be managed in one place and shared amount various applications and data servers.

Outcome Strategy

The new SAN implementation will be in 4 phases.

Design

Purchase

Deployment

Implementation

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services. TVCC has she seen a exponential growth in storage requirements over the last few years. This growth coupled with the need to archive all data for both compliance and security is the reason that IT Services

Outcome Results

The project was completed with the installation of an EqualLogic PS-100E Series Array. Exchange mail, SQL Server databases and shared files were moved over to the SAN to improve availability and reliability.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

While this SAN is installed and being used it is important to note that it will not be enough storage for the college in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY08   **Outcome ID#:**   1193

Outcome Description

New compliance regulations require the college to maintain all email correspondence as they would for any other document. The email-archiving policy will become a component of the overall records management program with its own record-retention policies and procedures that dictate which emails and attachments to save, how long to save them and when to delete them.

This archived email should also be easily retrieved in the event that specific emails are needed.

Outcome Strategy

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

A new ArcMail Defender was purchased to allow the storage of all email messages. This appliance provides compliance with the email retentions laws. In addition, it allows users to retrieve old email back into their email account if it has been previously deleted.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY08   **Outcome ID#:** 1236

Outcome Description

Over the last few years TVCC Health Science center has seen an increase in the amount of network traffic due to additional videoconference needs. To prevent loss of data that would impede the learning process IT Services will add an additional T1 that will double the bandwidth between Athens and Kaufman.

Outcome Strategy

IT Services will add an additional T1 that will double the bandwidth between Athens and Kaufman.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The available bandwidth was increased between Athens and Kaufman from 1.5 meg to 3.0 meg.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT Services will continue to monitor the bandwidth between Athens and Kaufman to determine if additional bandwidth is needed new initiatives are added that require additional bandwidth.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY08   **Outcome ID#:** 1237

Outcome Description

Over the last few years TVCC Terrell campus has seen an increase in the amount of network traffic due to additional data traffic and videoconference needs. To prevent loss of data that would impede the learning process IT Services will add an additional T1 line bringing the total bandwidth to 4.5 mbps. This will effectively increase the total usable bandwidth by 33%.

Outcome Strategy

IT Services will add an additional T1 line bringing the total bandwidth to 4.5 mbps.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The available bandwidth was increased between Athens and Terrell from 3.0 meg to 4.5 meg.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT Services will continue to monitor the bandwidth between Athens and Terrell to determine if additional bandwidth is needed as new initiatives are added that require additional bandwidth.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY09   **Outcome ID#:** 5854

Outcome Description

Because of the request to provide streaming capabilities IT Services should provide the ability to provide both audio and video streaming capability to both the internet and TVCC intranet. Faculty have expressed a desire to provide instructional streaming content in both distance education classes and as a supplement to traditional classes. In addition, we have had request to provide streaming content for live events such as commencement, sporting events, etc.

Outcome Strategy

To provide hardware, software and support to provide streaming audio, video and live content via the internet and intranet.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

IT Services installed a Windows Media Server and a Flash Server to allow streaming in either format. We have produced and streamed multiple video and feeds. In addition, several instructors have taken advantage of streaming technology by placing videos and lectures on the streaming servers.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY09   **Outcome ID#:** 5855

Outcome Description

An effective method is need to communicate with students. Although students may have a 3rd party email address, these addresses tend to be volatile making them less than dependable for student communications.

The use of student email addresses will be used by several departments including registration, business office and financial aid.

Student email addresses should be provided to allow students to communicate with instructors as well as other students. However the most important reason for student email addresses is to provide a dependable email address for business correspondence. It is possible, although not verified, that the use of student email would save in postage for the business office, finical aid office, counseling, etc.

Outcome Strategy

Student email implementation of over 6,000 users will require substantial planning and expenditures for both hardware and software. The process will be provided in three phases. The planning, acquisition, implementation and deployment phase.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

IT Services implemented Cardinal IDs and email accounts for every student beginning 2nd Summer 2009. In addition, to email accounts the Cardinal ID accounts are tied to wireless access, online research and our online course delivery system. We currently have approximately 7,500 student users within the TVCC system.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY09   **Outcome ID#:** 5856

Outcome Description

Students in the residence halls have requested and should be provided network connectivity for their personal computers.

In addition, several technologies, including proximity door entry systems and security cameras are needed to ensure student security in the dorms.

Outcome Strategy

The implementation that will allow students in the residence halls have internet access will occur in three phases: First, Connect the residence halls to the LRC IT wiring closet by installing new single mode fiber between the locations. Second, install category 5 wiring in the residence halls to provide connectivity for security cameras, wireless access points, alarm systems, key lock systems, etc. Third, install multiple wireless access points that will allow adequate coverage for all students.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Students will have complete access via wireless to the TVCC network. In addition, network connectivity will be available in the residence halls for other applications such as security cameras, wireless access points, alarm systems, key lock systems, etc.

Strategic Plan Relationship

Outcome Results

Network connectivity was provided to each of the 4 residence halls before the Fall 2009 semester. In addition, fiber optic connectivity was installed to each residence hall allowing for future expansion of network resources. The project was completed ahead of schedule and within budget.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY09   **Outcome ID#:** 5857

Outcome Description

The fiber must be relocated from the old Technical Building to the LRC to allow for remodeling of the old Technical Building.

Outcome Strategy

Relocate existing fiber optic cable from old Technical Building to the IT Services Network Center where possible. Whenever relocation is not possible reinstall fiber optic cable from the various buildings to the ITS Network Center.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The project was completed ahead of schedule and within budget.
This project was completed before the Fall of 2009. All fiber now terminates in the wiring closest on the 2nd floor of the LRC.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY09   **Outcome ID#:** 5859

Outcome Description

Because the virtualization of servers allows for multiple server instances running on a single server, the college will see a decrease in the number of physical servers, a savings in projected server administration costs, reduced power and cooling expenses, and better data center space utilization. Savings in storage and storage management costs will also be realized through the use of centralized storage. With virtualized storage on a Storage Area Network (SAN), many applications will have access to the same storage pool and storage utilization can be increased.

Outcome Strategy

The virtualization project will run in conjunction with the student email project. Therefore the project will be done in 4 phases as is the student email project. Those phases are the planning, acquisition, implementation and deployment phases.

This project will require the purchase of a minimum of 4 servers with considerable processing speed and memory. In addition, it will require the purchase of additional storage in the form of a SAN.

Finally the virtualization hypervisor software VMWare will be purchased to provide the virtualization. This solution will allow the virtualization of over 30 physical servers using this solution and is flexible in the event we need to add additional physical servers or storage.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

In conjunction with the Student Email project IT Services deployed 4 VMWare ESX servers and additional SAN storage devices to allow for the virtualization of the 5 servers used in the Student Email and Email upgrade project. In addition, we have virtualized additional services including eCourses (Blackboard), TVCC main web server, multiple SQL servers and our help desk management system.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT Services will continue the migration of additional servers and services to a virtualized environment.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY10   **Outcome ID#:** 5978

Outcome Description

To be able to ensure business continuity by utilizing site resiliency on another campus. In case of disaster we should be able to utilize the DSR site to provide email services, web services, access to user files, access to Image Now and access to the Blackboard learning system.

Outcome Strategy

Outcome Method

Outcome Criterion

Strategic Plan Relationship

Outcome Results

Information Technology was unable to complete this goal due lack of funding as a result of budget constraints.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT will reevaluate methods to accomplish this in the 2011-12 budget year and make plans based on available resources.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY10   **Outcome ID#:** 5979

Outcome Description

To be able to maintain backups on disk-based device for a full thirty days which enables the rapid recovery of files for end-users in the case of file deletion or corruption.

Outcome Strategy

Currently the college has 8TB of storage for disk-based backup. The current SAN storage capacity for Athens campus is approximately 11TB. We replicate backups from other three campuses for redundancy which equals approximately 1TB. These estimates do not include the addition of future SAN storage devices. This initiative is to purchase a REO 9100 which would provide 24TB of disk-based backup storage.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

A REO 9100 was purchased and installed to replace the smaller REO 9000.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Changes as a result of evaluation: 18 Terabytes of useable space has been provided for disk based backups of all mission critical data.

Actual equipment cost approximately $25,000

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY10   **Outcome ID#:**   5980

Outcome Description

To be able to ensure that users can access the data in the Image Now system accurately and in a timely manner. We currently use the Image Now c-tree sql database that is built into the Image Now system. Because the use of Image Now has grown over the past three years, users are seeing a delay in accessing the information stored in the system, and at times will receive a time-out instead of the requested data. A SQL database is more robust and should address these issues.

Outcome Strategy

Purchase of a SQL connector license and annual maintenance and support as well as for the installation of the connector and conversion of the c-tree database into a SQL database.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install and convert to SQL server environment for all image now operations.

Strategic Plan Relationship

Outcome Results

IT Services upgraded Image Now to version 6.4. IT Services created a database for Image Now on an existing SQL 2008 database server and verified the checklist provided by Image Now in preparation for their technicians to migrate data. An Image Now technical specialist migrated the data from the c-tree sql database to the SQL 2008 database server. IT Services assisted users in testing the migration.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Users now experience a faster connection to Image Now data. They no longer experience time-outs or lags when performing searches.
Actual cost: $6,000.00

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY10   **Outcome ID#:** 5981

Outcome Description

Provide additional storage for current, proposed, and future applications.

Outcome Strategy

Purchase and install additional SAN storage space.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

Purchased and installed Dell EqualLogic PS6500E as a new storage pool.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Added 35 Terabytes of useable space to the SAN storage group.
Actual cost: $74,451.68

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY10   **Outcome ID#:**   6095

Outcome Description

All students and employees will be assigned a Trinity Valley Identification Number or TVIN. This number will be used as the identifier for all individuals on forms and in data entry therefore eliminating the need to use the SSN as the common identifier.

Outcome Strategy

This will be implemented over the course of 12 to 18 months. The first phase will involve the creation of the TVIN for every past and present student and employee.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

This goal was an 18 month project and is continuing into the 2010-11 year. Many programs and procedures have already been changed converting to TVIN from SSN for identification.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The students and employees SSN have been removed as the common identifier from over 80 percent of the computer programs and documents used at TVCC.

SSN will continue to be collected and stored, but will not be used as the common identifier.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY11   **Outcome ID#:**   6450

Outcome Description

All students and employees will be assigned a Trinity Valley Identification Number (TVIN). This number will be used as the identifier for all individuals on forms and in data entry therefore eliminating the need to use the SSN as the common identifier. The use of the SSN will be phased out at the end of the project.

Outcome Strategy

This will be implemented over the course of 12 to 18 months. The first phase will involve the creation of the TVIN for every past and present student and employee.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

After careful planning and working with multiple departments including Administrative Computing, Business Office, Registrar's Office and the VP Team the project is completed. All students and employees were given TVIN (Trinity Valley Identification Numbers) as the common identifier replacing the SSN as the common identifier. While the college still stores the employee and student SSN as required by the federal and state agencies it is no longer used as a common identifier for either employees or students.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

As a result of the changes made in the common identifier from SSN to TVIN both employee and student personal information is now more secure which lessens the chance for identify theft by compromising their SSN.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY11   **Outcome ID#:**   6451

Outcome Description

An Identity and Access Management (IAM) infrastructure is an integrated system of policies, procedures, business rules, and technologies used to manage the provisioning lifecycle (i.e., account management). The fundamental goal is to provide the right services to the right people at the right time in a secure manner.

Each employee at TVCC is issued a Cardinal ID that enables them to access various resources at TVCC. Develop a detailed procedure that will allow the timely creation and removal of employee accounts.

Outcome Strategy

Create an IAM strategy for Trinity Valley Community College. The three primary goals for this strategy are as follows:

-Improve customer service
-Increase efficiency and productivity
-Improve security of digital assets

To meet these goals IT will follow the following outline to advance the above goals:
-Create a comprehensive policy for Identify & Access Management
-Promote single sign-on and the control of TVCC digital credentials
-Streamline vetting, proofing, and the issuance of digital credentials
-Promote the importance of a secure digital environment

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

A detailed procedure will be developed that will ensure the following:

Strategic Plan Relationship

Outcome Results

The Identity & Access Management (IAM) strategy planning and implementation was delayed due to other projects throughout the 2010-11 school year. During the year policies and procedures to improve the creation of Cardinal IDs for new employees as well as the disposition of Cardinal ID accounts for employees that were leaving TVCC were discussed.
System Support Services investigated software applications for the implementation of a Single Sign on System. While they have discovered a few open source programs for this purpose the commercial programs appear to be beyond the budget available for the purpose.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT Services will continue to work toward a comprehensive IAM throughout the coming year including the development of policies and procedures as well as look for solutions that will enhance the client experience.

Planned Distance Learning Improvement as an Outcome Result

NA

Information Technology Programs Administration

Plan Period: FY11   **Outcome ID#:** 6491

Outcome Description

With an estimated sixteen-hundred computers and monitors organization wide, IT services should provide a power management solution that will provide energy savings and not interfere with user interactions.

Outcome Strategy

Provide hardware, software, and support for the powering up and powering down of computers organization wide as well as the ability to idle computers during non-usage throughout the business day. IT Services will begin with a test server on Athens campus. Once the testing process is finished, and prior to rollout to other campuses, software will be loaded on existing servers on each campus.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

One of the challenges we faced with implementation a power management plan was finding the a solution that would allow us to shut down computers to save energy without compromising the nightly update of service packs and/or virus signatures required to maintain the security of the college network. Some of the key requirements were to have a system that would
• Analyze system activity before taking power management actions
• Save any open documents before powering down computers
• The ability to work with Windows XP, Windows 7 and MAC
• Remote management via a console
• The ability to schedule wake-ups to push out updates of service packs and virus signatures
After much investigation and testing we settled on Faronics Powersave at a cost of $15,925.00 for all computers on all campus locations.
IT has implemented the product on the Athens campus with very good success. We have completed the installation of the product in over 750 machines including all of the labs on the Athens campus.
The result is an estimated energy savings of $5,203.00 in just 3 months.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

With the current implementation of power management we estimate the total annual savings to be over $20,000. Once IT has completed the installation on all computers (estimated to be completed in 2011-12) it is believe the

college will save an additional $15,000 annually for a total annual energy savings of approximately $35,000 to $40,000.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Effectiveness Administration

Plan Period: FY06   **Outcome ID#:**   80

Outcome Description

Completion and implementation of revised College Strategic Plan, in place by December 1, 2005.

Outcome Strategy

Compile data from campus-wide institutional effectiveness processes (TVCC Institutional Effectiveness Reports, LEAPs, Administrative Outcomes, External THECB Institutional Effectiveness Reviews, the College Fact Book, and other appropriate locations) to conduct a systematic analysis of the College's Strengths, Weaknesses, Opportunities, and Threats. These data, along with the 2004-2005 College Institutional Effectiveness Report (scheduled for completion September 15, 2005), will provide the basis for the Strategic Planning Committee to develop the new strategic plan for approval by the Committee on College Planning by December 1, 2005. Final approval of the College Strategic Plan will be sought from the TVCC Board of Trustees no later than February 15, 2005.

Outcome Method

Monitoring the progress of the development and final approval of a new College Strategic Plan by all entities.

Outcome Criterion

Revised College Strategic Plan approved by the Committee on College Planning by December 1, 2005 and the TVCC Board of Trustees by February 15, 2005.

Strategic Plan Relationship

Relates to the overall new mission of the institution, which is to create a learning-centered college for our students and the citizens of our service area. Relates to goal #1 of the improvement of instruction, and is in line with the overall philosophy institutional effectiveness that encourages the periodic review, modification, and improvement of all TVCC goals.

Outcome Results

The Trinity Valley Community College Board of Trustees approved the 2007-2010 Strategic Learning Plan Goals on April 24, 2006.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The Board of Trustees was pleased to have Strategic Planning Goals; however, they wanted a roadmap that included specific strategies to accomplish those goals. Therefore, the Office of Planning and Institutional Effectiveness will develop a process that allows for input from the entire campus into the specific strategies that will emerge for submission to the board.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Effectiveness Administration

Plan Period: FY06   **Outcome ID#:**   81

Outcome Description

All administrators for academic programs will undergo learning outcomes assessment training resulting in all academic programs having learning outcomes assessment in place for FY06.

Outcome Strategy

The Dean of Planning and Institutional Effectiveness will meet with each Division Chair and Dean on this topic. All academic program administrators will be trained on the CARDS Database.

Outcome Method

Sign-in sheets will be evaluated to determine if all academic administrators have undergone learning outcomes assessment training by December 31, 2005. FY 06 year-end Learning Outcomes Report(compiled September 15, 2006) will be evaluated to determine the proportion of academic units successfully completing LEAPs.

Outcome Criterion

100% of all persons responsible for academic planning units will undergo training on learning outcomes assessment, and all identified academic programs will complete LEAPs for FY06.

Strategic Plan Relationship

Relates to the overall new mission of the institution, which is to create a learning-centered college for our students and the citizens of our service area. Relates to goal #1 of the improvement of instruction, and is in line with the overall philosophy institutional effectiveness that encourages the periodic review, modification, and improvement of all TVCC goals.

Outcome Results

All administrators for academic programs have received learning outcomes assessment training, and many of the faculty in their respective departments have been exposed to the LEAPs process. As a result, ALL academic programs had leaning outcomes assessment in place for FY06.

The success of the training and the resultant "plans" being in place is a positive indication of TVCC's responsiveness; however, many of the shortcomings of the training were not apparent until the end of the academic year when it came time to report "results" of LEAPs. At this time it was observed that there was misunderstanding regarding the focus of LEAPs. Additionally, Division Chairs and Deans expressed that they were learning the significance of what they indicated as an outcome, the assessment method and criteria -- especially as this relates to the amount of time necessary to carry out the plan.

Additional training/consultations were provided leading up to the July 15, 2006 deadline for submitting LEAPs results for FY06, and LEAPs plans for FY07. This training resulted in the construction of improved LEAPs (learning outcomes), as well as an enhanced understanding of the need to systematically coordinate this process amongst

all faculty.

*While not a part of the outcome, the "implementation strategy" for this outcome mentioned training in the use of the CARDS Database. The training provided for this database was provided in August 2006, with 85% of users being trained.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

While positive change has been realized through a year's worth of experiences with the LEAPs process, it is clear that additional support/training is necessary to deepen the degree to which the processes for the measurement and improvement of student learning outcomes is embedded within the culture. Therefore, the following efforts will be suggested/spearheaded by the Office of Institutional Effectiveness: (a) additional training sessions are planned for Division Chairs, (b) additional training sessions for faculty, (c) support of the Learning Academy (faculty professional development activities focused on the enhancement of student learning), (d) exposure to a faculty-led Learning Day that will discuss the need for measuring learning outcomes and taking action on the results for learning outcomes enhancement.

*The CARDS Database will be further enhanced, and ALL planning units will be trained in the use of this interface by December 15, 2006. All plans from 2005-06 forward are in this relational database system, which should reduce the amount of confusion about the "technical" part of reporting LEAPs and should allow Division Chairs, Deans, and Faculty to focus more fully on the important content questions of learning outcomes enhancement.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Effectiveness Administration

Plan Period: FY06 **Outcome ID#:** 82

Outcome Description

Identification of actionable information that targets specific student needs through sound research-based methods, including further assessments of student engagement and reading enhancement.

Outcome Strategy

1. Work with the Learning Initiative teams for the effective identification, creation, and implementation of research projects designed to produce actionable information to enhance student engagement and reading (the identified goals of the QEP).

2. Develop, test, and execute qualitative and quantitative measures (at least one of each) that evaluate student engagement at various points throughout their career at TVCC, especially during their first-year experience.

3. Develop, test, and execute qualitative and quantitative research measures (at least one of each) to evaluate students reading abilities at various points throughout their career at TVCC, especially during their first-year experience. Measures should evaluate the improvement of reading ability while at TVCC.

4. Develop, test, and execute qualitative and quantitative research measures (at least one) that further identifies the problem of "reading" as viewed by faculty.

5. Direct the efforts of the Institutional Research Associate to facilitate the execution of the research projects identified by the Learning Initiative Council.

Outcome Method

Evaluate the final draft of the Quality Enhancement Plan on August 1, 2006 to determine if the following have been collected in support of the Learning Initiative:

1. actionable information that qualitatively evaluates student engagement,

2. actionable information that quantitatively evaluates student engagement,

3. actionable information that qualitatively evaluates students reading abilities, including enhancement of reading ability while at TVCC,

4. actionable information that quantitatively evaluates students reading abilities, including enhancement of reading ability while at TVCC,

5. research results that clarify the problem of "reading" as identified by faculty,

Outcome Criterion

100% of all 5 research products will be completed.

Strategic Plan Relationship

Relates to the overall new mission of the institution, which is to create a learning-centered college for our students and the citizens of our service area. Relates to goal #1 of the improvement of instruction, and is in line with the overall philosophy institutional effectiveness that encourages the continuous search for means to improve student learning.

Outcome Results

100% of four of the research projects were completed.

1. Actionable information that qualitatively evaluates student engagement was obtained in the form of open-ended questions on the Student Networking Group Project.

2. Actionable information that quantitatively evaluates student engagement was obtained from the pre- and post- assessment activities of the Student Networking Group Project. This was also utilized for the Post-test version of the TASP Reading Test in Developmental courses. These were correlated with reading performance.

3. Actionable information that qualitatively evaluates students reading abilities was not obtained. This measure proved difficult, as the Learning Initiative Council struggled with the definition of Reading abilities throughout the year.

4. Actionable information that quantitatively evaluates students reading abilities, including enhancement of reading ability while at TVCC, were developed. These include the administration of the Pre-TASP test (versions 01 and 02) in developmental Reading Courses. An initiative has been started to develop Discipline-Specific Reading tests. The Office of Planning and Institutional Effectiveness is providing support for the development of these instruments.

5. The problem of "reading" as identified by faculty was clarified through informal feedback obtained as a result of meetings with faculty, comments from faculty as a part of the LI Council or other faculty groups. Agreement on definitions of reading were accomplished, with distinctions being made between "developmental" and "college-level" reading comprehension.
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Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Obtaining qualitative information on students reading abilities were not obtained during this year; however, the direction of the Learning Initiative has reduced the importance of this goal for future years. Effort will be placed into continuing to support the data needs of the Learning Initiative in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Effectiveness Administration

Plan Period: FY07   **Outcome ID#:**   222

Outcome Description

The number of outcomes rated as moderate or high quality by the General Education Evaluation Team will increase a combined 25%.

Outcome Strategy

Provide small group workshops with faculty and staff on how to develop LEAPs plans, possible measurement methods, ways to interpret results of assessment, as well as the importance of documenting changes in programs, curriculum, and pedagogical approaches.

Provide individual consultation with faculty, division chairs, and deans to assist them in their understanding of LEAPs.

Conduct a session at Learning Day as a way to offer further training on LEAPs.

Outcome Method

Compare the number and percent of outcomes rated as moderate or high quality in the FY07 General Education Outcomes Results Report with the FY06 General Education Outcomes Results Report.

Outcome Criterion

Overall number and percent of outcomes rated as moderate or high quality will increase a combined total of 25%.

Strategic Plan Relationship

This relates directly to Strategic Planning Goal #1, Learning. Specifically, this relates to Critical Success Factors 1.1 (becoming a learning-centered institution) and 1.5 (using data for decision making).

Outcome Results

The general education committee has not had the opportunity to review the FY07 outcomes, due to changes in administrative staff. Committee assignments are being reviewed and plans are underway to review the FY07 outcomes.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Overall committee assignments are being reviewed by the President of the college.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Effectiveness Administration

Plan Period: FY07   **Outcome ID#:**   788

Outcome Description

The number of outcomes rated as moderate or high quality by the Administrative Outcomes Evaluation Team will increase a combined 25% compared to FY06 results.

Outcome Strategy

Provide small group workshops with staff on how to develop Administrative Outcomes plans, possible measurement methods, ways to interpret results of assessment, as well as the importance of documenting changes in programs (not just assessment methods).

Work individually with planning unit administrators to assist them in their understanding of Administrative Outcomes.

Outcome Method

Compare the number and percent of outcomes rated as moderate or high quality in the FY07 Administrative Outcomes Results Report with the FY06 Administrative Outcomes Results Report.

Outcome Criterion

Overall number and percent of outcomes rated as moderate or high quality will increase a combined total of 25%.

Strategic Plan Relationship

This relates directly to Strategic Planning Goal #1, Learning. Specifically, this relates to Critical Success Factors 1.1 (becoming a learning-centered institution) and 1.5 (using data for decision making).

Outcome Results

Administrative Outcomes process was discussed at the Committee on College Planning which includes most directors and above and meetings were held with Division Chairs to discuss administrative outcomes. Beyond this, individual training was provided on an as needed basis for other directors and administrators. Although the evaluation of the quality of administrative outcomes at this point has not been completed, the questions surrounding the purpose and function of administrative outcomes has decreased. Questions. planning unit directors do seem to be more involved in the overall process than in FY06.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Individual instruction of administrative outcomes and development will be conducted on an as needed basis, new planning director's will receive an orientation to this process and the quality of outcomes will be evaluated in FY08.

Planned Distance Learning Improvement as an Outcome Result

Institutional Effectiveness Administration

Plan Period: FY07   **Outcome ID#:**   958

Outcome Description

Increase the availability of data in the institutional data-warehouse for the use in institutional research functions.

Outcome Strategy

Identify the data that are most relevant to the primary needs of institutional research users, so that the efforts are targeted effectively.

Work with the Registrar's Office, the Administrative Computing Center, and IT Services to capture and migrate data from the AS400 to the data warehouse.

Design, implement, populate, and maintain an institutional Data Warehouse using SQL Server 2000/2005.

Develop standard queries of this data that will begin to answer commonly asked questions.

Outcome Method

Evaluate the amount of data that is available for consistent analysis within the data warehouse by calculating the number of records for each of the files outlined in the criterion below. As a baseline, primary files for student demographics, student course enrollments, degrees awarded, and faculty information will be warehoused from the local student system (at least three years of data). Additionally, Texas Higher Education Coordinating Board reports for this data will be normalized for 10 years (CBM001, CBM004, CBM008, and CBM009).

Outcome Criterion

100% completion of the data normalization and warehousing will be complete for the primary files identified above. Reports will be provided regarding the conversion percentage for each of the eight files. An aggregate report of percent completed will also be provided.

Strategic Plan Relationship

This relates directly to Strategic Planning Goal #1, Learning. Specifically, this relates to Critical Success Factors 1.1 (becoming a learning-centered institution) and 1.5 (using data for decision making).

Outcome Results

Due to employment turnovers, this process is still being implemented, so this will need to be carried over to the new year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Effectiveness Administration

Plan Period: FY07   **Outcome ID#:**   959

Outcome Description

Gain buy-in on institution-level strategies for accomplishing the goals of the strategic plan that are approved by the Board of Trustees.

Outcome Strategy

Work with the Strategic Planning Committee to identify the themes of tactics that emerged from the Administrative Outcomes processes for FY07 so that we can allow for strategies to emerge from planning units.

Work with the Strategic Planning Committee to identify additional tactics and strategies (not identified in Administrative Outcomes) that would advance the accomplishment of the Strategic Planning Goals.

Gain consensus on the strategies by December 15, 2006.

Gain Board approval on these strategies by February 15, 2007.

Outcome Method

Evaluate whether each four goals of the strategic plan (Learning, Outreach, Success, and Diversity) has associated strategies that are approved by the board.

Outcome Criterion

All strategic planning goals will have at least three strategies that are approved by the Board.

Strategic Plan Relationship

This relates directly to Strategic Planning Goal #1, Learning. Specifically, this relates to Critical Success Factors 1.1 (becoming a learning-centered institution).

Outcome Results

Strategic Planning committee met and discussed the strategic plan multiple time during FY07. Improvements were identified, but have not been implemented.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Improvements will be evaluated for implementation and appropriate revisions will be made in FY08.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY08   **Outcome ID#:**   1002

Outcome Description

Increase the availability of data in the institutional data-warehouse for the use in institutional research functions.

Outcome Strategy

Identify the data that are most relevant to the primary needs of institutional research users, so that the efforts are targeted effectively.

Work with the Registrar's Office, the Administrative Computing Center, and IT Services to capture and migrate data from the AS400 to the data warehouse.

Design, implement, populate, and maintain an institutional Data Warehouse using SQL Server 2000/2005.

Develop standard queries of this data that will begin to answer commonly asked questions.

Outcome Method

Evaluate the amount of data that is available for consistent analysis within the data warehouse by calculating the number of records for each of the files outlined in the criterion below. As a baseline, primary files for student demographics, student course enrollments, degrees awarded, and faculty information will be warehoused from the local student system (at least three years of data). Additionally, Texas Higher Education Coordinating Board reports for this data will be normalized for 10 years (CBM001, CBM004, CBM008, and CBM009).

Outcome Criterion

100% completion of the data normalization and warehousing will be complete for the primary files identified above. Reports will be provided regarding the conversion percentage for each of the eight files. An aggregate report of percent completed will also be provided.

Strategic Plan Relationship

Using data for assessment of learning-centering instruction and student services.

Outcome Results

All CBM files are stored in SQL database now for easy access. Plans are still underway for the data warehouse in the IR office. We have successfully captured data back to 2005, but have found it difficult to restore 10 years of data in all categories as listed above.

Reports that have been generated for easy access are the following:
Contact Hours; Semester Credit Hours; CARDS reports; Dual Credit Hours; Time of Day Report; Grade Point Average Report; Enrollment; Developmental Education Reports; Admission Committee Restrictions.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Work will continue to develop the data warehouse and reporting functions within the SQL database.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY08   **Outcome ID#:**   1003

Outcome Description

Gain buy-in on institution-level strategies for accomplishing the goals of the strategic plan that are approved by the Board of Trustees.

Outcome Strategy

Work with the Strategic Planning Committee to identify the themes of tactics that emerged from the Administrative Outcomes processes for FY08 so that we can allow for strategies to emerge from planning units.

Work with the Strategic Planning Committee to identify additional tactics and strategies (not identified in Administrative Outcomes) that would advance the accomplishment of the Strategic Planning Goals.

Gain consensus on the strategies by December 15, 2007.

Gain Board approval on these strategies by February 15, 2008.

Outcome Method

Evaluate whether each four goals of the strategic plan (Learning, Outreach, Success, and Diversity) has associated strategies that are approved by the board.

Outcome Criterion

All strategic planning goals will have at least three strategies that are approved by the Board.

Strategic Plan Relationship

This relates directly to Strategic Planning Goal #1, Learning. Specifically, this relates to Critical Success Factors 1.1 (becoming a learning-centered institution).

Outcome Results

The Committee on College Planning met last spring and discussed the current strategic plan, and updates were made accordingly. This has not gone before the board for approval

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This needs to be moved to the office of planning for the new year.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY08   **Outcome ID#:** 5579

Outcome Description

Design, implement and report discipline specific reading tests and developmental pre tasp reports for the Learning Initiative office for use in the quality enhancement project for SACS.

Outcome Strategy

The IR office will work with the assessment coordinator of the LI Council to get Discipline specific reading tests and developmental reading tests (pre tasp reports) set up online using WebCT.

Outcome Method

The IR will prepare a process using MS Reporting Services to improve the turn around time for reports to be given to the instructors and students.

Outcome Criterion

Reports will be given one week after the close time of the tests.

Strategic Plan Relationship

The data that is gained from the pre and post tests will enable to learning initiative and the institutional research offices to provide additional services for the students.

Outcome Results

All Discipline-Specific Reading Tests are now online using WebCT. The Institutional Research Office downloads the data from WebCT at the end of the pre test and at the end of the post test, imports the data in to Microsoft SQL and reports are generated using MS Reporting Services in a timely manner.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Changes as a result of evaluation deal with the time frame on getting the results back to the instructors. We are changing it from a one week timeframe to two weeks to allow more time for reporting.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY09   **Outcome ID#:** 5811

Outcome Description

Increase the availability of data to the campus community through use of Institutional Research website.

Outcome Strategy

Work with the Institutional Research Associate to automate web information on the IR website.

Outcome Method

Evaluate data that is available for consistent use by the campus community by comparing it to other IR websites.

Outcome Criterion

100% completion of the data and resources available on the IR website will be complete and an email will be sent out to the TVCC announcements, so that the college community knows what is available.

Strategic Plan Relationship

This outcomes relates to Learning 1.5. Having this data available will help engage the campus community in data-based decision making at the institutional level.

Outcome Results

The institutional research website has been updated and redesigned and an email was sent out to inform the campus community.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We are constantly looking for ways to improve information that is posted on the IR website.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY09   **Outcome ID#:** 5812

Outcome Description

Research current topics of interest in higher education and anticipate information needs of the campus.

Outcome Strategy

Maintain a public schedule of routine reporting and deadlines including survey administration timeframes.

Outcome Method

Review and stay current on legislation, federal law, and related higher education issues and notify administrators of changes and opportunities to comment or participate.

Outcome Criterion

Within one week of deadlines for routine reporting, develop and prepare a report to send out to the Executive Cabinet at TVCC.

Strategic Plan Relationship

Outcome Results

This outcome was not met.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We are currently looking into Project Management software for use.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY09   **Outcome ID#:** 5813

Outcome Description

Coordinate and/or administer surveys that will provide assessment and campus climate information that may be used for programming, academic planning, and benchmarking purposes in the institutional portfolio.

Outcome Strategy

Surveys will feed measures of institutional progress: Graduating Student Survey, Reasons students withdraw from school survey, CCSSE, Student Evaluation of Faculty, and other surveys as needed.

Outcome Method

Evaluate the amount of surveys needed on campus through email correspondence with supervisors to address those needs. Provide research and statistical assistance to departments, units and committees in support of their research efforts.

Outcome Criterion

Produce statistics, reports, data and profiles within one week after surveys close.

Strategic Plan Relationship

Outcome Results

This outcome has been improved upon and research and statistical assistance has been provided to departments, units and committees in support of their research efforts.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We will look at ways to continue to improve the timeframe.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY10   **Outcome ID#:** 6162

Outcome Description

Recode/Update the CARDS software and database to work more smoothly with the 2011-2014 TVCC Strategic Plan

Outcome Strategy

Recoding and testing will be completed between March 1 and June 1 2010.

Outcome Method

Test plans for FY 2011 will be entered by Institutional Research to test system function and reporting capabilities prior to Plan entry by all TVCC Administrative Units.

Outcome Criterion

The new CARDS system will be operational by June 15, 2010.

Strategic Plan Relationship

No relation to the current strategic plan goals.

Outcome Results

The Recode/Update the CARDS software and database to work more smoothly with the 2011-2014 TVCC Strategic Plan was completed and the email function in the CARDS database has been updated. The email function is instrumental in notifying CARDS users in order for deadlines to be met.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

No other changes are necessary at this time in the CARDS software and database.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY10   **Outcome ID#:**   6163

Outcome Description

Develop a standardized online or automated Data Request form and tracking system for the Institutional Research Office

Outcome Strategy

1. Determine if an automated form (pdf) will suffice or if a system based on a database and web-based data entry is required.
2. Create standardized data request format
3. Include recurring data requests in the system for standardized reports (such as retention, grade distribution, reading data)
3. Implement request and tracking system

Outcome Method

Functionality testing

Outcome Criterion

System will deliver a schedule of required reports with enough lead time to allow report creation before due date.

Strategic Plan Relationship

Not related to the current strategic plan goals.

Outcome Results

The PDF form has been created and tested for implementation for the Fall 2010 semester.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

There are a few problems with the collection once it is received by the IR Director, so some problems will have to be tested and worked out before full implementation can take place.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY11   **Outcome ID#:**   6475

Outcome Description

Improve in all five benchmark areas of student engagement based on the CCSSE administration for spring 2011.

Outcome Strategy

Continue to support projects aimed at increasing student and faculty engagement. Projects aimed at improving faculty engagement include the Learning Academy (Scholars Project)and Learning Day. Track the Student Success Center (SSC)where students can go to receive supplemental instruction from professional tutors or do work on computers, etc.

Outcome Method

The Community College Survey of Student Engagement(CCSSE) and the Faculty Survey of Student Engagement (FSSE) will be administered again in spring 2011. A random sampling of all campuses and departments will be conducted and results will be analyzed by the summer of 2011. The five benchmark areas of Active and Collaborative Learning, Student Effort, Academic Challenge, Student-Faculty Interaction, and Support for Learners will be measured for this year and will be compared to results for 2005,2007 and 2009.

Outcome Criterion

Because of continued efforts to increase awareness and increased opportunities for engagement, all five engagement benchmarks will increase by 2%from 2009 to 2011.

Strategic Plan Relationship

5.1.1 - Student Engagement - This Administrative Outcome is directly connected to the desire to increase student engagement in collegiate life and CCSSE is one of the most widely accepted and respected measures of engagement. The data from CCSSE is certainly used extensively to assist in decision making at all levels.
5.1.3 Academic Success - This administrative outcomes is directly related to academic success in the increased use of the SSC and supplemental instruction from professional and peer tutors that should allow students the opportunity to be more engaged with their instructor affording them more opportunities that will hopefully show gains in reading through the services available. Studies show that a lack of study skills impede reading comprehension.

Outcome Results

The Percent of Target population surveys was 90% for the 2011 Administration.
Although percentages may not have gone up in all areas when compared nationally, our target percentages were 90%. The biggest area of improvement was in the area of academic challenge where we went up 2.6% and we were up .6% in student effort.
Areas we were down in included: active and collaborative learning, declined 2.1% and support for learners, declined 4.4%. We remained the same in student-faculty interaction.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Will continue to work towards improvement in all 5 benchmark areas when CCSSE is administered again in spring 2013.

Planned Distance Learning Improvement as an Outcome Result

NA

Institutional Research Administration

Plan Period: FY11   **Outcome ID#:** 6492

Outcome Description

This goal is to keep awareness and interest generated on the need to increase and maintain a high level of student engagement. This local measurement survey will be a semester by semester and year by year indicator to supplement our CCSSE results.

Outcome Strategy

A local student engagement assessment survey has been created and placed online. Though given to developmental students the past few years, the decision has been made to administer it to introductory computer science classes. These classes are a better representation of our entire student body.

Outcome Method

All computer science classes (BCIS 1305) are taking a pre and post local engagement survey. This is in an online format for convenience. Results are shared with instructors of those classes and the IR Department.

Outcome Criterion

The target will be an increase of self-reported student engagement by 2% from fall 2010 totals to spring 2011 totals.

Strategic Plan Relationship

This administrative outcome feeds directly into the strategic plan goal of increased student engagement. The locally administered survey gives us a semester by semester, year by year way to stay focused on engagement.

Outcome Results

The BCIS 1305 Engagement was given as a pre and post assessment in the fall 2010 semester, but the results actually showed a decrease in the response rates instead of an increase, so we chose to not give this engagement instrument in the spring 2011 semester. Students did not seem to take the survey seriously and faculty did not see use for poor data.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Will administer in another subject area in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Learning Academy Administration

Plan Period: FY11   **Outcome ID#:** 6502

Outcome Description

The Learning Academy has always acted as informal hosts for the fall Learning Days and they have been asked to present breakout sessions. Because another Learning Day has been added for the spring, we need additional Learning Academy members to present breakout sessions for that new event.

Outcome Strategy

The Academy members will be encouraged and asked to present especially for the new spring version of Learning Day. The LA Director will recruit Academy members to prepare presentation during the fall meetings, well in advance of the spring Learning Day.

Outcome Method

The official program from the fall '10 Learning Day will be compared to the official program from the spring '11 Learning Day to determine the possible increase in breakout session presentations from members of the Learning Academies (Freshman and Sophomore).

Outcome Criterion

There will be a 2% increase in the number of faculty/professional staff that presents breakout sessions from the fall '10 Learning Day to the spring '11 Learning Day based on the official programs.

Strategic Plan Relationship

The Learning Academies and Learning Days are part of the on-going professional growth activities for TVCC faculty/professional staff. These activities provide a continually evolving learning resource for TVCC staff. This particular goal is to encourage more faculty and staff to become directly involved in the learning resource possibilities.

Outcome Results

Though effort was made to encourage Academy members to be presenters at the first annual Spring Learning Day, the established goal was not met. Two Academy members had presented at the Fall Learning Day and two different Academy members presented at the Spring Learning Day. Though the number remained the same, at least two different members presented bringing the grand total to four for the year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

More and earlier emphasis can be placed on Academy members being expected to present at Learning Days. Members can be contacted individually to see if they would be willing to prepare and present.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY06   **Outcome ID#:**   437

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia technology for instruction of their subject rather than consume valuable classroom time working on technological issues.

Outcome Strategy

Install additional multimedia presentation rooms on the Terrell Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

A quantitative measurement of the progress will be made to determine when the goal is reached.

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

In April of 2006 an initial survey of multimedia room needs for the Terrell campus was conducted by the Dean of Information Technology Services with the assistance of the Terrell Campus Librarian. It was determined from that visit that initially 2 rooms would be equipped with multimedia "smart room" technology. The equipment would be placed in the new Learning Resource Center buildings in rooms LRC108 and LRC110.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Multimedia (smart rooms) were installed in LRC108 and LRC110. The rooms include equipment that provides the instructor with the tools necessary to engage students through the use of audio and visual technology.

Each room provides a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each of these tools can be selected by using an intuitive touch screen that is available on the console station.

As a result of the installation of the new technology is that it is now much easier for an instructor to include multimedia into their instructional program.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY06   **Outcome ID#:**   438

Outcome Description

Install 1 Smart room on the Palestine Campus. This room will have multimedia capabilities. It will include a projector, screen, VCR/DVD combo unit, document camera, and sound system. In addition, it will include a switching system that will allow for ease of operation.

Outcome Strategy

Install additional multimedia presentation rooms on the Palestine Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

A quantitative measurement of the progress will be made to determine when the goal is reached.

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

In June of 2006 an initial survey of multimedia room needs for the Palestine campus was conducted with the assistance of the Palestine Campus Dean and Palestine Librarian. It was determined from that visit that initially 3 rooms would be equipped with multimedia "smart room" technology. The equipment would be placed in the lecture auditorium, Room 129 and Room 131. All of these rooms are in the Anderson building of the Palestine campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This project was not completed because of available funding. Some equipment was purchased for use in the rooms including the LCD projector in the auditorium, but the installation will have to be postponed until the Fall of 2006. Three rooms will be installed in the Fall of 2006.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY06   **Outcome ID#:**   439

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install additional multimedia presentation rooms on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

A quantitative measurement of the progress will be made to determine when the goal is reached.

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

In May of 2006 an initial survey of multimedia room needs for the Health Science Center Campus was conducted by the Dean of Information Technology Services with the assistance of the Health Occupations Dean and the Campus Library assistant. It was determined from that survey that we should furnish 2 classrooms and the clinical lab with multimedia "smart room" technology. The equipment would be placed in classroom A and B upstairs and the clinical lab room downstairs in the building. This new installation, coupled with the current capabilities of the lecture hall, would provide multimedia technology in all of the instructional rooms on the Health Science Center Campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Multimedia (smart rooms) were installed in classroom A, Classroom B and the clinical lab. The rooms include equipment that provides the instructor with the tools necessary to engage students through the use of audio and visual technology.

Each room provides a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit,

document camera, networked computer and sound amplification system. Each of these tools can be selected by using an intuitive touch screen that is available on the console station.

As a result of the installation of the new technology is that it is now much easier for an instructor to include multimedia into their instructional program.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY06   **Outcome ID#:**   440

Outcome Description

Video editing station – This station will include a multimedia PC. It will have digital video editing capabilities to allow instructors and media staff to edit digital videos.

PC Station – This station will have a multi-type card reader and will have various software that instructors can use in course development.

Outcome Strategy

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

A quantitative measurement of the progress will be made to determine when the goal is reached.

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

During the last few years there has been a migration away from the legacy technology of analog video editing and media development. As a result of this change it became evident that TVCC would need to advance a method of developing digital multimedia.

The multimedia lab was developed to provide digital resources for Media Services and faculty to develop and distribute multimedia projects. As new technology is developed it will be upgraded to provide these services.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

It was determined that in the initial development the Multimedia Lab would have 4 computers with the following roles: Video Editing and Conversion, Development of Computer Instructional Materials, PowerPoint Development and Adobe Acrobat Document Development.

The following computers were installed in the multimedia lab:

Computer 1: Adobe Acrobat Document Development

Hardware: CD ROM
 DVD burner
 memory card reader

 Software: Windows Movie Maker
Microsoft Office
Adobe Acrobat 7
Dreamweaver
FrontPage

Computer 2: Camtasia & PPT2 DVD conversion

Software: Camtasia Studio 3
Microsoft Office
Windows Movie Maker
Sonic digital Media projector
Wondershare PPT 2 DVD
FrontPage
Adobe reader 7

Computer 3: PowerPoint enhancements

Hardware: CD ROM
 DVD burner
 memory card reader

Software: Impatica for PowerPoint 3.3.3
Adobe reader 7
Microsoft Office
Windows Movie maker
Sonic digital media projector
FrontPage

Computer 4: Video Editing and Conversion System

This computer is capable of importing all forms of video from different types of media including VHS, High 8, SVideo and DVD.

Hardware: CD ROM
 DVD burner
 memory card reader
 Dazzle appliance

Software: Pinnacle Hollywood FX for Studio
Sonic - digital media projector

Adobe reader 7
Pinnacle Studio 9
Microsoft Word, Excel, Powerpoint
FrontPage

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY07   **Outcome ID#:**   945

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install additional multimedia presentation rooms on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

IT Services installed 11 new multimedia "smart rooms" on the Athens campus in December 2006. These rooms are equipped included a ceiling mounted 3000 lumen projector, screen, stereo sound system with 4 speakers, document camera, personal computer, laptop connection, and DVD/VCR combination. Each room is equipped with either an Extron MLC226IP or MLC104IP room controller. These controllers provide a intuitive, consistent way to control A/V systems throughout the campus. For additional information about each of the multimedia rooms at TVCC please see the following web page.
http://www.tvcc.edu/ITServices/Media/smartroom/default.aspx

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The multimedia classrooms have been an overwhelming success. The instructors are using much more ancillary material in their lectures than previously. Instructors have asked to be scheduled into the rooms from other buildings. Deans, directors and faculty have asked for additional rooms to be installed in the future to meet the demands of the instructors.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY07   **Outcome ID#:**   946

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 3 additional multimedia presentation rooms on the Palestine Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

A quantitative measurement of the progress will be made to determine when the goal is reached.

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

Information Technology Services installed 3 new multimedia "smart rooms" on the Palestine campus in December 2006. These rooms were equipped with a ceiling mounted 3000 lumen projector, screen, stereo sound system with 4 speakers, document camera, personal computer, laptop connection, and DVD/VCR combination. To facilitate ease of use, each room is equipped with an Extron MLC226IP controller. These controllers provide a intuitive, consistent way to control A/V systems throughout the campus. For additional information about each of the multimedia rooms at TVCC please see the following web page.

An additional room will be installed in the Calhoun Building during the summer of 2007.

http://www.tvcc.edu/ITServices/Media/smartroom/default.aspx

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The multimedia classrooms have been an overwhelming success. The instructors are using much more ancillary material in their lectures than previously. Instructors have asked to be scheduled into the rooms from other buildings. Deans, directors and faculty have asked for additional rooms to be installed in the future to meet the

demands of the instructors.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY07   **Outcome ID#:**   947

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install additional multimedia presentation rooms on the Terrell Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to Goal #1 "Learning" of the 2007-2010 Strategic Plan Goals. Especially goal 1.3 "Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom."

Outcome Results

IT Services installed 1 new multimedia room on the Terrell campus in December 2006. This room was equipped with a ceiling mounted 3000 lumen projector, screen, stereo sound system with 4 speakers, document camera, personal computer, laptop connection, and DVD/VCR combination. To facilitate ease of use this room is equipped with an Extron MLC226IP room controller. This controller provides an intuitive, consistent way to control A/V systems throughout the campus. For additional information about each of the multimedia rooms at TVCC please see the following web page.

With the addition of this room the Terrell Campus has 4 multimedia rooms in 2 buildings.

An additional room will be installed in the Educational Building during the summer of 2007.

http://www.tvcc.edu/ITServices/Media/smartroom/default.aspx

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The multimedia classrooms have been an overwhelming success. The instructors are using much more ancillary material in their lectures than previously. Instructors have asked to be scheduled into the rooms from other buildings. Deans, directors and faculty have asked for additional rooms to be installed in the future to meet the demands of the instructors.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY08   **Outcome ID#:** 1122

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus.

Strategic Plan Relationship

Outcome Results

Installed 7 additional smart rooms on the Athens campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY08   **Outcome ID#:**   1123

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 2 additional multimedia presentation rooms on the Palestine Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus.

Strategic Plan Relationship

Outcome Results

Installed 3 additional smart rooms on the Palestine Campus

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY08   **Outcome ID#:**   1124

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 2 additional multimedia presentation rooms on the Terrell Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus.

Strategic Plan Relationship

Outcome Results

Installed 3 additional rooms on the Terrell campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY08   **Outcome ID#:**   1233

Outcome Description

Over the last few years Media Services has seen an increase in the number of request for in-house video production. These requests include Cardettes performances, guest lectures, athletic events and special events. During the last two years Media Services has migrated from an analog video tape production environment to a digital production environment. This migration has been largely with no new equipment or training. This year Media Services will be making the necessary enhancements to our video production that when completed will ensure a more professional video product for distribution. In addition, Media services will provide different media for the distribution of video productions.

Outcome Strategy

Outcome Method

Outcome Criterion

Strategic Plan Relationship

Outcome Results

Completed the improvement of in-house video production by training additional personnel on the use of CS3 and CS4. We also purchased additional cameras and equipment to allow for the professional production of

Media services produced multiple videos for including streaming web and DVD delivery. In addition, we produced multiple live events including graduation, in-service and basketball games.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY08   **Outcome ID#:**   1298

Outcome Description

A redesign and upgrade of the existing closed circuit campus TV channel system will include the addition of between 5 and 10 new campus channels. In addition,   to the additional channels a method of distributing a live closed circuit feed or taped delay feed will also be implemented during this upgrade.

Outcome Strategy

A redesign and upgrade of the existing closed circuit campus TV channel system will include the addition of between 5 and 10 new campus channels. In addition,   to the additional channels a method of distributing a live closed circuit feed or taped delay feed will also be implemented during this upgrade.

The redesign and upgrade will be done in-house by members of the IT Services staff. This upgrade will be performed in 5 phases.

Phase 1 – will include the redesign of the existing distribution system.

Phase 2 – Digital signage will be installed on the first floor of the Ronald C. Baugh Technical Center and the Andrew Gibbs Academic building.

Phase 3 – Equipment will be added that will allow for additional channels to be distributed to the Campus TV system.

Phase 4– Equipment will be added that will allow our digital signage channel to be changed easily to other predetermined channels for weather emergencies or late braking news stories. This will allow users viewing digital signage throughout the college to see these updates without changing channels.

Phase 5 -Equipment will be added that will allow the college to perform a live or tape delayed feed to any of the campus TV systems.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

This was not completed due to budget constraints.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY09   **Outcome ID#:** 5971

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus.

Strategic Plan Relationship

Outcome Results

These rooms were complete on or before September 30, 2008. The rooms were completed on time and within budget.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC Athens now has 30 total rooms equipped with Smart Room technology.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY09   **Outcome ID#:** 5973

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 3 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 3 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Terrell Campus.

Strategic Plan Relationship

Outcome Results

These rooms were complete on or before September 30, 2008. The rooms were completed on time and within budget.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC Palestine now has 8 total rooms equipped with Smart Room technology.

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY10   **Outcome ID#:** 5975

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 5 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 6 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus.

Strategic Plan Relationship

Outcome Results

Two additional multimedia smart rooms were completed in the summer of 2010. This brings the total number of multimedia rooms in Athens to 32.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY10   **Outcome ID#:**   5976

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 3 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 3 additional multimedia presentation rooms on the Terrell Campus.

Strategic Plan Relationship

Outcome Results

Seven additional multimedia smart rooms were completed in the summer of 2010. This brings the total number of multimedia rooms in Terrell to 15.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY10   **Outcome ID#:** 5977

Outcome Description

The installation of multimedia technology in the classroom will allow the instructor to use multimedia "smart room" technology for instruction of their subject rather than consume their time working on the technology.

Outcome Strategy

Install 3 additional multimedia presentation rooms in the Gibbs Academic building and the Baugh Technical Center on the Athens Campus. These rooms will have multimedia capabilities for instructor presentations. They will include at a minimum a ceiling mounted LCD projector, projection screen, DVD/VHS combo playback unit, document camera, networked computer and sound amplification system. Each room will be equipped with a control system that will allow the instructor to easily switch between the different multimedia tools.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

IT Services will install 3 additional multimedia presentation rooms on the Palestine Campus.

Strategic Plan Relationship

Outcome Results

Eight additional multimedia smart rooms were completed in the summer of 2010. This brings the total number of multimedia rooms in Palestine to 15.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY10   **Outcome ID#:** 5982

Outcome Description

Install a 2-way interactive video conference receive only room.

Outcome Strategy

Deign, purchase and install the necessary equipment for a new videoconference room in Athens.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The installation of the additional videoconference room was delayed until the Fall 2010, but will be completed in time for the Spring 2011 semester.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY11   **Outcome ID#:**   6521

Outcome Description

The installation of new upgraded audio technology in the Cafeteria will allow the instructor to facilitate large group meetings of students which will enable instruction to be presented more efficiently and in a much timelier manner.

Outcome Strategy

Install 26 replacement speakers in the Cafeteria of the Athens Campus, along with the supporting amplification system, new wiring, multiple wireless microphones, and control system. This will allow multiple presenters to address the student population.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The installation of the new updated sound system in the Cafeteria has provided a clean and clear amplified sound that is both versatile and complimentary for group instruction and entertainment.
This upgrade is currently benefiting meeting and instructional groups, extracurricular activities of student senate, Cardettes, and others, along with outside community meetings.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY11   **Outcome ID#:**   6522

Outcome Description

The installation of LCD televisions in the Student Union Building and the Cafeteria will enable student's access to current news events, pending weather conditions, documentary and historical programming, and entertainment content.

Outcome Strategy

Acquire, install, and program the necessary equipment for the new large screen LCD televisions in the Student Union Building lounge, game room, and grill areas of the Athens Campus.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The installation of three forty-seven inch LCD flat panel televisions in the cafeteria was amended to four by Dr. Forgey. These newly installed units have enabled student, faculty, and staff diners in the cafeteria to enjoy current news events, educational, and entertainment programming. Installation of five LCD flat panel televisions in the Student Union Building has expanded the scope and availability of news, educational, and entertainment programming for users of the front lounges, game room, and Cardinal Grill.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Media Services Administration

Plan Period: FY11   **Outcome ID#:**   6523

Outcome Description

The installation of LCD televisions in these classrooms will improve and enhance the viewing of video instructional material presented by the instructor.

Outcome Strategy

Acquire, install, and program the necessary equipment for the new LCD flat panel televisions for replacement of older technology on the Athens Campus.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

Due to unanticipated budgetary reallocations, this objective will be rolled over to the 2012 Plan Objectives.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:**   6505

Outcome Description

The core switch on the Athens Campus is the foundation for all upper layer services. This switch supports all user services like Email, WWW, Blackboard, SQL services, file services, print services, Image Now, streaming media, secure-ftp, backup, key lock systems, security surveillance systems, domain authentication, Internet connectivity and many other services for the Athens Campus. Upgrading the core switch is a requirement for improving the network to meet the growing demand of current and future services available on the Athens Campus.

Outcome Strategy

Provide the hardware and service support for the core switch.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The Athens Campus network infrastructure was successfully improved by upgrading the core switch from a Cisco 4510R Catalyst to a 4510R+E Catalyst switch. The switching fabric or the speed at which the switch can work increased from a maximum 88 Gbps to 848 Gbps. Another measurable improvement includes average CPU utilization went from 60% to 25%. This upgrade also stages TVCC's progression to a 10GE network.
While this upgrade was successful it made clear the need for an "always up" network status. During the upgrade process we planned for and kept critical services like Email, Ecourses, WWW and Residence Hall wireless available at a reduced capacity. However, we did not maintain connectivity to TVCC's other remote campuses or other buildings on the Athens Campus.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This planned downtime occurs once every 5 to 6 years. Immediate changes for an "always up" network status (during upgrades) might be cost prohibitive. However future plans and outcomes will address the need for an "always up" network status during the upgrade process.

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:**   6506

Outcome Description

The demand for wireless connectivity has and will continue to increase. To meet the growing demand we will improve the availability and the speed of the wireless by installing additional access points that offer improved range and speed using the 802.11n technology.

Outcome Strategy

Provide additional 802.11n access points that offer improved coverage and speed.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

Improving the availability and speed of the wireless network to faculty, staff, students and guests is a continuous goal for IT Services. We planned to invest approximately $20,000 this year to improve TVCC's wireless network. This goal has been successful.

There are two aspects of this outcome; Improving wireless availability and speed. The LRC and South Hall received the next generation 802.11n technology access points. This has increased the available network speeds from a maximum of 54 Mbps to 300 Mbps. South Hall also received 2 additional access points for a total of 6. This upgrade increased availability and speed for the residents of South Hall. The 802.11g access points that were replaced in these areas were re-deployed in West Hall and the Administration Building increasing availability in these locations.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6507

Outcome Description

Both wired and wireless network connectivity will be needed in the new residence hall. The network connectivity will serve as a connection point for services including security surveillance, door lock, digital signage systems and Internet connectivity to the residents. The wired network as several options that effect the cost. These options include how many wired drops per room and how many card readers will be installed.

Outcome Strategy

The wired installation will be outsourced to the best valued contractor. This includes wire runs and IDF builds. The hardware installation, including switches and access points, will be completed in-house.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

IT Services has provided the new Residence Hall, now Cardinal Hall, will both wired and wireless network connectivity. Wired connections have been provided for the Cardinal Hall Director, digital signage, digital televisions, door lock systems and the wireless access points. Next generation 802.11n wireless connectivity has been provided for all three floors of Cardinal Hall and is available to students, faculty and guests.
Wireless access point installation was completed in line with IT Services goal to provide improved wireless availability and speed. Each floor received approximately 10 access points with higher concentrations in general gathering areas like the Lobby, Multi-Purpose Room and Study Lounges to accommodate a higher volume of users. <input an SNR value from walk-through>
Next generation switching equipment was installed to facilitate the higher wireless network speeds and the progression to a 10GE network infrastructure.
Network closet build-outs were slightly different on each floor. This was caused by confusion and lack of attention to the needs of IT Services during the building design and construction.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

IT Services will become more involved in the beginning of building design to ensure our needs are provided for as well.

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6508

Outcome Description

Current residence halls require occupants to have a key card to enter the building and a key to enter their room. The new residence hall would have the key lock system extended to include access to the rooms and other secured areas within the hall. Door locks will not need to be replaced each semester and lost keys can be disabled.

Outcome Strategy

DSX provides the hardware and software for the key lock systems. During construction of the residence hall the key lock systems will be installed.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The goal to provide an electronic key lock system to the new Residence Hall that is compatible with TVCC's current system has been 100% reached.
The DSX Door Lock System had several installation paths relating to the number of apartment doors to equip with an electronic key card reader. The decision was made to install key card readers on doors that were located on one side of each hallway with exceptions for Accessible apartments. All building entrances, laundry rooms and the elevator were similarly equipped with the added functionality of "Door Position" and "Request-to-Exit" sensors. This allows the door lock system to monitor and alert on the status of these doors and whether the open door was authorized or not.
This project also included upgrades to the current installation of the DSX software allowing for a SQL back-end and Active Directory authentication. The project cost is approximately $94,000.
When producing the RFP for this project we limited ourselves to a specific manufacturer of door lock systems. During the process of approving a submission we discovered viable alternatives to the key lock system we outlined. Although we chose the same manufacturer other projects might benefit from a broader outline of our needs.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Project solutions will not be limited to existing systems. Instead all viable alternatives should be visited for

possible benefits to TVCC.

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6509

Outcome Description

Cable TV hookups are provided in all the residence halls. There will be a cable TV hookup for every resident in the new residence hall.

Outcome Strategy

The coax for the cable will be installed at the same time as other cabling for the residence hall. Two connections will be provided in each residents room and multiple connections in common areas for publicly accessible TV.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

IT Services has successfully provided cable TV hookups to the occupants of Cardinal Hall. Cable TV has been provided in each apartment, Study Lounge, Lobby and the Multi-Purpose room.
This project was divided into TVCC responsibilities and SuddenLink responsibilities. TVCC provided all the inside coax cable runs from each endpoint to the distribution panel. We decided to terminate all coax in a rack designated for this service. This resulted in a very clean and versatile installation that will become the standard for future build-outs. SuddenLink provided the outside plant work, physical connectivity in the data closet, and the cable service. This goal was met on time and mostly as planned. Communications between TVCC and SuddenLink could have been improved. SuddenLink was very poor in keeping TVCC updated on their progress and needs during this project. However they did complete their project in time for the occupants of Cardinal Hall.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Past coax installations have been installed on a plywood-backed wall. Installing these connections in a patch panel has produced a clean, versatile and documentable installation that will be used in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6510

Outcome Description

The demand for bandwidth is continually growing on the HSC campus. Streaming media, file sharing, distance learning, video conferencing and Internet connectivity are a few services supported. A new option has become available to connect the HSC campus with the Athens Campus. The new service will provide improved speed and simplified upgrades in the future.

Outcome Strategy

Circuits that connect these campuses must be implemented and maintained by a telecommunications company. CenturyLink is the local telecommunications company that can provide these services to TVCC.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The goal to provide increased bandwidth to the Health Science Center (HSC) in Kaufman to support the growing demand has been successfully reached. Bandwidth between the HSC and Athens was increased from 3Mbps to 20Mbps.
This upgrade provided increased bandwidth as well as the ability to increase bandwidth in the future. The previous connectivity was provided by T1 circuits which required TVCC to purchase additional equipment to increase bandwidth. The upgraded service provides a simple "Call and Order" process to increase bandwidth removing the need for TVCC to provide additional hardware.
Point-to-point connectivity like this is at the mercy of telecommunication companies like CenturyLink. Services and speeds are limited to their offerings. We have learned there are other companies moving into the area but at this time they could not provide the services we requested.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6511

Outcome Description

The demand for bandwidth is continually growing on the Terrell campus. Streaming media, file sharing, distance learning, video conferencing and Internet connectivity are a few services supported. The best available option to increase bandwidth is installing additional circuits between the Athens and Terrell campuses.

Outcome Strategy

Circuits that connect these campuses must be implemented and maintained by a telecommunications company. AT&T and CenturyLink are the telecommunication companies that can provide these services to TVCC. In addition to service there is additional hardware required to terminate these circuits.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The goal to provide the Terrell campus with increased bandwidth to support growing demand has been successfully reached. Although this goal was reached, it was not under preferred conditions.
Point-to-point connectivity like this is at the mercy of telecommunication companies like CenturyLink and AT&T. Services and speeds are limited to their offerings. We have learned there are other companies moving into the area but at this time they could not provide the services we preferred. T1 circuits were the only service available. We have increased the number of T1 circuits from 3 to 7 increasing available bandwidth from 4.62 Mbps to 10.78 Mbps.
IT Services will continue to seek additional options for point-to-point connectivity that will improve communications between Terrell and Athens.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6512

Outcome Description

The demand for Internet connectivity has grown with faculty, student and service population. Internet connectivity supports email, distance learning, web, streaming media, video conferencing, VPN, online surveys, Cardinal ID activation, self-serve password resets, LRC resources and general Internet connectivity.

Outcome Strategy

TVCC's Internet connectivity is provided by the NETNET consortium. We can increase our Internet bandwidth through them.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The goal to provide additional Internet bandwidth to TVCC's 4 campuses has been successfully reached. Internet access for TVCC has increased from 35 Mbps to 45 Mbps.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:**   6513

Outcome Description

security surveillance systems installed around the college are isolated and closed systems. These systems currently have no integration with each other or other systems.

Outcome Strategy

Provide a roadmap for a security surveillance system that can handle the needs across all TVCC campuses. The new security surveillance system will have the flexibility to be installed in phases at each campus while maintaining a coherent and unified presence. IT Services will begin the installation in LRC building of the Athens campus that will include the hardware and software servers that will support the Athens Campus.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The goal to provide a unified security surveillance system for TVCC has been implemented successfully and will continue to be an ongoing project for several years.
The security surveillance system installed at TVCC included analog cameras and isolated DVR systems that had very little, if any, unification features. Each system, approximately 8, stored recorded video, configurations and authentication information locally. To retrieve video you had to visit that specific DVR system. Other buildings and campuses do not have any security surveillance systems.
The security surveillance system implemented by IT Services is provided by ExacQ. ExacQ Vision provides a good balance between features and cost. With this system, all video, configurations and authentication information share a single point of accessibility. IP Cameras are used instead of analog cameras that can deliver higher quality video streams across an IP based network system. The initial implementation had a budget of approximately $15,000. This implementation was successful and has been expanded.
This system has been implemented on the Athens Campus. New cameras have been installed in Fine Arts, General Studies Center, LRC, and Cardinal Hall. All these cameras return video to ExacQ Vision for processing, storage and retrieval. Several other buildings with analog cameras have been retro fitted with server devices that deliver analog video to the new system. This was done in South Hall, West Hall, and North East Hall to reduce the initial cost of upgrading all the cameras in these locations.
This system has proved to be far superior in management, video quality, security and expandability.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC has adopted a new security surveillance system that can be implemented as one system to all buildings on all campuses.

Planned Distance Learning Improvement as an Outcome Result

NA

Network and Telecommunication Services Administration

Plan Period: FY11   **Outcome ID#:** 6514

Outcome Description

The current PBX system has been in place for approximately 15 years. The current PBX cannot support current technologies and features without a major upgrade or replacement. Upgrading the PBX will enable current technologies and features to be implemented as well as accommodate the growing demand for phone lines. Features like caller ID, one-button record, automated call attendant, and many others would be possible.

Outcome Strategy

Contact our current PBX provider and others as needed to upgrade the current PBX system to enable additional services and growth.

Outcome Method

A quantitative measure of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Outcome Results

The goal to upgrade the Athens phone system has not been successfully reached. This goal has been cancelled in favor of upgrading the TVCC phone system as a whole.
 The original plan to upgrade the Athens phone system prompted IT Services to begin looking at alternatives. TVCC has approved the purchase and implementation of a Unified VoIP Communication System for all TVCC campuses instead of upgrading the Athens Campus phone system.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC will no longer have 4 isolated telephone systems but will be part of a single unified communication system.

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY06   **Outcome ID#:**   184

Outcome Description

1. Replace gutters, ducts and rake Auto Mechanics Building.
2. Modify heating and air conditioning in South and West Hall.
3. Upgrade electrical service in South and West Hall.
4. Repair-refinish-replace bathroom doors and jambs in South and West Hall.
5. Replace Two (2) Zinsco Panels and Circuits on west end of Cosmetology Building.
6. Replace furnace on basketball locker room side of Men's Gym.
7. Replace carpet in classrooms of Academic Building with paver tile.
8. Paint the outside and fences of Cosmetology.

Outcome Strategy

Outcome Method

Evaluation of the completion of each project.

Outcome Criterion

Administrative assessment procedures will be used to measure these objectives. Bids, plans, and invoices will be on file in the Dean's office in the Administration Building. Completion of each project is the expected outcome.

Strategic Plan Relationship

9. Enhance the facilities and equipment of the institution to ensure that the appropriate physical environments are in place to support learning, teaching, and decision making.

Outcome Results

The replacement of gutters, ducts and rake were done on the Auto Mechanics Building.

Replacement of Two (2) Zinsco Panels and Circuits on west end of Cosmetology Building was completed.

The furnace on the basketball locker room side of Men's Gym was replaced.

Funds were not available to modify the heating and air conditioning in South and West Hall, therefore this will be requested again next year.

The electrical service in South and West hall was not upgraded due to funding, therefore this will be moved to the next fiscal year.

The bathroom doors and jambs in South and West Hall were not repaired, refinished or replaced due to funding, therefore this will be moved to the next fiscal year.

The carpet in classrooms for the Academic Building was not replaced with paver tile, due to funding, so this will be moved to the next fiscal year.

Cosmetology was not painted outside

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The outcomes that were completed have assisted us in maintaining the physical facilities of the campuses.

Outcomes that were not accomplished were moved to the next year's outcomes.

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY07   **Outcome ID#:**   128

Outcome Description

Install all new furniture in the new Technology Building.

Outcome Strategy

We will use maintenance personnel in moving and assembling new furniture.

Outcome Method

Measure the percentage completion of new furniture assembly and set-up.

Outcome Criterion

All new furniture has been assembled and set up in designated areas.

Strategic Plan Relationship

Provide instructors, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

All furniture has been assembled and set up in designated areas. February 1, 2007

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY07   **Outcome ID#:**   129

Outcome Description

Move instructors and staff from the old Technology building to the new Technology building.

Outcome Strategy

We will use maintenance personnel in moving instructors and staff.

Outcome Method

Measure percentage of staff needed to their permanent location in the new building.

Outcome Criterion

All personnel and equipment has been moved from the old Technology building.

Strategic Plan Relationship

Provide instructors, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

All personnel and equipment has been moved from the old Technology Building. February 1,2007

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY07   **Outcome ID#:**   130

Outcome Description

That the second floor of the Learning Resource Center on the Athens campus will be strong enough to house the equipment that is planned to be installed.

Outcome Strategy

We will got out for bids to accomplish this project.

Outcome Method

When the Architect has given their final walk-thru and issued a letter of completion.

Outcome Criterion

100% of the project will be completed April, 1 2007.

Strategic Plan Relationship

Provide instructors, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

Project for the LRC 2nd floor was completed March 1, 2007

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY07   **Outcome ID#:**   131

Outcome Description

Asbestos abatement of the old Technology building.

Outcome Strategy

We will use Environmental Research to draw the specs for the removal of asbestos in the old Technology building.

Outcome Method

The completion of the abatement will be the outcome.

Outcome Criterion

The contractor with the lowest bid without any problems will be awarded the job.

Strategic Plan Relationship

Provide instructors, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

Asbestos was removed March 29,2007

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY07   **Outcome ID#:** 132

Outcome Description

Landscaping the Plaza

Outcome Strategy

Specs will be drawn on the type of grass and landscape to be used in the completion of the plaza.

Outcome Method

Bid proposal will be sent out to interested parties that want to bid on landscaping the plaza.

Outcome Criterion

The completion of landscaping the plaza.

Strategic Plan Relationship

Provide instructors, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

Landscaping the Plaza was completed May 15,2007

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY08   **Outcome ID#:** 1029

Outcome Description

Evaluate the following buildings.
Liberal Arts, Math Journalism, Technology, South Hall, West Hall, and Fine Arts

Outcome Strategy

We will be using engineer's to evaluate the buildings

Outcome Method

The results of the building evaluations of the engineer's

Outcome Criterion

Whether to build new buildings or completely renovating the existing six buildings.

Strategic Plan Relationship

Provide instructors, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

Administration prioritized college construction needs. It was determined that these buildings are a lower priority than other current needs.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY08   **Outcome ID#:** 1030

Outcome Description

Change all metal Fascia, Trim, and down spots and gutters to the Cardinal Gym.

Outcome Strategy

Send out for bids and contractors to do the installation.

Outcome Method

Contracting with the lowest bidder

Outcome Criterion

Completion of the restoration of all trim and etc.....

Strategic Plan Relationship

Provide instruction, academic support and student services that enhance student learning inside and outside the classroom.

Outcome Results

Administration prioritized college construction needs. It was determined to use in-house labor and operating expenses to paint only the front of the gym. This was placed on the project list and completed as priorities allowed.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY08   **Outcome ID#:**   1031

Outcome Description

Evaluate the metal roof on welding and auto mechanic's buildings

Outcome Strategy

We will use metal roofing company to do evaluations.

Outcome Method

Through evaluations of metal roofing companies.

Outcome Criterion

Whether to replace or repair existing roofs.

Strategic Plan Relationship

Provide instruction, academic support, and student services that enhance student learning inside and outside the classroom.

Outcome Results

Administration prioritized college construction needs. It was determined that these buildings are lower priority than other current needs. Roofing vendor reviews and lack of water building penetration during storms was evidence that major roof problems did not exist.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY10   **Outcome ID#:**   6529

Outcome Description

Construction Manager for the residence hall will be selected by 8/31/10.

Outcome Strategy

Work with all appropriate parties including the college's architect, attorney, regulatory bodies, procurement department, housing department, the president and CFO to develop RFP that will meet the college's needs.

Outcome Method

Construction Manager for the residence hall will be selected by 8/31/10.

Outcome Criterion

Construction Manager for the residence hall will be selected by 8/31/10.

Strategic Plan Relationship

The selection of a construction manager for the residence hall will allow the college to move forward with construction of the building thereby increasing our student housing capacity and affording more students the opportunity for further engagement in collegiate life (goal 1.2) inside and providing greater student services that enhance student learning inside and outside the classroom (1.3).

Outcome Results

Administration assembled a team of staff that produced the RFP for the construction manager at risk to building the Residence Hall. About a dozen RFP responses were received and evaluated by the team in late April 2010. RPR Construction was recommended and approved by the board at its April 2010 meeting. An contract with RPR was recommended and approved by the board in September 2010. Construction was begun with anticipate finish date of July 15, 2011.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

None

Planned Distance Learning Improvement as an Outcome Result

NA

Physical Facilities Administration

Plan Period: FY11   **Outcome ID#:** 6832

Outcome Description

Facilities will use Excel spreadsheets to define the projects' scope of work, budgets, vendors or labor used, priority, and expected schedule for approval by the VP team.

Outcome Strategy

Define what constitutes a project. Provide regular updates to the Excel spreadsheet on project completions and new requests for the VP Team.

Outcome Method

The spreadsheet will report on projects' status to the VP team as required.

Outcome Criterion

Provide cost effective controls and procedures to manage small to medium size campus renovation projects that meet the needs of the college within the provided budget.

Strategic Plan Relationship

The final implementation of the major project spreadsheet and the procedures related to it will allow for continuous effective management of the building changes necessary for college operations.

Outcome Results

Developed spreadsheet entitled Plant Operations Major Project List. As projects costing more than approximately $500 are requested by college personnel, Facilities management adds them to the list. It is periodically discussed and reviewed with the VP Team for project approval and prioritization, allowing for more effective and efficient allocation of limited funds to physical plant improvements.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Plant Operations and Management Administration

Plan Period: FY11   **Outcome ID#:**   6898

Outcome Description

Maintain and improve college operations using existing and contracted staff more efficiently.

Outcome Strategy

Improve the recording and tracking of all School Dude work orders submitted by our customers. Do not replace grounds or custodial staff when resignations occur. Expand the use of remaining staff so that we can reduce the backlog of work orders in the system.

Outcome Method

Monthly track school dude work orders to monitor accomplished work. Reduce the use of outside contractors to complete small projects.

Outcome Criterion

Complete the requested work orders in less time.

Strategic Plan Relationship

Improved management of existing staff. Improved the service provided to our customers and the facilities managed.

Outcome Results

After analyzing data from School Dude we saw that existing staff were not completing an equal share of work orders creating a backlog.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Redefine job descriptions and retrain existing staff to be more diverse in maintenance duties. This allowed us to increase our internal pool of workers which allows us to use less outside contractor's and complete work order's in a timely manner. The changes made will require another twelve months of data in order to quantify results of changes made.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY07   **Outcome ID#:**   487

Outcome Description

TVCC personnel will increasingly use the services of the Graphic an Print Design Office, allowing the office to more closely monitor the consistency of image and message in College publications.

Outcome Strategy

The Graphic and Print Design Office will implement an internal information campaign to inform College personnel about its services and about requirements for all TVCC publications.

Outcome Method

Faculty surveys will be used to measure satisfaction with published materials and the messages they convey.

Outcome Criterion

1.

Strategic Plan Relationship

1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

No survey was conducted, however surveys of those using the Graphic and Print Design Office's services is planned for 2007-08. The goal of having increased use of the office's services may have been unrealistic, given the current workload and since most departments already use the office's services.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The Graphic and Print Design Office will work more closely with the Publications Officer through the next year to identify problem areas in the college's publications and determine the proper course of action.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY07   **Outcome ID#:**   488

Outcome Description

The TVCC website will become a more user-friendly site to aide students, faculty and staff and the general public in finding information they need about the college and its services.

Outcome Strategy

The Graphic and Print Design Office will work with IT Services to provide graphic assistance to improve the appearance of and implement new technology to improve the function and ease of use of the website

Outcome Method

On-line surveys of website users implemented in fall 2006 will provide a baseline measurement of satisfaction with the TVCC website design and function.

Outcome Criterion

80% of website visitors will report they are satisfied with the design and function of the TVCC website by fall 2007.

Strategic Plan Relationship

1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

The Graphic and Print Design Office continues to work with IT Services to provide graphic assistance. Numerous graphic elements have been provided to enhance users' ability to navigate the website and find timely information quickly. However, no survey of users has been conducted to measure satisfaction with the site.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The Graphic and Print Design Coordinator will work with IT services to determine if an on-line survey of users is feasible or if some other route would benefit both offices and improving the web site.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY07   **Outcome ID#:**   950

Outcome Description

TVCC personnel will increasingly report that they are satisfied with the timeliness in which they receive printed materials from the Graphic and Print Design Office.

Outcome Strategy

The Print Design Coordinator will seek training in software and techniques to help streamline both the design and job tracking processes.

Outcome Method

1. 80% of personnel will say they are very satisfied or satisfied with the responsiveness of the Graphic and Print Design Office in a survey to be conducted in spring 2007.

2. The office will keep a log of print jobs reflecting when the job was received and when the job was delivered.

Outcome Criterion

1. Wait time for most printed materials will decrease from two weeks to one week. For complex or highly customized jobs, wait time will decrease from three to two weeks (jobs printed at outside printers will still be subject to the printer's schedule).

Strategic Plan Relationship

LEARNING - 1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

The Graphic and Print Design Office has improved over the previous year in tracking jobs with one lost print job through the year. However, wait times have not improved. The timelines set forth in this outcome, however, are unrealistic during certain times of the year. The office has developed a database to better keep track of the print jobs. No survey was conducted.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

A student employee to work this fall to help complete the database of print jobs and help develop an improved system of tracking active print jobs. More realistic print job timelines will be developed and communicated to employees through printed information, e-mail and a Print Shop website. Surveys of print shop users are planned for 2007-08.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY10   **Outcome ID#:**   6005

Outcome Description

1. Through an increased commitment to electronic archiving, the public information office will be better able to determine areas of media coverage and what student populations are not being reached by TVCC's message.

2. Electronic system will be available to faculty and staff and can be used to increase awareness of TVCC activities and goals.

Outcome Strategy

Public Information Officer will research vendors and options for efficient storage and use of electronic media. System will include access for various campus staff and faculty members. Public Information Officer will also investigate ways that the archival system can be used as a resource by faculty and staff.

Outcome Method

Public Information Officer will use electronic media software to determine areas where potential students are being effectively educated about TVCC's learning environment and to identify areas where efforts should be increased.

Outcome Criterion

Public Information Office will identify areas where students are not being educated about TVCC's available learning environment and work to improve communication in those areas.

Strategic Plan Relationship

LEARNING - 1.5 - By creating an electronic system, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

Due to changes in the funds provided through state appropriations, Public Information chose not to submit this item as a budget initiative for the 2010-11 budget year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This goal will be re-established at a future time when funds are available. Attempts are being made to complete this project partially in-house at this time.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY10   **Outcome ID#:**   6006

Outcome Description

Through the re-examination of current media and the addition of new media, TVCC advertising will reach new audiences.

Outcome Strategy

The Public Information Office will examine new types of media, including outdoor and online advertising, to determine the best ways to share the TVCC mission with new audiences and to effectively utilize advertising dollars.

Outcome Method

The TVCC Public Information Office will compare the 08-09 advertising schedule with the 09-10 calendar with the goal of directing 15 percent of TVCC's advertising funds to new venues.

Outcome Criterion

TVCC will share its mission with potential students who have not previously been exposed to college services.

Strategic Plan Relationship

LEARNING - 1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

The TVCC Public Information Office redirected around $11,000, or 15.3 percent of its available advertising dollars, to new venues. This included supporting advertising are area high schools and supporting an effort to drastically improve the quality of the college's annual alumni publication. That publication is disseminated to both potential donors and potential students, and so allowed the public information office to reach new audiences.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC Public Information will continue to examine and redirect dollars toward bringing its advertising spending into new media and exploring new ways to communicate with the community and potential students.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY10   **Outcome ID#:**   6076

Outcome Description

A series of focus groups will be conducted to determine the public and student perceptions of TVCC's services and learning environment.

Outcome Strategy

Public information office will conduct a series of focus groups in order to determine both public and student perception of TVCC's messages and learning environment. Students will be asked about areas of the college in which they are engaged and community members will be questioned on their general perception of the college.

Outcome Method

Results of the focus groups will be tallied and distributed to various groups as needed. Results will be tallied and can be used to determine areas in which TVCC's message is being misinterpreted as well as identify services which are not being marketed effectively.

Outcome Criterion

Public Relations Office will be able to identify miscommunications among both the public and the student body and determine ways to improve those areas.

Strategic Plan Relationship

LEARNING - 1.5 - By completing focus group project, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

This goal was not accomplished in the 09-10 school year. The public information office did not have the man hours available to complete the project.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC Public Information will be working in the future to find better ways to develop quantitative data tools for department use.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY10

Outcome ID#: 6852

Outcome Description

The office will implement through equipment and/or procedure means to streamline the printing process and provide high quality printed products.

Outcome Strategy

Examine possible replacements to existing printing equipment and examine print shop processes for job intake and execution to identify ways to improve the process.

Outcome Method

Customer response will be the assessment measure. We seek client feedback on every job. Success is no less than 100 percent of clients pleased with the speed and quality in which their job was completed.

Outcome Criterion

100 percent of clients will comment they were pleased with the quality of the product.

Strategic Plan Relationship

The office will gather data from various vendors to determine what, if any, changes need to be made in existing printing equipment and data from clients to determine how well the office meets their expectations.

Outcome Results

Changes in the industry and with the company providing the existing copier make this an attractive time to make an equipment change.

While customer response has been overwhelming positive as to quality, problems in the intake process can cause delays in job completion.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

After a study of technology available on our budget, we decided to replace the existing black and white copier. The new machine is faster, producing a better image and offers finishing options not available to clients previously.

We are studying changes in the intake process to better track jobs throughout the printing process.

Planned Distance Learning Improvement as an Outcome Result

NA

Print and Graphics Shop Administration

Plan Period: FY11   **Outcome ID#:**   6853

Outcome Description

Increase the efficiency and staff effectiveness in tracking print jobs from intake to completion.

Outcome Strategy

The office will develop and implement a new process for clients to submit job request that will allow the office to more accurately track print jobs. The new system will be ready to use by the fall 2011 semester. The office will also seek to educate clients on the new system through existing communication avenues(print and e-mail notifications and reminders).

Outcome Method

At least 80% of jobs will be submitted through the new system by the end of the fall 2011 semester.

Outcome Criterion

Employees will increasingly use the new system to submit job requests and the graphics office will be better able to keep track of jobs and our ability to efficiently complete jobs in a timely manner.

Strategic Plan Relationship

If successfully implemented the new system for job entry and tracking will help streamline the job intake process.

Outcome Results

While I made some progress on developing a new intake process, I failed to coordinate with IT Services to implement the plan, which involves a digital form that will be sent to an e-mail dedicated to print shop work orders.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

I continue to revise and work toward this goal an will visit with IT Services about assistance in implementing a new intake process.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY06   **Outcome ID#:**   108

Outcome Description

Student within TVCC's service district will think of the College as their first choice in post-secondary education.

Outcome Strategy

1. Increase exposure in print media by producing a minimum of 6 feature through the year featuring successful faculty and students
2. Add well-positioned outdoor advertising to our advertising mix to present TVCC's message in a persistent and highly visibly way.

Outcome Method

1. PIO will maintain a log of newspaper articles and outdoor media. All articles will run in the appropriate media.
2. An advertisement survey will be conducted in fall 2006 registration to assess if the outdoor ads have been seen and if the message resonates with students.
3. PIO will utilize or adapt existing student surveys to gauge attitudes toward TVCC.

Outcome Criterion

1. 70% of those taking the advertisement survey will say they have seen the outdoor ads, and 80% of those will correctly identify the message.

Strategic Plan Relationship

Increase emphasis on improving recruitment and retention of minority faculty members and students. The PIO goals should compliment the efforts of School Relation in attracting and recruiting students.

Outcome Results

Changes in personnel in the office between November 2005 and July 2006 hindered Public Information's ability to produce articles in quantity, but the office produced or caused to be produced three feature articles highlighting successful faculty. The PI Office, under a new PI Officer, is already well on pace to exceed 2005-06 in number of features and overall news articles.

For the same reason above, placement of outdoor advertising was delayed, but accomplished in July 2006 with billboards in Henderson and Kaufman counties.

As of Sept. 15, a comprehensive advertising survey has not been administered, however, the Supplemental Student Data Survey was altered to capture some useful advertising data.

1,711 students were surveyed. More than half (55.5%)responded that they did not recall any TVCC advertising; 16.8% said they could recall newspaper ads; 9.4% saw television ads; 6.8% heard radio ads, and 7.1% saw billboard ads (billboards had been up less than a month at the time). 77 students (4.5%) did provided no answer.

Students were also asked about the image of TVCC, and 87.1% said TVCC had a very positive or somewhat positive image within the community. 7.1 percent said the image was very negative (.1%) or somewhat negative, while 7.4% were neutral and 4.7% did not answer.

Overall, we fell short by a large margin on our assumptions about ad exposure, but faired better than anticipated in positive attitudes toward the college.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Due to restraints within the Supplemental Student Data Form, we asked only two general questions, which leaves many questions to be answered. The responses gave us a good starting point, but more detailed information needs to be gathered to make the data meaningful.

Of those who saw the commercials, did they have an impact? Why has our advertising missed so many students? From where do the positive feeling toward the college come? etc...

Part of the 2006-07 marketing effort will include student input, which may help answer some of these questions. Students will be involved from the ground up beginning with developing a marketing theme. But further research into students' habits also needs to be completed to make better informed decisions about advertising buys.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY06   **Outcome ID#:**   109

Outcome Description

The public will be better informed about quality of programs offered at TVCC.

Outcome Strategy

3. Increase exposure in print media by producing a minimum of 6 features through the year featuring successful faculty and students.

Outcome Method

1. PIO will maintain a log of newspaper articles and outdoor media. All articles will run in the appropriate media.
2. A survey of newspaper subscribers, which will include information about programs highlighted in media coverage will be conducted in fall 2006.

Outcome Criterion

5. 70% of those taking the survey will say they have seen the articles, and 80% of those will correctly identify the message.

Strategic Plan Relationship

8. Increase emphasis on improving recruitment and retention of minority faculty member and students. The PIO goals should compliment the efforts of School Relations in attracting and recruiting students.

Outcome Results

Changes in personnel in the office between November 2005 and July 2006 hindered Public Information's ability to produce articles in quantity, but the office produced or caused to be produced three feature articles highlighting successful faculty. The PI Office, under a new PI Officer, is already well on pace to exceed 2005-06 in number of features and overall news articles.

As of Sept. 15, the PI Office has been unable to arrange a survey of readers. Any details from such a survey may be skewed due to a decrease in articles through the spring and summer semesters caused by personnel changes.

Students did, however, respond to a questions regarding TVCC's image as a part of the Supplemental Student Data Survey. In that survey, 87.1% said that TVCC had a very positive (60.4%) or somewhat positive image in the community. No specific data is available as what fosters this positive attitude.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

TVCC hired a new PI Officer in July 2006 skilled in news coverage and feature writing. She is already setting a pace to provide increased news coverage for the campus and has made a commitment to providing increased coverage for TVCC satellite campuses.

Changes in the TVCC website have also increase visibility of news items for those who visit the site.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY06   **Outcome ID#:**   110

Outcome Description

TVCC's redesigned web interface will be a cohesive web site that compliments marketing and recruitment efforts.

Outcome Strategy

1. Help School Relations prepare for a presence on the TVCC website by assisting in preparing material for the Internet.
2. Work with ITS to redesign the overall appearance of the web from a design standpoint.
3. Work with ITS and the campus departments to provide content for the website.

Outcome Method

Track progress on web redesign efforts and compare to prior webpage.

Outcome Criterion

1. Completion of the School Relation Office web redesign by Aug. 31 2006

Strategic Plan Relationship

8. Increase emphasis on improving recruitment and retention of minority faculty member and students. The PIO efforts will compliment School Relation effort in attracting and recruiting students.

Outcome Results

Much of this is still on-going. A redesign of the TVCC website was launched during the summer of 2006. Updates and content development for the various department website continues.

Materials suitable for use on a School Relations website have been prepared for viewing on the web. As of Sept. 15, the School Relations Office does not a presence on the TVCC site.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Personnel changes in the Public Information Office and Graphic and Print Design offices between November 2005 and July 2006 made completion of web content development difficult. However, the Graphic and Print Design Office has now been assigned the task of helping with graphic development of web sites and will assist the Public Information Office and IT Services in completing this task through the 2006-07 academic year.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY07   **Outcome ID#:**   489

Outcome Description

1. Advertising efforts will be more effective in reaching targeted audiences
2. More students will see and remember TVCC ads
3. Students will report that the ads were effective in communicating a message
4. The Public Information Office will refine the advertising plan

Outcome Strategy

1. A student survey in fall 2006 will provide base-line data about students' viewing and listening habits, as well as their awareness of TVCC advertising. Follow-up surveys each fall will provide information about the effectiveness of advertising through the previous year.
2. Student focus groups will be used in the development of advertising material.
3. The Advertising Plan will be adapted to reflect an changing attitudes toward advertising based on the data obtained from the surveys and focus groups.

Outcome Method

Student surveys conducted each fall semester. The surveys will help track student media consumption and will be compared to previous surveys to determine if TVCC advertising is reaching its intended audiences.

Outcome Criterion

1.

Strategic Plan Relationship

1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

Due to a lack of manpower, the focus groups were not conducted. However, student data collected indicated an increase in the number of students who saw and recalled TVCC advertising. Of particular interest was the number of students who recalled TVCC's billboard advertising, which was implemented during this fiscal year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Public Information will continue to monitor ad placement and work to target different audiences as student response changes. The department would also like to commit to a greater support of billboard and other general advertising.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY07   **Outcome ID#:**   490

Outcome Description

The Public Information Office will become more effective in conveying information to the public, faculty and staff, and students.

Outcome Strategy

1. Use new web tools to place information in a timely manner and keep information on the TVCC website up-to-date.
2. Implement a news tip system to help TVCC personnel in providing information to the Public Information Office about upcoming events and potential news stories.

Outcome Method

1. Faculty and student surveys will be used to track satisfaction with communications from the Public Information Office.
2. The Public Information Office will track the number of news tips received and the number of tips that result in published pieces.

Outcome Criterion

1.

Strategic Plan Relationship

1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

Although a news tip system was not put into place, Public Information improved the number of news items being released from the year before by 25 percent. The department used the web-based news system on the TVCC website to generate increased hits from the public on released items.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Public Information will continue to count and monitor the number of items released each year and hopes to increase those numbers in the future.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY07   **Outcome ID#:**   597

Outcome Description

1. Current students and potential future students will be more informed about educational services and programs offered at the Kaufman, Terrell and Palestine campuses as well as at the Athens campus.
2. The communities in which campuses are located will become more informed about the activities and services on those campuses.

Outcome Strategy

1. Public Information Office will develop an advertising strategy which features educational services available on all four campuses.
2. Public Information Officer will travel regularly to campuses in Kaufman, Terrell and Palestine, meet with campus personnel, collect pertinent data about campus events and services and disseminate that information to the appropriate media in order to increase awareness of those campuses.
3. Public Information Office will develop strategies to make better use of website in order to promote activities at various campuses.

Outcome Method

1. Student and faculty surveys will measure the awareness of the student body concerning services all campuses have to offer and the awareness of faculty members of events on other campuses.
2. Public Information Office will keep a log of news items published, identified by campus.

Outcome Criterion

1. Students will report increased awareness of educational services offered at all campuses.

Strategic Plan Relationship

1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

Public Information Officer did increase travel to the satellite campuses and increased the number of news items being released concerning those areas of TVCC. However, the office feels there is much more to be done in this area and will carry this goal forward into the future.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Public Information will continue to try to increase coverage at the satellite campuses.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY08   **Outcome ID#:** 1116

Outcome Description

1. TVCC employees will present a uniform message to the public in college-produced brochures, releases and advertisements.
2. TVCC's slogan, "Start at the Valley, Reach the Heights" and the approved variations of the slogan will be displayed on various campus media, including web site pages, brochures and advertisements.

Outcome Strategy

1. The public information office will survey various campus media and determine what messages are being sent to the public.
2. Public information office will develop an integrated advertising and marketing plan for TVCC.
3, Public information officer will work with campus administrators to insure a uniform message is presented to the public in the form of campus publications and advertisements.

Outcome Method

A general survey of campus publications, web sites and brochures will be conducted in the fall 2007 semester and a list of the various messages will be compiled. In the fall 2008 semester, the same survey will be conducted to determine success factors in unifying TVCC's message to the community.

Outcome Criterion

All TVCC publications will contain some variation of the approved slogan. Campus publications will increasingly bear variations of the theme "Start at The Valley."

Strategic Plan Relationship

LEARNING - 1.5 - By creating an integrated strategy, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

1. General survey of college publications indicates that some improvement has been made in the continuity of college publications. As more and more departments begin to rely on the college print shop for printed items, developing a continuous look to college publications has become more feasible.

2. TVCC's slogan, "Start at the Valley, Reach the Heights" and the approved variations of the slogan have been consistently displayed on various campus media, including web site pages, brochures and advertisements. However, slogan has changed to become "Your Future Starts at The Valley.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Even with the marked improvements, there are still some departments that put out their own publications. Public Information Officer will continue to attempt to bring those publications under the direction of either Public Information or the print shop.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY08   **Outcome ID#:** 1157

Outcome Description

1. Through an increased commitment to outdoor advertising, the community and students will become increasingly aware of TVCC's services and purpose.
2. More students will see and remember TVCC ads
3. Students will report that the ads were effective in communicating a message

Outcome Strategy

1. Public Information Officer will research and implement the usefulness of outdoor advertising as a strategy.
2. Public Information Officer will work with Institutional Research to survey the effectiveness of TVCC's outdoor advertising campaign.
3. Public Information will work to determine ways to increase outdoor advertising and maximize the message portrayed.

Outcome Method

1. Surveys will be conducted among incoming students to determine the effectiveness of outdoor advertising. Baseline surveys were conducted in Summer 2007 and further surveys will be compared to baseline data.

Outcome Criterion

1. An increasing number of students and potential students will recall and be affected by TVCC's outdoor advertising campaign.

Strategic Plan Relationship

LEARNING - 1.5 - By creating an integrated strategy, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

NA

Outcome Distance Learning Results

Because of various demands on the public information office's budget in the 2007-08 fiscal year, the expansion of outdoor advertising was not feasible. This goal will be carried on into the 2008-09 fiscal year.

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY08   **Outcome ID#:** 1158

Outcome Description

1. Current students and potential future students will be more informed about educational services and programs offered at the Kaufman, Terrell and Palestine campuses as well as at the Athens campus.
2. The communities in which campuses are located will become more informed about the activities and services on those campuses.

Outcome Strategy

1. Public Information Officer will travel regularly to campuses in Kaufman, Terrell and Palestine, meet with campus personnel, collect pertinent data about campus events and services and disseminate that information to the appropriate media in order to increase awareness of those campuses.
3. Public Information Office will develop strategies to make better use of website in order to promote activities at various campuses.

Outcome Method

Assessment Method
1. Student and faculty surveys will measure the awareness of the student body concerning services all campuses have to offer and the awareness of faculty members of events on other campuses.
2. Public Information Office will keep a log of news items published, identified by campus.

Outcome Criterion

Criterion (Expected Outcome)

Strategic Plan Relationship

1.5--Increasingly engage in data-based decision making at the student, course, department, and institutional level.

Outcome Results

Public Information Officer underestimated the amount of time and manpower it would require in order to do an image survey on all three campuses. Therefore, that portion of the survey was not completed. However, Public Information Officer visited satellite campuses consistently during the 2007-08 school year and completed both photo shoots and articles regarding those campuses on a regular basis. Even without the image survey, I feel significant improvement was made toward this goal during the 2007-08 school year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Public Information Officer will continue to work toward improving media coverage on satellite campuses.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY09   **Outcome ID#:** 5865

Outcome Description

Outcome Description
1. Through an increased commitment to outdoor advertising, the community and students will become increasingly aware of TVCC's services and purpose.
2. More students will see and remember TVCC ads
3. Students will report that the ads were effective in communicating a message

Outcome Strategy

Implementation Strategy
1. Public Information Officer will research and implement the usefulness of outdoor advertising as a strategy.
2. Public Information Officer will work with Institutional Research to survey the effectiveness of TVCC's outdoor advertising campaign.
3. Public Information will work to determine ways to increase outdoor advertising and maximize the message portrayed.

Outcome Method

Assessment Method
1. Surveys will be conducted among incoming students to determine the effectiveness of outdoor advertising. Baseline surveys were conducted in Summer 2007 and further surveys will be compared to baseline data.

Outcome Criterion

Criterion (Expected Outcome)

Strategic Plan Relationship

LEARNING - 1.5 - By creating an integrated strategy, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

During the course of this fiscal year the public information office decided to delay this goal and focus on advertising advertising dollars to other pursuits.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

No changes were made as a result of this goal.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY09   **Outcome ID#:** 5866

Outcome Description

1. Through an increased commitment to electronic archiving, the public information office will be better able to determine areas of media coverage and what student populations are not being reached by TVCC's message.

2. Electronic system will be available to faculty and staff and can be used to increase awareness of TVCC activities and goals.

Outcome Strategy

Public Information Officer will research vendors and options for efficient storage and use of electronic media. System will include access for various campus staff and faculty members. Public Information Officer will also investigate ways that the archival system can be used as a resource by faculty and staff.

Outcome Method

Public Information Officer will use electronic media software to determine areas where potential students are being effectively educated about TVCC's learning environment and to identify areas where efforts should be increased.

Outcome Criterion

Public Information Office will identify areas where students are not being educated about TVCC's available learning environment and work to improve communication in those areas.

Strategic Plan Relationship

LEARNING - 1.5 - By creating an electronic system, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

Because of a lack of available new funding, this goal was not implemented.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This goal has been carried over to the next fiscal year in anticipation of additional funding being made available.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY09   **Outcome ID#:**   5867

Outcome Description

A series of focus groups will be conducted to determine the public and student perceptions of TVCC's services and learning environment.

Outcome Strategy

Public information office will conduct a series of focus groups, utilizing the aid of a consulting firm if necessary, in order to determine both public and student perception of TVCC's messages and learning environment. Students will be asked about areas of the college in which they are engaged and community members will be questioned on their general perception of the college.

Outcome Method

Results of the focus groups will be tallied and distributed to various groups as needed. Results will be tallied and can be used to determine areas in which TVCC's message is being misinterpreted as well as identify services which are not being marketed effectively.

Outcome Criterion

Public Relations Office will be able to identify serious misconceptions among both the public and the student body and determine ways to improve those areas.

Strategic Plan Relationship

LEARNING - 1.5 - By completing focus group project, the effectiveness of TVCC's messages to the public can be measured more effectively.

Outcome Results

This goal was not implemented due to lack of the man hours available to perform the tasks needed to complete the goal.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This goal will be revisited at a later date.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY11   **Outcome ID#:** 6525

Outcome Description

To increase TVCC's presence in social media circles. The use of social media allows for more prevalent communication with students, alumnus, faculty and staff and the surrounding community. TVCC Public Information will, through the increased use of social media tools, work to create an environment where both our internal and external communities can be better informed of campus events and issues.

Outcome Strategy

TVCC Public Information will search for and begin using new communications tools in order to enrich the college's general communications. This increased presence will also help Public Information identify student concerns and areas where student engagement can be improved through better communication channels. PI will also work to educate its faculty and staff about use of social media to communicate with students both in and outside of the classroom environment.

Outcome Method

TVCC Public Information will measure the number of students communicating with the college's departments through social media. PI will also measure the number of departments that are communicating through social media.

Outcome Criterion

Currently TVCC's largest social media tool - Facebook - is generating about 120,000 post views per month. Public Information wishes to increase that number to an average of 170,000 post views per month. Also, TVCC will measure the amount of student response that comes through social media and set a goal to increase those responses significantly through the use of new tools.

Strategic Plan Relationship

An increased use of social media can support Strategic Planning Goals 5.3.4 and 5.1.1. by creating an environment where faculty and staff members are more accessible to students. This will allow students to become more engaged in college life by being more aware of campus events and organizations.

Outcome Results

Through strong dedication to social media, TVCC's presence in a variety of social media venues was strengthened in the past year. The college's main Facebook page has as many as 190,000 views in a strong month. Also, the number of people following the page regularly has grown by more than 1,000 people in the past 12 months. The main page has a steady string of interactions, likes, and posts by current students, former students, and community members. The page has become a primary method of communication between the college and its audiences. In addition, several other departments (Student Success Center, Continuing Education, Cardettes) have organized strong pages of their own with regular followers. In addition, Public Information has hosted some instructional events to help faculty members learn Facebook uses for the classroom. Also, TVCC has a stronger presence on Twitter than before, with around 60 followers on the TVCCnews website.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The goal for the coming year will be to additionally strengthen this form of communication with both internal and external audiences. Also, Public Information will continue to keep track of social media data and to find ways to improve the college's media presence.

Planned Distance Learning Improvement as an Outcome Result

NA

Public Information Office Administration

Plan Period: FY11   **Outcome ID#:** 6526

Outcome Description

The public information office will implement a data-based marketing strategy.

Outcome Strategy

The public information office personnel will research and define new ways to determine the effectiveness of marketing measures. The current system is outdated and does not measure the engagement of students with the college's brand, advertising statements, etc. The public information office will research new ways to measure the performance of its marketing expenses and decisions.

Outcome Method

The measurement of success will be the presentation of a new strategy to TVCC officials and the implementation of new, data-driven, marketing measures.

Outcome Criterion

TVCC students will become more aware of the marketing and brand management efforts of TVCC. Through a data-driven measurement technique, the college will be able to better measure the effectiveness of marketing decisions.

Strategic Plan Relationship

This goal can further the efforts of strategic plan goal 5.3.1 by creating an environment where the college more effectively utilizes print and technology-driven media to make informed marketing decisions.

Outcome Results

This goal was not completed by the end of the 2010-11 school year. The Public Information Office has begun gathering information as part of an ongoing strategic effort to streamline the communication process. However, the department needs to gather more information before developing a new communications strategy.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This goal will be carried forward into the next year.

Planned Distance Learning Improvement as an Outcome Result

NA

Purchasing, Contracts, and Insurance Administration

Plan Period: FY11   **Outcome ID#:**   6857

Outcome Description

Increase control over, and understanding by faculty, staff and administration of the need for, an agreement/contract approval and storage process which reduces liability issues and risk for the College.

Outcome Strategy

Develop an Agreement/Contract Matrix Report for President and Vice-Presidents' review which identifies agreements/contracts executed by the College. Agreements/contracts will be centrally located in the office of Manager of Purchasing, Contracts and Insurance. Provide Acceptance of Agreement/Contract Signature form for all Facilities Management agreements/contracts presented to President for signature. This form will have the approval signatures of both the Manager of Purchasing, Contracts and Insurance and Assistant Vice President of Facilities Management which eliminates delays in the approval process and ensures administration agreements/contracts have been properly reviewed prior to approval. In conjunction with the Business Office provide a signature approval form attached to all grant applications and agreements prior to submission to President for approval which eliminates delays in the approval process. All agreements/contracts which requires approval of Vice President of Administrative Services/CFO will require initials of Manager of Purchasing, Contracts and Insurance prior to approval.

Outcome Method

Review of the number of agreements/contracts included on the Agreements/Contracts Matrix Report. Attachment of Acceptance of Agreement/Contract Signature forms for Facilities Management Agreements/Contracts and Grant Applications/Agreements. Initials on agreements/contracts which require approval by Vice President of Administrative Services/CFO.

Outcome Criterion

To have more than zero agreements/contracts listed on the Agreements/Contracts Matrix Report.

Strategic Plan Relationship

This outcome relates to TVCC #5.2.1 BUSINESS in that an Agreements/Contract Matrix Report has been developed which should significantly enhance the contract administration process and reduce the time spent by administration and staff searching for agreements/contracts executed by the College.

Outcome Results

An Agreement/Contract Matrix Report has been created which currently lists 72 agreements/contracts. This exceeded our goal of more than zero by 72. Agreement/contracts are centrally located in office of Manager of Purchasing, Contracts and Insurance. Acceptance of Agreement/Contract Signature Forms are being utilized for all Facilities Management agreements/contracts and grant applications/agreements. Agreements/contracts requiring approval of Vice President of Administrative Services/CFO are being initialed prior to signature.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We are beginning to receive more inquires for assistance with agreements/contracts. More and more agreements/contracts are being executed with the appropriate signatures. The President will request the Manager of Purchasing, Contracts and Insurance to review agreements/contracts prior to his signature. The President expects the Signature Forms to be attached for Facilities Management agreements/contracts and grant applications/agreements. The Manager of Purchasing, Contracts and Insurance attaches a brief summary description along with the agreement/contract upon submission to President so he has an understanding of the agreement/contract contents. We can track agreement/contract expirations and Certificate of Insurance expirations on the Agreement/Contract Matrix Form.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY06   **Outcome ID#:**   126

Outcome Description

Implement a Student Ambassador program utilizing TVCC students to conduct campus tours, show dormitory rooms and assist with the annual Senior College Prep and Career Day programs.

Outcome Strategy

Student ambassadors will be identified and selected during the fall and spring semesters.

Outcome Method

Student Ambassadors will be identified and selected during the fall and spring semesters.

Outcome Criterion

The objective will be evaluated by the Director of School Relations. Four full-time students will become Ambassadors during the semester.

Strategic Plan Relationship

#4 Enhance educational and student services that impact student learning and contribute to effective performance in and positive adjustment to the environment of all students.

#8 Increase emphases on improving recruitment and retention of minority faculty members and students.

Outcome Results

From a pool of applicants, four Student Ambassadors (2 male/2 female) were identified, selected and utilized during the fall and spring semesters. Scholarships were awarded in the amount of $250 per student per semester. Ambassadors were instrumental in the dissemination of TVCC information to prospective students via campus tours and through assistance with campus recruitment programs (i.e., Senior College Prep Day/Junior Career Day/ESL Day). They also assisted with hosting special groups from service area schools (e.g., 6th, 7th and 8th grade students). By virtue of their involvement, ambassadors not only enhanced on-site campus recruitment efforts, but acquired more knowledge about the institution and further developed their leadership skills.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Prior to the implementation of the Ambassador Program, the School Relations Office was limited in its ability to conduct tours, primarily due to the availability of staff versus the volume of tour requests. As a result of the program, the office has now designated times (one hour per day, four days per week) during which students are available to assist in this function. At the inception of the program, it was not determined whether ambassadors would serve one semester only. It has been determined that after serving one semester, students are better acclimated to their roles and responsibilities. It was decided that a continuing student may be retained for an additional semester based upon performance, GPA and other criteria previously established in the eligibility guidelines.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY06   **Outcome ID#:**   356

Outcome Description

Increase college orientation/visitation opportunities for ESL students from the service area.

Outcome Strategy

ESL students from the twenty-seven area high schools will be invited.

Outcome Method

The objective will be evaluated by the Director of School Relations by calculating participation and satisfaction with this activity.

Outcome Criterion

Program will be 100% implemented by the Spring 2006 semester.

Strategic Plan Relationship

Goal #4 and Goal #8.

Outcome Results

ESL students from 27 service area high schools were invited to participate in a program designed for college orientation and campus visitation. Attendees spent 4 hours (9:00 - 1:00) on campus; the event was held during the spring semester. Participation was lower than the previous year (i.e., 5 of the 27 schools were represented with a total of 30 students attending as opposed to 7 of 27 with a total of 100 attending the first year). There are a multiplicity of factors that can impact attendance, some of which the School Relations office has no control over (e.g., date, high school schedules, etc.). There were 2 new ESL coordinators/service area schools participating who were not a part of the initial 7. General college as well as TVCC specific information was provided. Students toured the campus and attended a musical performance, an art show and were provided lunch on campus. Coordinators and students expressed that they appreciated and enjoyed the visit.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

One of the most important changes to the implementation of this program will be to establish a directory of ESL contacts in the service area schools. Heretofore, communication has initially been made with the high school counselor regarding the ESL activity. He or she was asked to pass the information to the appropriate ESL sponsor, coordinator, etc. In some cases, the information never reached the individual who would be responsible for bringing the students, if feasible. In the initial program, one Spanish speaking student was used as a translator. In view of the fact that all ESL participants are not of the same ethnicity, and because TVCC has a number of international students, the School Relations Office plans to utilize a variety of these students in future programs.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY07   **Outcome ID#:**   168

Outcome Description

Student Ambassadors will become more knowledgeable about the campus and improve their presentation skills.

Outcome Strategy

Upon identification of 4 eligible applicants per semester, the School Relations office will conduct Student Ambassador training at the beginning of each fall and spring semester. Students will participate in one group orientation (as well as individual training) on office procedures, conducting campus tours, roles at campus sponsored recruitment programs and other activities associated with the office.

Outcome Method

*Periodically, Student Ambassadors will be accompanied and monitored by a School Relations staff person while conducting tours and/or making presentations.
*Campus visitors will be asked to complete a written evaluation of their experience with Student Ambassadors and impression of the campus.

Outcome Criterion

The ability of Student Ambassadors to showcase the institution will be evidenced by receiving a positive review from at least 90% of campus visitors with whom they conduct tours.

Strategic Plan Relationship

*This outcome relates to TVCC Goal #1 in that it engages the Student Ambassador in learning more about the institution.
*This outcome relates to TVCC Goal #2 in that it contributes to the recruitment efforts of the institution.

Outcome Results

Four eligible students (two male/two female) were identified and awarded scholarships as Student Ambassadors for the fall and spring semesters. An initial training was held each semester in the form of a combination luncheon/training. Ambassadors were individually trained in conducting campus tours, office procedures and were assigned duties for the two annual high school recruitment programs. They were each accompanied by an office staff member at least once with an individual and once with a group, while conducting a campus tour. Upon completion of all campus tours, all of the parents and/or prospective students whom I questioned about their experience, provided favorable comments about the Ambassador's ability to showcase the institution.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Written evaluations were not devised early enough to implement them in the initial process of conducting tours. I did not want to utilize them midway through the semester. In the absence of written evaluations, verbal inquiries were made to visitors and this did not provide an accurate review. Because two individuals in the office schedule tours, it will be necessary to ensure that there is uniformity in the evaluation process. In the future, evaluations

forms will be formulated at the end of the summer and revised from year to year as needed.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY07   **Outcome ID#:**   169

Outcome Description

*Increase participation of service area high school ESL students in annual ESL Day program at TVCC.
*Improve the quality of the ESL Day program by expanding the cultural focus to multiple ethnic groups.

Outcome Strategy

*Change the name of the program (currently: ESL Day at TVCC).
*The School Relations office will host a 1/2 day educational program during the spring semester for students of diverse ethnic backgrounds that promotes cultural awareness as well as an introduction to postsecondary education.
*ESL students, teachers and coordinators from 27 area high schools will be invited.
*The program will consist of a variety of presenters, including TVCC student from foreign countries. Entertainment and food provided will reflect different cultural traditions.

Outcome Method

*The School Relations office will compare the number of attendees to previous years attendance figures.
*Students and ESL high school staff will be asked to complete a written evaluation.

Outcome Criterion

Overall participation in ESL Day will increase by 50%.

Strategic Plan Relationship

*This outcome relates to TVCC Goal #1 in that it promotes learning.
*This outcome relates to TVCC Goal #2 in that it enhances recruitment efforts in our service area high schools.
*This outcome relates to TVCC Goal #4 in that it promotes cultural awareness for the students as well as TVCC faculty and staff.

Outcome Results

The name of ESL Day was changed to "Diversity Day at the Valley."
There were 90 participants in attendance, representing 6 high schools. This is the first year that one of the participating high schools was not a tax district or service area high school. The increase in participation exceeded 50%. Last year's attendance was a mere 30 students. International students were utilized in the program. Due to their inability to attend the half-day program because of class schedules, a video was compiled of individual interviews with four TVCC international students.
A contact list of ESL teachers/coordinators in service area schools was compiled.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Written evaluation forms were not devised for this program. Because the majority of ESL students were Spanish-

speaking, the forms that will be devised should be in English and Spanish. These forms will be done at the same time as other evaluation forms to be utilized throughout the year, preferably at the end of the summer prior to the new academic year.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY07   **Outcome ID#:** 170

Outcome Description

Improve the effectiveness of two programs designed for campus visitation of high school juniors (Career Day) and seniors (College Prep Day).

Outcome Strategy

*Service area high school counselors will be contacted prior to events to solicit suggestions for program content.
*27 Service area high schools will be invited to bring seniors in the fall and juniors in the spring to annual programs.
*Counselors and a select number of high school students will be asked to complete written evaluation forms at the end of each program.

Outcome Method

Written evaluations from students and high school counselors participating in each program will be compared to previous year's participants.

Outcome Criterion

*A 20% increase in participant satisfaction compared to previous year.

Strategic Plan Relationship

*This outcome relates to TVCC Goal #1 in that it provides academic support to service area high school students.
*This outcome relates to TVCC Goal #2 in that it provides exposure and access to post/secondary education at TVCC.

Outcome Results

This is the first year that written evaluation forms were utilized for College Prep Day for high school seniors. Because the students rotated among three distinct sessions (i.e., Financial Aid, Motivational and College Fair), three evaluation forms were devised.
No comparison can be made to the previous year, but this can be utilized to compare with fall 2007 evaluations.
There was a 100% positive evaluation of the Motivational session for those who completed forms.
There was no evaluation form constructed for Career Day for high school juniors.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Evaluation forms for Career Day will be completed during the end of the summer.
The current structure of both high school programs will remain the same; however, new presenters and additional career sessions may be implemented as needed and/or requested by service area counselors.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY08   **Outcome ID#:**   1032

Outcome Description

Redefine the eligibility criteria and responsibilities for participants in the program.

Outcome Strategy

* Raise the requisite cumulative GPA from 2.50 to 2.75;
* Increase the number of office work hours from 1 to 2 hours per
  week;
* Selection of at least one nontraditional student (i.e., over the
  age of 25) to serve in one of the four positions per semester.

Outcome Method

* Periodically, Student Ambassadors will be monitored by a School Relations staff person while conducting
campus tours and/or making presentations;
* Campus visitors will be asked to complete a written evaluation of their impression of the campus as conveyed
by the Student Ambassadors.
* Monthly written evaluations of Student Ambassadors will be completed by the School Relations Director.

Outcome Criterion

* After initial visit, 75% of prospective students, parents and/or other campus visitors will provide a positive
review of their experience with Student Ambassadors.

Strategic Plan Relationship

* This outcome relates to TVCC Goal#1 in that it engages the Student
  Ambassador in learning more about the institution.
* This outcome relates to TVCC Goal#2 in that it contributes to the
  recruitment efforts of the institution.
* This outcome relates to Goal #4 in that institutional diversity
  will be reflected in the varying characteristics of the Student
  Ambassadors selected to participate in the program.

Outcome Results

The Student Ambassador eligibility criteria was amended and the cumulative GPA was increased to 2.75.
The number of required office work hours were increased to 2 per week. This allowed the office to have an
Ambassador available each day of the week as opposed to only four.
One(female) of the four Student Ambassadors selected was a nontraditional student. She was 31 years of age at
the time of acceptance into the program.
Each Ambassador was accompanied by the School Relations Director on at least one campus tour that they
conducted during the semester.
100% of the written evaluations completed by prospective students and/or parents were positive, regarding their
experience visiting the campus and the effectiveness of the Ambassadors.
Of the 97 tours that were conducted and documented, 18 of those prospective students enrolled during the year.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The increased GPA will be maintained as a requirement. In the future it may be raised to 3.00. The students who were selected for the year each had a higher GPA than the requisite. Their GPAs at the time of application into the program were 2.94, 3.84, 4.00, and 4.00. Due to their performance and effectiveness, consideration may be given to those students whose GPAs are higher than 2.75.

Although a nontraditional student was utilized as an Ambassador in an effort to diversify the staff and have someone who would work with older prospective students, no students beyond high school age were given campus tours. For the upcoming year, the office will seek to recruit at least one international student as an Ambassador. Also, given the growing Hispanic population, an effort will be made to recruit a bilingual student.

All tours were not documented due to some of them being drop-in visits. Also all tours were not evaluated. Forms are in place for each, tours/evaluations. A better system needs to be implemented to ensure that this information is well recorded. This will be incorporated into Ambassador training.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY08   **Outcome ID#:**   1039

Outcome Description

Incorporate new sessions and activities into Career Day for high school juniors.

Outcome Strategy

*Service area high school counselors will be contacted prior to
 planning the event in order to solicit suggestions for program
 content.
*TVCC Career Day committee members will meet prior to initial
 planning of the program in order to garner their input.
*Contact will be made with individuals outside of the campus
 community to recruit potential session speakers.
*In addition to providing sessions on specific professions,
 there will be the inclusion of sessions that relate to career
 preparation (e.g., interviewing skills, resume writing, etiquette,
 dressing for success, etc.).

Outcome Method

*Counselors and a select number of high school participants(20%)
 will be asked to complete written evaluation forms at the end of
 the program.

Outcome Criterion

*Increased satisfaction of service area counselor and student

Strategic Plan Relationship

*This outcome relates to TVCC Goal#1 in that it provides academic
 support to service area high school students.
*This outcome relates to TVCC Goal#2 in that it provides exposure
 and access to postsecondary education at TVCC.

Outcome Results

The Career Day program for high school juniors was held during the
spring semester. Of TVCC's 27 service area high schools, 12 schools participated, with a total of 761 students in
attendance. A total of 19 career sessions were offered. Students had the opportunity to select 2 in which to
attend. TVCC faculty and staff conducted 13 sessions. The remaining 6 were conducted by outside speakers from
the community or within a two-hour radius of the Athens campus.
Evaluations forms were provided. 16% of the attendees completed them (123 total). 100% of the forms rated the
General Session and both Career Sessions either Excellent or Good, which indicated satisfaction with the quality
of the program.
Along with various career sessions, a specific career preparation session was offered entitled "How To Get The
Job."

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

There was no formal meeting of the TVCC Career Day committee. Due to the myriad of committee meetings being held, it was difficult to schedule. Plans will be made to schedule a meeting at the end of the fall semester rather than the semester of the event.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY08   **Outcome ID#:**   1047

Outcome Description

Increase the participation of the number of schools from 6 to 10 of the 27 in TVCC's service area.

Outcome Strategy

*Service area counselors and ESL coordinators from TVCC service
 area schools will be contacted earlier (i.e., fall semester)
 regarding date.
*Involve a select group of TVCC faculty staff and international
 students in the planning process.
*Design a program that promotes cultural awareness as well as
 postsecondary education.

Outcome Method

*The School Relations office will compare the number of schools that
 participate to previous years figures.
*ESL students and high school staff will be asked to complete a
 written evaluation.

Outcome Criterion

Increased participation of service area high schools by 15%.

Strategic Plan Relationship

*This outcome relates to TVCC Goal#1 in that it promotes learning.
*This outcome relates to TVCC Goal#2 in that it enhances recruitment
 efforts in our service area high schools.
*This outcome relates to TVCC Goal#4 in that it promotes cultural
 awareness for the students as well as TVCC faculty and staff.

Outcome Results

The Diversity Day program for ESL students in TVCC's service area was held, with only 2 of the 27 schools
participating. Compared to previous years, this was the lowest attendance(35) since the inception of the program.
This was the first time that one of the schools attending had ever participated and it is a TVCC tax-district school.
TVCC staff and select students were utilized in the presentation of the program.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This is an important program that should not be discontinued. ESL coordinators will be contacted in the fall to
determine if there is a better time of the year that would increase participation and also to solicit input on

program content. Written evaluation forms were not developed and completed for this program, but will be for the upcoming year.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY09   **Outcome ID#:** 5879

Outcome Description

Increased opportunity for accessibility to TVCC information and interaction with TVCC staff, to students in grades 9-12 in each of the service area high schools.

Outcome Strategy

At least once during the academic year, at each service area high school, a table will be set up during all lunch periods. At this time, TVCC information will be disseminated and TVCC staff will be available for consultation. During the beginning of the second half of the academic year, counselors will be provided a form by which they may request classroom presentations. The presentations may be made to groups based on grade level, areas of interest, general college or TVCC information.

Outcome Method

Principals, counselors and students of service area high schools will be asked to give verbal and/or written evaluations either at the time the services are provided or at the end of the academic year.

Outcome Criterion

100% of the service area high schools will utilize and benefit from the physical presence of a TVCC representative.

Strategic Plan Relationship

Goal #1 relates to the outcome in that it engages the high school students in learning more about the institution.
Goal #2 relates in that it contributes to the recruitment efforts of the institution.
Goal #4 relates in that promotes increasing underrepresented ethnic populations.

Outcome Results

Out of 27 service area high schools, counselors and/or principals from 20 of these schools were visited at the beginning of the semester. They were questioned about TVCC displaying an information table during lunch periods and classroom presentations being provided to various student groups. School officials were receptive to both ideas. Letters were forwarded to counselors in October as a follow-up to the visit, an invitation to College Prep Day and an offer to conduct classroom presentations. Letters were also forwarded to the 7 schools not visited. 8 of the 27 schools were visited for the purpose of distributing TVCC information during lunch periods. Approximately 1500 student contacts were made and 400 request cards completed. Only 1 school requested a class presentation to their seniors.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This year, the coordination of providing services to TVCC service area schools and outside area recruitment was thwarted by a directive to complete a report(URRS) within the same timeframe. As a result, visits to 7 service area schools were not conducted. Knowing that this office has been given the responsibility for submitting future URRS reports, schedules can be better coordinated to incorporate this additional task.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY09   **Outcome ID#:**   5880

Outcome Description

Establishment of a webpage for the School Relations department.

Outcome Strategy

Incorporate a web link within the institution's website that can be utilized by high school counselors for the provision and exchange of information germane to School Relations, e.g.:
  * Calendar of events
  * Response forms for Career Day/College Prep Day/Diversity Day
  * Survey/Evaluation forms
  * Share educational links/free downloads

Outcome Method

The amount of time it will take to provide and receive information should be cut by 50%, as compared to utilizing the postal service.
In some instances, requests for information will result in instant responses.

Outcome Criterion

Maintaining a web presence will enhance the services provided to high school counselors. There will be an easier exchange of information between the institution and high schools. There will also be the opportunity to provide more college-related information in a more timely manner.

Strategic Plan Relationship

Goal #1 relates to the outcome in that it provides access to college information and provides college services to prospective students.
Goal #2 relates in that it contributes to the recruitment efforts of the institution and it increases the enrollment of service area students which constitutes a large percentage of the total student population.

Outcome Results

In October, the office secretary attended "Creating Your TVCC Webpage" which was a session conducted during TVCC's Learning Day. She and I met several times afterward to discuss the webpage design and content. Although we created a prototype, we were unable to implement it due to our limited computer acumen.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

We will need to obtain assistance from the campus' web design personnel. This goal will be completed during the 2009-2010 year.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY10   **Outcome ID#:**   6152

Outcome Description

Increase the number of students from 2 service area high schools that enroll in TVCC following high school graduation.

Outcome Strategy

Identification of at least 1 service area high school that has been classified by the state as having a low percentage of continuation into higher education after high school and 1 service area high school requesting an intense admission process program.
A meeting with the principal and counselor(s) of each school will be conducted during the fall semester to propose the program.
The targeted high schools will be among the 27 service area high schools invited to participate in TVCC's College Prep Day for seniors, which is held each fall semester.
Either through provision of services on their respective campuses or via students being transported to TVCC, seniors from the targeted schools will be provided financial aid, counseling/testing and admissions information and one-on-one application assistance.

Outcome Method

The number of students who enroll in TVCC from the 2 targeted high schools will be compared for the Fall 2009 and Fall 2010.

Outcome Criterion

90% of the high school seniors from the targeted service area high schools will participate in TVCC's College Prep Day.

Strategic Plan Relationship

Goal #1 relates to the outcome in that it engages the high school students in learning more about the institution.
Goal #2 relates in that it contributes to the recruitment efforts of the institution.
Goal #3 relates in that it promotes increasing underrepresented populations.

Outcome Results

The 2 targeted service area schools were Elkhart and Malakoff. Both schools were invited to and did attend TVCC's 2009 College Prep Day. The number of students from these schools who enrolled @TVCC increased for Elkhart, but not for Malakoff. Elkhart's Fall 2009 TVCC enrollees were 16 as compared to 25 in Fall 2010. Malakoff's Fall 2009 TVCC enrollees were 22 as compared to 21 in Fall 2010. 20% of Elkhart's total high school graduates enrolled in TVCC in 2009;30%
enrolled in 2010. 27.50% of Malakoff's total high school graduates enrolled in TVCC in 2009; 24.13% enrolled in 2010. The percentages are higher for students who attended 2009 College Prep Day who subsequently enrolled. 62.50% of Elkhart students who attended enrolled in Fall 2010. 31.25% of Malakoff students who attended enrolled in 2010.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

No changes were made.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY10   **Outcome ID#:**   6153

Outcome Description

Increase accessibility to students in grades 9-12 in each of the service area high schools.

Outcome Strategy

A table will be set up during lunch at least once during the academic year at a minimum of 13 of the 27 service area high schools.
TVCC information will be disseminated and a TVCC staff person will be available for consultation.
Counselors will be contacted to offer classroom presentations as a service to specific students based on grade level, areas of interest, etc.

Outcome Method

The number of service area schools utilizing services this year will be compared to the previous year.

Outcome Criterion

50% of the service area high schools will utilize the physical presence of a TVCC representative.

Strategic Plan Relationship

Goal#1 relates to the outcome in that it engages the high school students in learning more about the institution.
Goal #2 relates in that it contributes to the recruitment efforts of the institution.
Goal #4 relates in that it promotes increasing underrepresented ethnic populations.

Outcome Results

All 27 high schools within the service area were visited during the fall semester. Inquiries were made to counselors regarding displaying a TVCC table during lunch periods with a TVCC staff person available. Also through written correspondence to each counselor was this proposed as well as offering to conduct classroom presentations. Tables were set up at 7 schools, one of which was outside of the service area (i.e., Crockett, Kemp, LaPoynor, Mabank, Palestine, Scurry-Rosser and Wills Point). 2 schools requested classroom presentations. They were conducted at Brownsboro and Mabank to the seniors collectively. The goals of the percentage of schools utilizing the services offered and the amount of information disseminated was not met in part due to my medical absence for 9 weeks of the spring semester. One accomplishment is the development of a relationship with a school(Palestine) that in previous years did not attend TVCC programs for service area students nor invite a TVCC representative into the school to speak with students. Palestine brought students to the 2009 College Prep Day.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

No changes were made. The lack of time was one of the factors in not obtaining the desired outcome.

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY11   **Outcome ID#:**   6460

Outcome Description

Increase the number of students from outside the service area that enroll in TVCC and increase the number of students utilizing campus housing.

Outcome Strategy

During the fall semester, high schools hosting college fairs that appear on the TACRAO (Texas Association of Collegiate Registrars and Admission Officers) schedule and/or send invitations will be reviewed to select 10 new programs to incorporate into the recruiting schedule.

Outcome Method

The May 2011 High School Grad list and the TVCC Fall 2011 Enrollment list will be compared to determine the number of students who enrolled from the new contact high schools.

Outcome Criterion

3% of the contacts (high school seniors) from the 10 high schools outside of TVCC's service area will enroll in TVCC following high school graduation.

Strategic Plan Relationship

It relates to Goal #5.3: 'Enhance Community Life' in that it contributes to the recruitment efforts of the institution and will increase enrollment.

Outcome Results

During the Fall 2010 semester, 10 high schools were visited outside of TVCC's service area where I had not previously attended a College Fair; 1 new high school was visited during the Spring 2011. The following schools were visited with the number of contacts for each school indicated:
Bastrop - 23
Calhoun(Port Lavaca)- 19
Elgin - 12
Galveston(Ball)- 12
Hays - 25
Leander - 5
Lovejoy - 1
Melissa - 14
Sunnyvale - 11
Van Alstyne - 2
Victoria - 15
The number of contacts indicated are the individuals who completed "Request Cards" and were provided follow-up information and added to TVCC's mailing list. Of the 139 contacts, a total of 5 students enrolled in TVCC for the Fall 2011 semester, representing 3.60%. This goal was accomplished. Student contacts that were not seniors will be maintained in the database and continue to receive updated information until they graduate.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

School Relations Office Administration

Plan Period: FY11   **Outcome ID#:**   6465

Outcome Description

Establishment of a webpage for the School Relations department.

Outcome Strategy

Incorporate a weblink within the institution's website that can be utilized by high school counselors for the provision and exchange of information germane to School Relations, e.g.:
*Calendar of events
*Response forms for Career Day/College Prep Day/Diversity Day
*Survey/Evaluation forms
*Share educational links/free downloads

Outcome Method

The amount of time it will take to provide and receive information should be cut by 50%, as compared to utilizing the postal service.
In some instances, requests for information will result in instant responses.

Outcome Criterion

Maintaining a web presence will enhance the services provided to high school counselors. There will be an easier exchange of information between the institution and high schools. This will also result in the provision of college-related information in a more timely manner.

Strategic Plan Relationship

It relates to Goal #5.2 'Enhance the College' in that it contributes to the recruitment efforts of the institution by providing more network access to college information.

Outcome Results

The School Relations Office was unable to meet with TVCC's Web Developer until the end of the summer due to his schedule. Subsequently, he provided individual assistance to the office staff regarding its development. We have completed the face of the webpage and the type of information that will be accessible. We are currently completing additional content and plan to have it ready for the Spring 2012.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

Strategic Planning Administration

Plan Period: FY11   **Outcome ID#:**   6280

Outcome Description

Departments have problems creating outcomes and then implementing and documenting them.

Outcome Strategy

Bi-weekly reports will be run on system status and sent at the very least to division chairs

Outcome Method

Track number of plans with outcomes compared to FY10 and the number of completed plans at the end of the fiscal/school year

Outcome Criterion

80% of plans will have outcomes and 95% of plans will be completed.

Strategic Plan Relationship

management of the planning process used to direct, monitor, and update learning and administrative outcomes affect all areas of the college, but since it is in effect an administrative process, it falls under increasingly automate and streamline TVCC business processes.

Outcome Results

Results are mixed. We succeeded in closing a large number of prior year assessment plans (5 from FY06, 30 from FY07, 31 from FY08, 84 from FY09, and 86 from FY10). FY10 has 16 plans awaiting closure out of 102 for an 84% success rate.FY11 plans are not in as good of shape. We have 87 of 123 plans awaiting data/closure as of 3 October 2011. Notifications have been sent regularly, but not at the initially planned rate. Reports were sent about every 2 months through the year. The more rapid rate made the report seem more of a nuisance than a helpful reminder. For FY11 we had 123 plans but only 104 had outcomes added for a rate of 85% which missed our goal of 95%.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

This outcome will be carried over to FY12 and we will strive to better advertise the need for creation and completion of admin and learning outcomes.

Planned Distance Learning Improvement as an Outcome Result

NA

System Support Services Administration

Plan Period: FY11   **Outcome ID#:** 6422

Outcome Description

Upgrade five domain controllers organization wide from Windows 2003 to Windows 2008 for stability and enhancement of domain management.

Outcome Strategy

IT Services should create a phased implementation plan to upgrade the domain in a hierarchical manner that will have very little impact to the end users. A secondary server will be upgraded first for testing purposes before upgrading the primary domain controller in Athens. There should be proven backups in case of any severe issues during the upgrade of the domain itself as well as the servers. Athens domain controllers will maintain the same name and IP of 2003 servers because of services that are tied to that name. Athens servers will be virtualized during this process.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

Relationships to strategic plan goal: This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

Five domain controllers were upgraded to Windows 2008 across all four campuses. Two domain controllers were virtualized on Athens campuses. The upgrade has provided IT Services a more granular control over security, as well as more stable DNS and Active directory services.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Domain controllers should not need to be upgraded for at least three years. Because we have virtualized the domain controllers in Athens campus, the hardware for those two servers will not require an upgrade for at least five years.

Planned Distance Learning Improvement as an Outcome Result

NA

System Support Services Administration

Plan Period: FY11   **Outcome ID#:** 6423

Outcome Description

Provide and upgraded file and print services for all four campuses to maintain compliance with new Windows 7 and 64 bit technologies as well as to provide a stable file and print server for each campus.

Outcome Strategy

IT Services will create a phased implementation plan to install new servers on all four campus locations, move users data and work with lab coordinators on each campus to change software installations for mapped software that utilizes the current server. IT Services will install print services as well as give users directions on moving to a new printer location.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

New file and print servers have been installed on all campuses, but we have not implemented the file service on the new server on Athens. Because of the varied usage of departments and instructors on Athens campus, we continue to prepare a plan for file quotas that will fit individual needs. File quotas and reporting have been implemented on the three outer campuses.

This plan is still in process

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

By implementing file quotas on the new file and print servers, we have extended the useable life of the file and print servers as well as backup solutions on the outer campuses.

Planned Distance Learning Improvement as an Outcome Result

NA

System Support Services Administration

Plan Period: FY11   **Outcome ID#:** 6428

Outcome Description

The Image Now server will be virtualized and have more storage to cover growth of usage.

Outcome Strategy

IT Services will work with Image Now support to create a plan for migration, as well as schedule downtime with the departments that utilize Image Now. IT Services will build a new virtualized Windows 2008 server, install Image Now, and move the current data from old server to new server. IT Services will work with departments to test the installation before going live organization wide.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

We plan to upgrade Image Now and then move to a virtualized server before Christmas break. Because this system is mission critical we are striving to work in a time frame that will cause the least disruption of services.

This plan is still in process.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

System Support Services Administration

Plan Period: FY11   **Outcome ID#:** 6429

Outcome Description

To ensure that staff and faculty can create and share a single media file that is compatible with the following media player formats: QuickTime, Real Player, IPod, IPad, and IPhone.

Outcome Strategy

Currently the college provides a Windows Media Server for faculty to stream media to students. This has become an inconvenience for the faculty and students because they are unable to use a common file format this is compatible with all industry standard media players. This can be corrected by purchasing Wowza Media Server software and providing instructions to faculty on creating Wowza compatible media files, and creating the URL to the media files they've created.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

We have implemented the new media server, and continue to help and train faculty on it's use. All media has not been moved over to the Wowza server as of yet.

This plan is still in process.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

System Support Services Administration

Plan Period: FY11   **Outcome ID#:**   6430

Outcome Description

To provide reliable uptime and remove old and unused documents and links from the existing website.

Outcome Strategy

Setup a new WWW server and start moving software applications and files individually. This will allow us to test each product and file on an individual basis and eliminate old data that is no longer needed.

Outcome Method

A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

A new web server and a new SQL server have been brought online to host the new TVCC website. Web development is currently in process of bringing over web data from the old server, and training users on the new system.

This plan is still in process.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA

System Support Services Administration

Plan Period: FY11   **Outcome ID#:**   6431

Outcome Description

To replace the current stand-alone SQL database version of the ID card system with a new web based ID system. This will allow the use of the Administrative Computing Department's DB2 database to pre-populate student information for Campus Police. Doing such will reduce the number of data entry errors and streamline the process of issuing an ID during the registration process each semester.

Outcome Strategy

A new web server will be installed to run the WebID software. A technician from the software provider will install the WebID software and customize it to meet our needs.

Outcome Method

Assessment Method: A quantitative measurement of the progress will be made to determine when the goal is reached.

Outcome Criterion

Strategic Plan Relationship

This goal relates to the overall success of the mission for the office of Information Technology Services.

Outcome Results

ID Card System upgrade has been completed. New printers were purchased for Palestine and Terrell, as well as a new camera for Terrell.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Palestine and Terrell are now self-sufficient and no longer have to ship cards to Campus Police in Athens to have back printed. The campuses are now able to share supplies as all ID card printers now use the same ribbons.

Planned Distance Learning Improvement as an Outcome Result

NA

Transportation, Shipping, and Receiving Administration

Plan Period: FY11   **Outcome ID#:** 6822

Outcome Description

Research, develop, and implement procedure(s) that comply with local, state, and Federal guidelines to consistently dispose of the college's used and waste electronics.

Outcome Strategy

Identify local or similar groups and/or organizations and their methods for used and waste electronics disposal. Research on-line vendors and organizations that offer legal disposal of electronic hardware waste.

Outcome Method

Historically, used electronics have been stored up for long periods of time until a venue, work group, and/or occasion for disposal was found, increasing the need for storage space and locations for storage. Storage footprint and the number of multiple storage areas should decrease while formal documentation of disposals should increase. (Storage areas included classrooms, multiple buildings and sites.)

Outcome Criterion

Method of disposal must meet local, state, and Federal standards while maintaining an established repeatable and traceable practice that expedites removal of electronic waste, minimizing the storage footprint needed to hold the product and facilitating supporting documentation for examination and audit purposes.

Strategic Plan Relationship

A consistent and reliable process for the college's electronic waste disposal (computers, printers, etc..) will facilitate comparative out-bound waste electronics and in-bound new replacement electronics flow rates, decreasing the need for college facility floor space and storage areas, while safely managing hazardous waste disposal. Increased accountability and efficiency can be attained by centralizing management of the process operations. (TVCC Transportation/Shipping and Receiving/Inventory Control)

Outcome Results

Research for a electronic recycling venue produced results through the City of Athens "Keep Athens Beautiful" program and it's once a year rubbish removal offer to their citizens which includes electronic waste recycling provided by Goodwill Industries. Working with the Goodwill Industries of East Texas Senior Supervisor of Recycling, plans were made and implemented to set the college up with transport containers, recycling certification, and on-demand services.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

Documented procedural changes established including recycling filters, Inventory Control, and method of disposal. Goodwill Industries was utilized to recycle 10 pallets of old computers and monitors in Goodwill provided containers and on-site pick up service at no cost to the college, providing a detailed recycling certificate at the completion. For electronics that are not able to be sold, Goodwill Industries contracts with Dell computers for units that are able to be refurbished and also for those that require being parted out and completely recycled.

Planned Distance Learning Improvement as an Outcome Result

NA

Web Development Services Administration

Plan Period: FY11   **Outcome ID#:**   6454

Outcome Description

This system will be divided into two different sections; the syllabus section and the work study section. The syllabus section will display each coarse section, the section syllabus, instructor, instructor vitae, instructor evaluation, class time and location. The work study section will display the job, description, job contact and department. This system will be administrated by departments other than IT Services.

Outcome Strategy

After initial testing is complete, the system will be rolled out to Instructional Department and Financial Aid Administrators to begin uploading data for display. This will serve as additional testing and debugging.

Outcome Method

The syllabus system will be measured by its compliance to HB-2504 as well as the expanded scope defined by the Instructional department and IT Services.

Outcome Criterion

The syllabus system will achieve compliance with HB-2504 with additional functionality to enhance user and administrator experience.

Strategic Plan Relationship

This project contributes to an online, searchable catalog which is a part of the strategic goal identified by IT Services for a friendlier, more competitive web experience.

Outcome Results

Syllabus System is complete and in working order. Its creation keeps TVCC in compliance with the 2010 HB 2504 requirements. These include:
Within two clicks of the homepage, a college shall have:
- online posting of a syllabus for each section offered
- online posting of instructors' curriculum vitae
- online posting of all work-study jobs and descriptions
- online posting of course survey results

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

As a result of this Outcome, instructors can upload their own curriculum vitae for public display and their own syllabus for each class they teach. As well, the Financial Aid department can post work-study jobs, descriptions, and specific points of contact. Student survey results entered into the iSeries are posted automatically based on the raw results of those surveys.

There was no additional cost to the college to complete this project.

Planned Distance Learning Improvement as an Outcome Result

NA

Web Development Services Administration

Plan Period: FY11   **Outcome ID#:**   6455

Outcome Description

The new home page will keep the slideshow, audience-target and news elements and will add tab-navigation, top drop-down navigation, two new content rotator zones and a new featured-video listing. The new home page is losing the video window.

Outcome Strategy

Page will be built locally and then moved to a dedicated test server equipped with .net 4.0 and other required software. The page will be tested until error-free. Then a new virtual server array will be deployed to serve the new page and all subsequent pages built on the .net 4.0 platform with advanced CSS. We will continue to use the Xigla software to hold our news articles but will begin migrating to custom pages to display those articles.

Outcome Method

The new home page will be judged by its stability and user experience.

Outcome Criterion

If TVCC's website is our face to the public, then the home page is our first impression. If the first impression is good, we expect an increase in traffic as well as continued growth in enrollment.

Strategic Plan Relationship

The new page design interfaces with the audience in a more organized fashion, enhancing the effectiveness of the user experience. This is a part of the strategic goal identified by IT Services for a friendlier, more competitive web experience.

Outcome Results

New homepage completed and launched on new server on September 22 - one day earlier than scheduled. Outside of some minor changes, the new face has been well received. New department pages also launched with this content management system. While the migration of content is a slow and tedious process, there is enthusiasm about the ease of use and flexibility of the new system.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

The new Cardinal content management system (Cardinal CMS) has given department administrators the ability to change and update their web communications using no special software like Dreamweaver or Web Expressions. Instead, users simply log on and manage their pages through Internet Explorer. Users can add pictures, attach files, build links and do most anything the market might expect to see on a web page; all while still maintaining TVCC branding.

This was completed using no additional resources - only IT Services labor, software and hardware.

Planned Distance Learning Improvement as an Outcome Result

NA

Web Development Services Administration

Plan Period: FY11   **Outcome ID#:**   6457

Outcome Description

The Photo Galleries will be an online tool to display pictures of current and past event to the public. The galleries will be managed by TVCC Department administrators.

Outcome Strategy

Page will be built locally and then moved to a dedicated test server equipped with .net 4.0 and other required software. The page will be tested until error-free.

Outcome Method

The new home page will be judged by its stability and user experience.

Outcome Criterion

Publicly accessible collections of photos complete with collection descriptions and captions.

Strategic Plan Relationship

Photo galleries will give the audience a photographic understanding of TVCC events current and past.

Outcome Results

While development continues on an internal solution to user-maintained photo galleries, we have started a smugmug account for users to upload and display photos.

Outcome Distance Learning Results

NA

Planned Improvement as an Outcome Result

NA

Planned Distance Learning Improvement as an Outcome Result

NA