



NFCC Annual Outcomes Planning & Assessment Report

2014/2015

Office of Institutional
Effectiveness, Research, and
Accreditation

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Table of Contents

DRAFT

Introduction

Educational Programs

General Education

CTE Programs and Certificates

~~Business Development and Entrepreneurship~~

~~Business Operations~~

~~Digital Media/Multimedia~~

~~Network Security~~

Medical Administrative Office Specialist

Pharmacy Technician

Practical Nursing

Registered Nursing

Registered Nursing Bridge

Automation and Production Technology

Early Childhood Education

~~Corrections/Law Enforcement~~

~~Law Enforcement Officer~~

~~Correctional Officer~~

~~Correctional Officer Cross Over to Law Enforcement Officer~~

~~Law Enforcement Officer Cross Over to Correctional Officer~~

EMS

Academic Success Center and Tutor Lab

Administrative Support Services

Finance

Financial Aid

Facilities

Computer Services

Office of Institutional Effectiveness, Research, and Accreditation

Campus Safety and Security

~~Human Resources~~

Academic and Student Support Services

Enrollment Services

Recruitment, Advisement, and Retention

Student Support Services

Student Disability Services

Student Services

Library

~~College Advancement~~

~~Grants~~

~~Foundation and External Affairs~~

Community and Public Services

~~Artist Series~~

Fitness Center

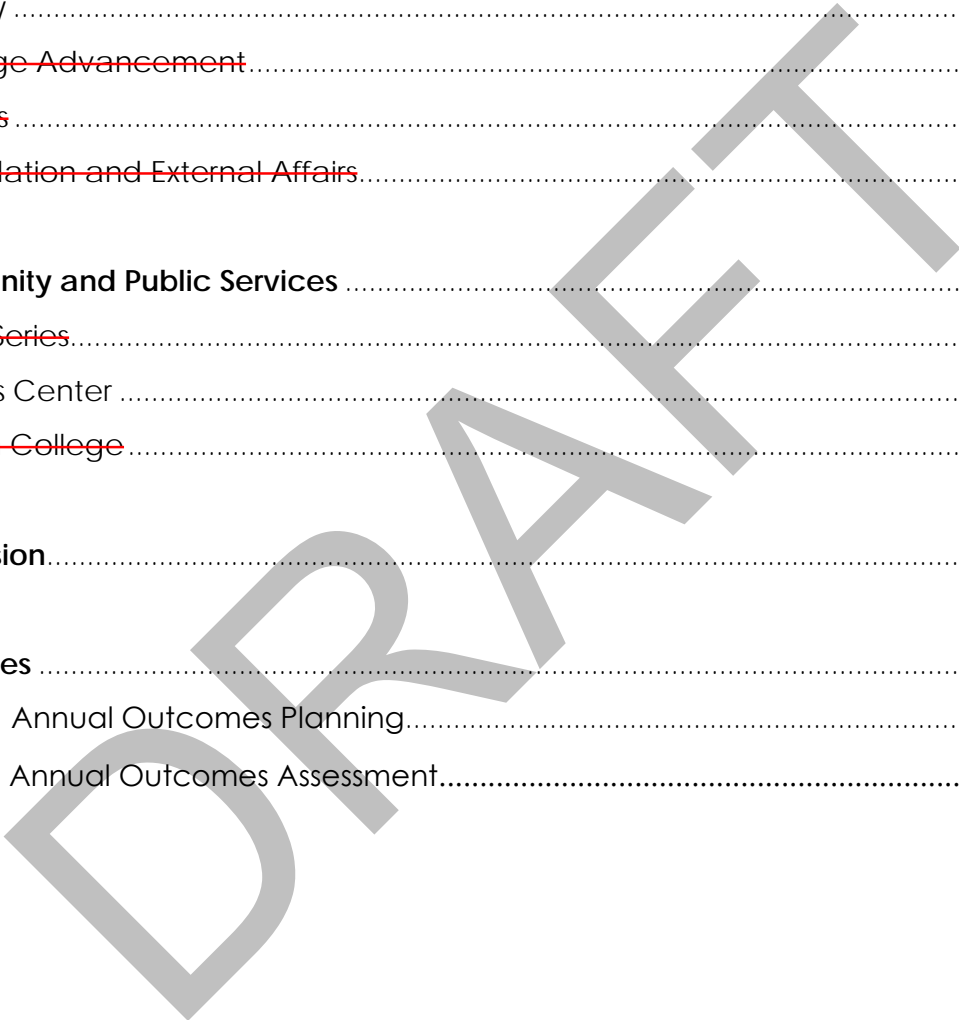
~~Kids in College~~

Conclusion

Templates

Step 1 Annual Outcomes Planning

Step 2 Annual Outcomes Assessment



Introduction

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Educational Programs

General Education

CTE Programs/Certificates

Business Development & Entrepreneurship

Business Operations

Digital Media/Multimedia

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Medical Administrative Office Specialist

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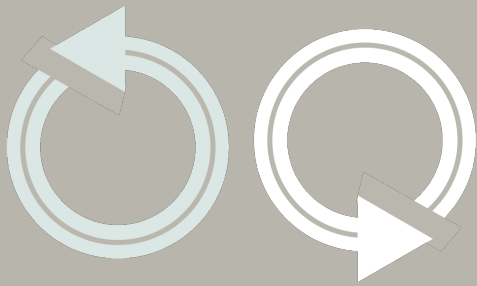
CO Cross-Over to LEO

LEO Cross-Over to CO

EMS

Academic Success Center and Tutor Lab

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	General Education Competencies (for Associate of Arts and Associate of Science degrees)
Program/Unit Mission	The mission of the NFCC's General Education Competencies is to ensure that all degree seeking students are provided with a sound general education. The courses in the NFCC general education curriculum are designed to facilitate development of the skills necessary to meet the challenges inherent in a complex and ever-changing world.
Program/Unit Director	Ms. Frances Adleburg
E-mail	adleburgf@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.

Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Student work in the areas of NFCC's seven (7) general education competencies will reflect an appropriate level of mastery per competency. Samples of student work will be randomly sampled annually from a list of currently enrolled and who have successfully completed 45 hours of college credit (institutional portfolio method).

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. a) Provide technical and transfer programs that include distinct general education competencies and offer these programs through a variety of course delivery modes.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Institutional Portfolio and Rubrics per competency

Baseline Data 1.1

new method of assessment for 2014-2015

Achievement Goal 1.1

Baseline data to be established this year - random student samples will be collected and evaluated by common rubrics (rubrics in process)

Measurement Tool 1.2

Faculty Survey

Baseline Data 1.2

new method of assessment for 2014-2015

Achievement Goal 1.2

At least 70% of all faculty will agree or strongly agree with the institutional portfolio process.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

Student grades across all sections of the courses accepted for general education credit in each area of competency will reflect an appropriate level of student mastery.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Measurement Tool 2.1

Crystal Reports per semester

Baseline Data 2.1

Communication Skills Pass Rates - 72% (Fall 2012); 75% (Spr 2013); 72% (Fall 2013); 79% (Spr 2014)
Quantitative Reasoning Pass Rates - 80% (Fall 2012); 84% (Spr 2013); 70% (Fall 2013); 77%(Spr 2014)
Scientific Reasoning Pass Rates - 76% (Fall 2012); 73% (Spr 2013); 78% (Fall 2013); 80%(Spr 2014)
Social & Behavioral Sciences Pass Rates - 73% (Fall 2012); 71% (Spr 2013); 73% (Fall 2013); 75% (Spr 2014)
Arts & Humanities Pass Rates - 76% (Fall 2012); 79% (Spr 2013); 78% (Fall 2013); 59%(Spr 2014)

Achievement Goal 2.1

At least 75% of all student grades across all sections of general education in each area of competency per semester will reflect a grade of at least a C or higher.

Measurement Tool 2.2

Graduate Exit Survey

Baseline Data 2.2

new method of assessment 2014-2015

Achievement Goal 2.2

At least 70% of all students who respond will report agree or strongly mastery level of each of the seven (7) general education competencies.

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

All NFCC general education courses will share common course student learning outcomes and common final examinations or common assessment items within the final exams of each general education course that has multiple sections.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. b) Analyze student learning outcome assessment data and document continual improvement of instruction.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Course Syllabi/GenEd SLO Chart Document

Baseline Data 3.1

100% of all general education courses with multiple sections share common course student learning outcomes

Achievement Goal 3.1

Maintain 100% compliance with common course student learning outcomes across courses with multiple sections

Measurement Tool 3.2

Final Exam Distribution Sheets

Baseline Data 3.2

During 2013-2014 academic year, 83% of all general education courses administered common final exams across courses with multiple instructors

Achievement Goal 3.2

By Fall 2015, all general education courses (100%) will share common exams or share common assessment items within final exams within general education courses that have multiple sections.

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

NFCC will provide academic support in the classrooms and through the Academic Support Center to ensure that students who complete general education course work at NFCC will transfer to the State University System with a GPA of 2.5 or higher.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. b) Analyze student learning outcome assessment data and document continual improvement of instruction.

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Measurement Tool 4.1

State Accountability Report, Measure 2, 2014-2016

Baseline Data 4.1

AA transfer GPA from NFCC to the SUS was 2.92 in 2009-2010; in 2011-12, this average dropped to 2.69; NFCC's GPA dropped from the 21st to 26th of 28 in FL College System

Achievement Goal 4.1

Over a three-year period, SUS transfer student GPA will increase to 2.99. (Year 1 - 2.79; Year 2 - 2.89; Year 3 - 2.99)

Measurement Tool 4.2

QEP Annual Measurement Report of Instructional Strategies

Baseline Data 4.2

new initiative - no baseline data

Achievement Goal 4.2

To establish baseline data for student engagement learning outcomes identified in the QEP

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

The General Education Assessment Committee will establish a consistent method for assessing competencies 6 & 7 (Information and Technological Literacy; 21st Century Citizenship).

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Measurement Tool 5.1 A specific assessment measurements designed to measure competencies 6 & 7

Baseline Data 5.1 In 2013-2014, three (3) of the five (5) general education content areas indicated that they measured Information and Technology Literacy and/or 21st Century Citizenship.

Achievement Goal 5.1 By Fall 2015, the General Education Assessment Committee, with input from faculty, will develop criteria for specifically measuring Competencies 6 & 7.

Measurement Tool 5.2 Faculty Survey

Baseline Data 5.2 new method of assessment for 2014-2015

Achievement Goal 5.2 At least 70% of all faculty will agree or strongly agree that they are satisfied with the assessment criteria for General Education Competencies 6 & 7.

Measurement Tool 5.3

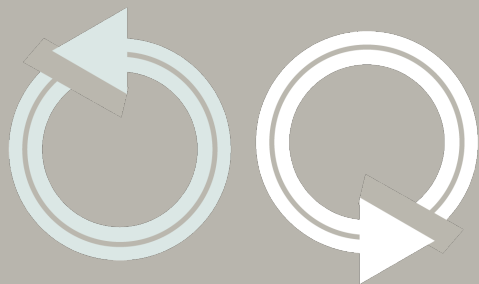
Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

Thoughts/Questions: Outcome 4 - how many students were used to calculate GPA (2.92 and 2.69)? How do our students perform in the SUS after they leave NFCC (report)?
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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Medical Administrative Specialist Program/Allied Health Department
Program/Unit Mission	The mission of the NFCC Allied Health Program is to meet the community healthcare career needs through facilitation of student enrollment and progression through healthcare programs with a student centered learning environment that promotes student success through flexible and varied learning activities that foster creativity, critical thinking, and professional growth.
Program/Unit Director	Julie Townsend
E-mail	townsendj@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

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- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

By completion of the program, the student will demonstrate professional communication skills through verbal, nonverbal, written, and technological in creating, expressing, and interpreting information and ideas.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Measurement Tool 1.1

OTA 0040 Module 2 Homework assignment Ch. 13 Study guide p. 91-95

Baseline Data 1.1

Achievement Goal 1.1

100% of students will achieve at least 80%

Measurement Tool 1.2

Clinical Evaluation of Student's Participation in Internship Form Section 5 Communication

Baseline Data 1.2

Achievement Goal 1.2

80% of students will achieve at least 3 on each Communication item

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

By completion of the program, the student will apply ethical, legal, and privacy compliance in accordance to healthcare regulations in all aspects of clinical and classroom settings.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Measurement Tool 2.1

OTA 0040 Module 7 Homework Assignment Ch. 4 Study guide p. 21-25, Ch. 6 p. 35-37, p. 38-40 are classroom discussion v/s debate issues, p. 41-42, Ch. 7 p. 43-48

Baseline Data 2.1

Achievement Goal 2.1

100% of students will achieve at least 80%

Measurement Tool 2.2

OTA 0040 Module 1 Homework Assignment Ch. 8 Study guide p. 51-56

Baseline Data 2.2

Achievement Goal 2.2

100% of students will achieve at least 80%

Measurement Tool 2.3

Clinical Evaluation of Student's Participation in Internship Form Section 3 Discretion

Baseline Data 2.3

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Outcome 3

Outcome 3

By completion of the program, the student will illustrate the procedure of electronic record keeping through the use of technology and software.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Measurement Tool 3.1

OTA 0041 Module 8 Homework Assignment Ch. 10 p. 69-72, 74-76, Ch. 11 p. 77-80, p. 82, Ch. 12 Study guides p. 69-89

Baseline Data 3.1

Achievement Goal 3.1

100% of students will achieve at least 80%

Measurement Tool 3.2

OTA 0041 Module 9 Homework Assignment Ch.9 p. 60, 62-63, 64-66 and p. 58-62 group activity; Ch. 23 p. 177-183; Ch. 24 p. 185-190

Baseline Data 3.2

Achievement Goal 3.2

100% of students will achieve at least 80%

Measurement Tool 3.3

SimChart for the Medical Office Assignment - scheduling appointment and preparing new patient

forms

Baseline Data 3.3

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Achievement Goal 3.3

100% of students will achieve at least 80% on SimChart assignment

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Outcome 4

Outcome 4

By completion of the program, the student will exemplify professionalism, interpersonal skills, and human relations appropriate for the healthcare industry.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 4.1

OTA 0040 Module 7 Paper on Workplace Professionalism

Baseline Data 4.1

Achievement Goal 4.1

100% of students will achieve at least 80% on paper rubric

Measurement Tool 4.2

Clinical Evaluation of Student's Participation in Internship Form Section 9 Attitude

Baseline Data 4.2

Achievement Goal 4.2

80% of students will achieve at least 3 on each Attitude item

Measurement Tool 4.3

Clinical Evaluation of Student's Participation in Internship Form Section 5 Cooperation

Baseline Data 4.3

Achievement Goal 4.3

80% of students will achieve at least 3 on each Cooperation item

Outcome 5

Outcome 5

By completion of the program, the student will discriminate appropriate roles of the workplace regarding leadership, supervision, and management.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

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Measurement Tool 5.1

OTA 0631C Module 14 Homework assignment Ch. 25 p. 191-194

Baseline Data 5.1

Achievement Goal 5.1

100% of students will achieve at least 80% on module assignment

Measurement Tool 5.2

OTA 0631C Module 14 & 15 Exam

Baseline Data 5.2

Achievement Goal 5.2

100% of students will achieve at least 75%

Measurement Tool 5.3

Baseline Data 5.3

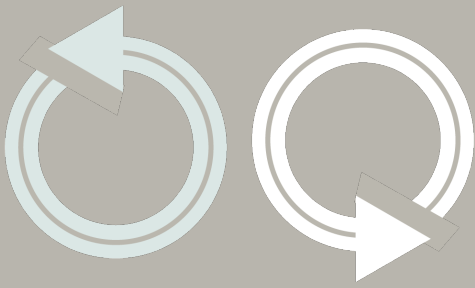
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Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Pharmacy Technician/Allied Health
Program/Unit Mission	The mission of NFCC's Allied Health Program is to meet the community healthcare career needs through facilitation of student enrollment and progression through healthcare programs with a student centered learning environment that promotes student success through flexible and varied learning activities that foster creativity, critical thinking and professional growth.
Program/Unit Director	Mekia Jackson/Julie Townsend
E-mail	townsendj@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

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- 3) Assess resources and processes.
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- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

By the completion of the program, the student will demonstrate the professional roles and interactive duties the pharmacy technician has in the many diverse pharmacy settings of the healthcare delivery system.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 1.1

PTN I Virtual Pharmacy Assignment Virtual Externship

Baseline Data 1.1

Achievement Goal 1.1

100% of students will achieve at least 85%

Measurement Tool 1.2

Externship Preceptor Evaluation – Basic Understanding of Pharmacy Operations Responsibilities Section

Baseline Data 1.2

Achievement Goal 1.2

100% of the students will achieve at least "Good" on final evaluation

Measurement Tool 1.3

Externship Preceptor Evaluation – Professional Standards Section

Baseline Data 1.3

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Outcome 2

Outcome 2

By completion of the program, the student will utilize professional conduct within the pharmacy technician's scope of practice including interpersonal skills, ethical and legal responsibilities, leadership and teamwork capabilities.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Measurement Tool 2.1

PTN I Unit I Module 1 Institute for healthcare Improvement Teamwork and Communication Assignment

Baseline Data 2.1

Achievement Goal 2.1

100% of students will achieve 75%

Measurement Tool 2.2

PTN I Module 4 Homework Assignment Ch. 2 Workbook Exercises

Baseline Data 2.2

Achievement Goal 2.2

90% of students will achieve at least 77%

Measurement Tool 2.3

HSC Mock Interview

Baseline Data 2.3

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Outcome 3

Outcome 3

By completion of the program, the student will apply information technology, mathematical, drug chemistry and classification, and language arts knowledge and skills to pharmacy practice.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Measurement Tool 3.1 HSC Unit X Math Concepts Exam

Baseline Data 3.1

Achievement Goal 3.1 100% of students will achieve at least 90% on exam

Measurement Tool 3.2 PTN II Final Exam

Baseline Data 3.2

Achievement Goal 3.2 90% of students will achieve at least 77%

Measurement Tool 3.3

PTN I Module 8 8 Laboratory Exercises in Pharmacy Labs Text Unit 2 Community Pharmacy Practice Exercises (4-14)

Baseline Data 3.3

DRAFT

Outcome 4

Outcome 4

By completion of the program, the student will develop personal accountability skills including verbal and written communication, health and wellness, financial management, safety, and critical thinking.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

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Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

PTN I Module 2 Homework Assignment Ch. 3 Workbook Exercises

Baseline Data 4.1

Achievement Goal 4.1

90% of students will achieve at least 77%

Measurement Tool 4.2

HSC Resume' Assignment

Baseline Data 4.2

Achievement Goal 4.2

100% of students will achieve at least 77% on grading rubric

Measurement Tool 4.3

PTN I Virtual Pharmacy Assignment Medication Safety

Baseline Data 4.3

Achievement Goal 4.3

100% of students will achieve at least 85%

Outcome 5

Outcome 5

By completion of the program, the student will apply knowledge and skills of the pharmacy technician's practice responsibilities in diverse pharmacy settings.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

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Measurement Tool 5.1

5.1 PTN III Final Exam

Baseline Data 5.1

Achievement Goal 5.1

100% of students will achieve at least 77%

Measurement Tool 5.2

PTN III Research paper on How the role of the Pharmacy Technician has evolved

Baseline Data 5.2

Achievement Goal 5.2

100% of the students will achieve at least 77% on grading rubric

Measurement Tool 5.3

PTN I Virtual Pharmacy Assignment Inventory Control

Baseline Data 5.3

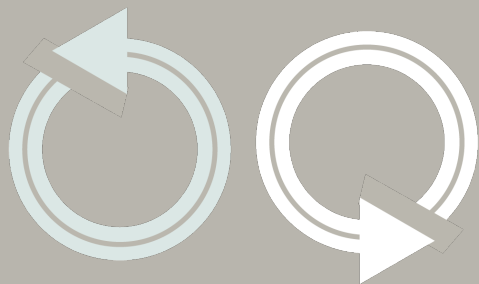
DRAFT

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

DRAFT

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Practical Nursing Program/Allied Health Department
Program/Unit Mission	Our mission is to meet the community healthcare career needs through facilitation of student enrollment and progression through healthcare programs with a student centered learning environment that promotes students success through flexible and varied learning activities that foster creativity, critical thinking and professional growth.
Program/Unit Director	Julie Townsend
E-mail	townsendj@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

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- 5) Be limited (maximum of 2)
- 6) Use only **AFTER** identifying at least (3) SLOs.

Outcome 1

Outcome 1

By completion of the program the student will demonstrate professionalism in the role of the practical nurse within the healthcare system to collaborate effectively with other members of the healthcare team.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

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Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

PN I Unit II Module 4 Healthcare Team and Setting Interview Assignment

Baseline Data 1.1

Achievement Goal 1.1

90% of students will achieve at least 77% on grading rubric

Measurement Tool 1.2

Personal Development Assessment Clinical Evaluation Section 1 Interpersonal Skills & Section 4 Cooperation/Team participation

Baseline Data 1.2

Achievement Goal 1.2

100% of students will achieve at least 3

Measurement Tool 1.3

PN III Unit IV Vocational Adjustments Teaching project

Baseline Data 1.3

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Outcome 2

Outcome 2

By completion of the program the student will utilize the nursing process to provide safe and ethical patient care within the scope of practice for a practical nurse.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

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Measurement Tool 2.1

Personal Development Assessment Clinical Evaluation Section 3 Use and Care of Equipment & Section 11 Quality & Safety

Baseline Data 2.1

Achievement Goal 2.1

100% of students will achieve at least 3

Measurement Tool 2.2

PN I Unit I Module 3 Journal Article Assignment

Baseline Data 2.2

Achievement Goal 2.2

90% of students will achieve at least 77% on grading rubric

Measurement Tool 2.3

PN II Community Clinical Evaluation Form Section 6

Baseline Data 2.3

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Outcome 3

Outcome 3

By completion of the program the student will synthesize therapeutic communication in providing culturally competent care to promote optimal health and wellness to diverse populations throughout the life span.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

HC Unit III Communication homework Assignment Ch. 8

Baseline Data 3.1

Achievement Goal 3.1

90% of students will achieve at least 77%

Measurement Tool 3.2

PN I Unit II Module 10 Cultural Awareness Competency Activity

Baseline Data 3.2

Achievement Goal 3.2

85% of students will report increased awareness of cultural diversity on completion survey

Measurement Tool 3.3

PN I Unit 5 Module 4 School Observation Clinical Assignment

Baseline Data 3.3

Achievement Goal 3.3

100% of students will achieve at least 77% on grading rubric

Outcome 4

Outcome 4

By completion of the program the student will incorporate relevant technology with knowledge of nursing skills to deliver exceptional clinical care to clients with a variety of needs.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Personal Development Assessment Clinical Evaluation Section 3 Use and Care of Equipment

Baseline Data 4.1

Achievement Goal 4.1

100% of students will achieve at least 3

Measurement Tool 4.2

PN I Unit II Module 2 Documentation EMR assignment

Baseline Data 4.2

Achievement Goal 4.2

100% of students will achieve at least 77% on grading rubric

Measurement Tool 4.3

PN I Unit III Module 14 Head to Toe Assessment

Baseline Data 4.3

Achievement Goal 4.3

100 % of students will achieve at least Satisfactory on assessment rubric

Outcome 5

Outcome 5

By completion of the program the student will implement plan of care for patients in a variety of care settings using critical thinking skills.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Measurement Tool 5.1

ATI Comprehensive Exam

Baseline Data 5.1

Achievement Goal 5.1

85% of students will achieve at least a level 2 on ATI Exam

Measurement Tool 5.2

PN II Hospital Clinical Case Study Assignment

Baseline Data 5.2

Achievement Goal 5.2

100 % of students will achieve at least 77% on grading rubric

Measurement Tool 5.3

PN II Final Exam

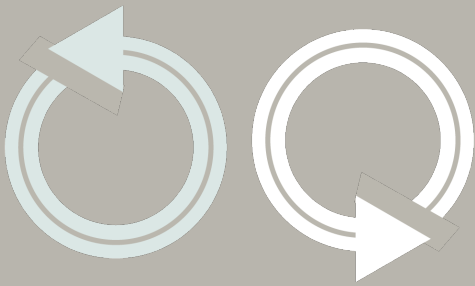
Baseline Data 5.3

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Additional Comments:

DRAFT



Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Associate in Science Degree: Registered Nursing Program/Allied Health Department
Program/Unit Mission	The mission of NFCC's Allied Health Program is to meet the community healthcare career needs through facilitation of student enrollment and progression through healthcare programs with a student centered learning environment that promotes student success through flexible and varied learning activities that foster creativity, critical thinking, and professional growth.
Program/Unit Director	Julie Townsend
E-mail	townsendj@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

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Outcome 1

Outcome 1

By completion of the program, the student will demonstrate professionalism in the role of the registered nurse within the healthcare system to effectively lead other members of the healthcare team.

Type of Outcome

- Student Learning
 Operational (resources and processes)

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Measurement Tool 1.1

NP IV Unit VI Module 3 Exam VI

Baseline Data 1.1

Achievement Goal 1.1

100% of the students will achieve at least 80%

Measurement Tool 1.2

FCS II Clinical Performance Evaluation Tool Section 3 Professional Behavior – All components

Baseline Data 1.2

Achievement Goal 1.2

100% of students meet P (Passing) standard for the semester

Measurement Tool 1.3

Clinical facility Staff Evaluation of Students Survey #2 & #3 each semester

Baseline Data 1.3

Achievement Goal 1.3

100% of surveys will report at least 4

Outcome 2

Outcome 2

By completion of the program, the student will utilize the nursing process to provide safe and ethical patient care within the scope of practice for a registered nurse.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Measurement Tool 2.1

NPI, NP II, FCSI Clinical Performance Evaluation Report X, Section 4 Caring Intervention a) Maintain Safety

Baseline Data 2.1

Achievement Goal 2.1

100% of students will achieve M/Met of Summative Evaluation for each course in the program

Measurement Tool 2.2

NP I Lab Skills Performance Checklist Skill 9-1 Using Safe and Effective Transfer Techniques

Baseline Data 2.2

Achievement Goal 2.2

100% of students will achieve S/Satisfactory

Measurement Tool 2.3

NPI, NP II, FCSI Clinical Performance Evaluation Report, Section 4 Caring Intervention a) Maintain Safety

Baseline Data 2.3

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Achievement Goal 2.3

100% of students will achieve M/Met of Summative Evaluation for each course

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Outcome 3

Outcome 3

By completion of the program, the student will synthesize therapeutic communication in providing culturally competent care to promote optimal health and wellness to diverse populations throughout the life span.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Measurement Tool 3.1

NP III Clinical Performance Evaluation Tool Section 8 Communication, FCS II Clinical Performance Evaluation Tool Section 4 Communication – All components

Baseline Data 3.1

Achievement Goal 3.1

100% of students meet P (Passing) standard for the semester

Measurement Tool 3.2

NP IV Clinical Discussion Board Question 2 Example and discuss different cultural beliefs that may affect the birthing process

Baseline Data 3.2

Achievement Goal 3.2

100% of Students will achieve at least 80% on Discussion Board rubric

Measurement Tool 3.3

NP I Unit 2 Module 5 Assignment Assessment of the Elderly Patient

Baseline Data 3.3

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Achievement Goal 3.3

100% of students will achieve at least 80%
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DRAFT

Outcome 4

Outcome 4

By completion of the program, the student will incorporate relevant technology with knowledge of nursing skills to deliver exceptional clinical care to clients with a variety of needs.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 4.1

NP III Clinical Performance Evaluation Tool Section 9 Documentation – All components

Baseline Data 4.1

Achievement Goal 4.1

100% of students meet P (Passing) standard for the semester

Measurement Tool 4.2

NP II Unit 2 Module 2 Assignment Develop Immune System Digital Videos to present to the Class

Baseline Data 4.2

Achievement Goal 4.2

100% of students will achieve at least 80% on grading rubric

Measurement Tool 4.3

NP II Reporting a Journal Article Assignments

Baseline Data 4.3

Achievement Goal 4.3

100% of students will achieve at least 80% on grading rubric

Outcome 5

Outcome 5

By completion of the program, the student will evaluate plan of care for patients in a variety of care settings using critical thinking skills.

Type of Outcome

- Student Learning
 Operational (resources and processes)

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Measurement Tool 5.1

NP IV Unit VII Module 3 Evidence Based Practice Project Assignment

Baseline Data 5.1

Achievement Goal 5.1

100% of Students will meet 80% on EBP Project Rubric

Measurement Tool 5.2

Exit HESI Exam

Baseline Data 5.2

Achievement Goal 5.2

100% of students will achieve at least 850 on HESI Exit Exam

Measurement Tool 5.3

FCS I, NP II Clinical Care Plan Assignment with each clinical day

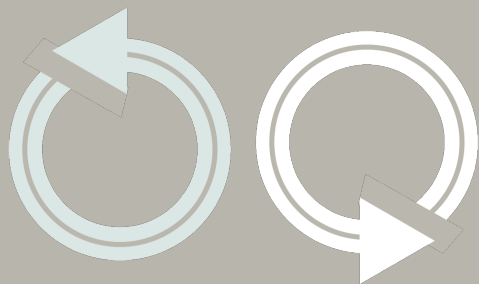
Baseline Data 5.3

DRAFT

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Additional Comments:

DRAFT



Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Associate in Science Degree: Accelerated Registered Nursing Bridge/Allied Health Department
Program/Unit Mission	The mission of NFCC's Allied Health Program is to meet the community healthcare career needs through facilitation of student enrollment and progression through healthcare programs with a student centered learning environment that promotes students success through flexible and varied learning activities that foster creativity, critical thinking and professional growth.
Program/Unit Director	Julie Townsend
E-mail	townsendj@nfcc.edu
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- 5) Be limited (maximum of 2)
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Outcome 1

Outcome 1

By completion of the program, the student will demonstrate professionalism in the role of the registered nurse within the healthcare system to effectively lead other members of the healthcare team.

Type of Outcome

- Student Learning
 Operational (resources and processes)

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Measurement Tool 1.1

Student Clinical Rotation Form, Section 7

Baseline Data 1.1

N/A

Achievement Goal 1.1

80% of students will achieve at least 3 on the Student Clinical Rotation Form for each course on Section 7, Relationship with Instructor, Classmates & Faculty Staff

Measurement Tool 1.2

Bridge III Unit 12 Exam

Baseline Data 1.2

N/A

Achievement Goal 1.2

100% of students will achieve at least 80% on the Bridge III Unit 12 Exam

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

By completion of the program, the student will utilize the nursing process to provide safe and ethical patient care within the scope of practice for a registered nurse.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Student Clinical Rotation Form, Section 1

Baseline Data 2.1

N/A

Achievement Goal 2.1

80% of students will achieve at least a 3 on the Student Clinical Rotation Form for each course on Section 1 Nursing Knowledge &, Section 2 Nursing Assessment

Measurement Tool 2.2

Bridge III Unit 12 Module 1 Position Paper

Baseline Data 2.2

N/A

Achievement Goal 2.2

100% of students will achieve at least 80%

Measurement Tool 2.3

Bridge I Unit II Module 4-6 On-line care plan and patient education assignment

Baseline Data 2.3

N/A

Achievement Goal 2.3

100% of students will achieve at least 80%

Outcome 3

Outcome 3

By completion of the program the student will synthesize therapeutic communication in providing culturally competent care to promote optimal health and wellness to diverse populations throughout the life span.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Student Clinical Rotation Form for each course Section 4 Communication Skills

Baseline Data 3.1

N/A

Achievement Goal 3.1

80% of students will achieve at least 3

Measurement Tool 3.2

Bridge III Interprofessional simulation activity

Baseline Data 3.2

N/A

Achievement Goal 3.2

100% of students will report increased awareness of the significance of interprofessional collaboration

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

By completion of the program, the student will incorporate relevant technology with knowledge of nursing skills to deliver exceptional clinical care to clients with a variety of needs.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 4.1

Student Clinical Rotation Form, Section 5 Learning Habits

Baseline Data 4.1

N/A

Achievement Goal 4.1

80% of students will achieve at least 3 for each course the Student Clinical Rotation Form, Section 5 Learning Habits

Measurement Tool 4.2

Bridge II Final Exam

Baseline Data 4.2

N/A

Achievement Goal 4.2

100% of students will achieve at least 80%

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

By completion of the program, the student will evaluate plan of care for patients in a variety of care settings using critical thinking skills.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

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Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Student Clinical Rotation Form, Section 3 Problem Solving/Clinical Judgment

Baseline Data 5.1

N/A

Achievement Goal 5.1

80% of students will achieve at least 3 for each course on the Student Clinical Rotation Form, Section 3 Problem Solving/Clinical Judgment

Measurement Tool 5.2

Bridge II Unit 5 Module 2 Evolve case study on COPD with Pneumonia

Baseline Data 5.2

N/A

Achievement Goal 5.2

100% of students will achieve at least 80%

Measurement Tool 5.3

Exit HESI Exam

Baseline Data 5.3

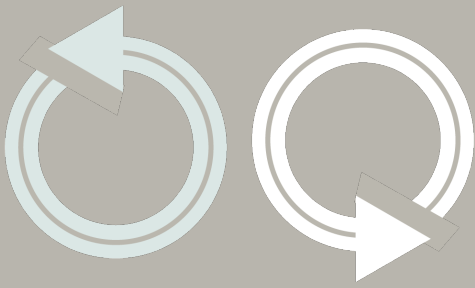
N/A

DRAFT

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Automation and Production Technology
Program/Unit Mission	The mission of NFCC's Automation and Production Technology program is to provide the training and skills needed to equip and prepare people for employment in the advanced manufacturing sector in a supportive academic and professional atmosphere that emphasizes the importance of lifelong learning and professional growth.
Program/Unit Director	David Dunkle
E-mail	dunkled@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Students in the Automation and Production Technology program will complete the program in its entirety.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Data verification sheets created through Crystal Reports will be used to track student completion.

Baseline Data 1.1

Achievement Goal 1.1

60% of enrolled students in the Automation and Production Technology program will complete the program in its entirety.

Measurement Tool 1.2

Statistics reported through Employ Florida will be used to track student completion.

Baseline Data 1.2

Achievement Goal 1.2

60% of enrolled students in the Automation and Production Technology program will complete the program in its entirety.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

Program completers will be certified through the Manufacturing Skills Standards Council.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Reports sent from the Manufacturing Skills Standards Council will indicate students who have earned certification

Baseline Data 2.1

Achievement Goal 2.1

70% of program completers will be certified through the Manufacturing Skills Standards Council.

Measurement Tool 2.2

Statistics reported through Employ Florida

Baseline Data 2.2

Achievement Goal 2.2

70% of program completers will be certified through the Manufacturing Skills Standards Council.

Measurement Tool 2.3

Baseline Data 2.3

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Outcome 3

Outcome 3

Students who complete the entire program will be employed or furthering their education in the field of study within 3 months of completing the program.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Instructor phone and contact logs will be kept that document student employment and education.

Baseline Data 3.1

Achievement Goal 3.1

70% of student completers will be employed or furthering their education within 3 months of completing program.

Measurement Tool 3.2

Statistics reported through Employ Florida

Baseline Data 3.2

Achievement Goal 3.2

70% of student completers will be employed or furthering their education within 3 months of completing program.

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

Students will be able to demonstrate the ability to properly identify, organize, plan, allocate resources, document and produce a mass-produced product and report on all phases of production with peers and faculty.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Students will submit a portfolio which will be graded through an instructor created rubric.

Baseline Data 4.1

Achievement Goal 4.1

85% of students will be able to organize, plan and produce a product creating 85% of students will be able to create a Design Portfolio documenting research and materials for a mass produced product using specified design constraints (time, expenses, materials, safety considerations, etc.) and automated production processes.

Measurement Tool 4.2

Students will present their design portfolio project to the class. The presentation will be graded using an instructor created rubric.

Baseline Data 4.2

Achievement Goal 4.2

85% of students will effectively communicate the results of their project through a slide presentation and speech.

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

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Outcome 5

Outcome 5

Students will learn the employability skills (punctuality, dependability, cleanliness, effective communication, conflict resolution, team work) necessary for the workplace.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Attendance records

Baseline Data 5.1

Achievement Goal 5.1

85% of students earning at least one occupational completion point will have learned the employability skills (punctuality, dependability, cleanliness, effective communication, conflict resolution, team work) necessary for the workplace.

Measurement Tool 5.2

Student laboratory assignment checkoff sheet

Baseline Data 5.2

Achievement Goal 5.2

85% of students earning at least one occupational completion point will have learned the employability skills (punctuality, dependability, cleanliness, effective communication, conflict resolution, team work) necessary for the workplace.

Measurement Tool 5.3

Baseline Data 5.3

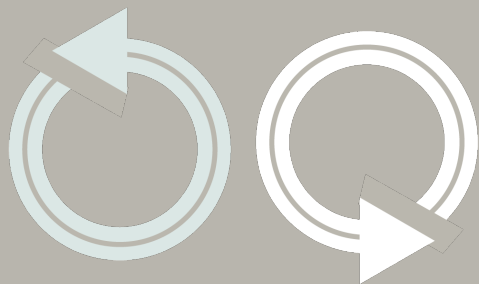
Achievement Goal 5.3

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Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Early Childhood Education
Program/Unit Mission	The NFCC Early Childhood Education programs are designed to prepare students for immediate employment into careers in childcare and education or may be used for career advancement opportunities for students already working in these fields.
Program/Unit Director	David Dunkle
E-mail	dunkled@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Marketing material will be created and shared throughout the college service district in regards to the Early Childhood Education programs so that student enrollment in Early Childhood programs will increase.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 4. a) Capture and publish stories about the impact of NFCC on students, alumni, employees, and the district.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Data concerning enrollment will be gathered and verified through Crystal Reports.

Baseline Data 1.1

Achievement Goal 1.1

Student enrollment will increase by at least 100% in Early Childhood Education courses so that each course has at least 12 enrolled students.

Measurement Tool 1.2

Class log sheets

Baseline Data 1.2

Achievement Goal 1.2

Student enrollment will increase by at least 100% in Early Childhood Education courses so that each course has at least 12 enrolled students.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

Students identified as students enrolled in the Early Childhood Education AS Degree will complete the degree with-in the two year window identified in the institutions teach-out plan.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Student completion rate for Early Childhood Education AS Degree program as evidenced through state reporting tools.

Baseline Data 2.1

Achievement Goal 2.1

60% of students identified as students enrolled in the Early Childhood Education AS Degree will complete the degree with-in the two year window identified in the institutions teach-out plan.

Measurement Tool 2.2

State database for Early Childhood Professional Certificate holders

Baseline Data 2.2

Achievement Goal 2.2

60% of students identified as students enrolled in the Early Childhood Education AS Degree will complete the degree with-in the two year window identified in the institutions teach-out plan.

Measurement Tool 2.3

Baseline Data 2.3

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Outcome 3

Outcome 3

Students will be able to implement developmentally appropriate practices for programs serving children from birth through age eight.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Students will create and maintain a portfolio which must be submitted to the instructor prior to program completion. The portfolio will be assessed using an instructor created rubric.

Baseline Data 3.1

Achievement Goal 3.1

100% of students completing the ECPC program will be able to implement developmentally appropriate practices for programs serving children from birth through age eight.

Measurement Tool 3.2

Classroom assignments and exams which will be assessed using a grading rubric.

Baseline Data 3.2

Achievement Goal 3.2

100% of students completing the ECPC program will be able to implement developmentally appropriate practices for programs serving children from birth through age eight.

Measurement Tool 3.3

Baseline Data 3.3

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Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

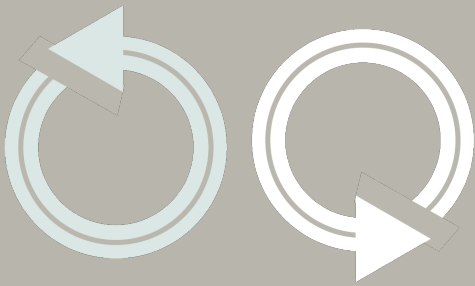
Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	North Florida Community College EMS Programs
Program/Unit Mission	The NFCC EMS Programs are designed to prepare entry level Emergency Medical Technicians and Paramedics to work as out-of-hospital EMS professionals by equipping them with fundamental patient assessment and treatment skills at the basic and advanced level.
Program/Unit Director	Mike Kirkland
E-mail	kirklandm@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Students will be able to demonstrate the knowledge and skills necessary to provide fundamental patient assessment and treatment at basic and advanced levels.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

External expert review via skill demonstration and simulated lab assessments

Baseline Data 1.1

Achievement Goal 1.1

At least 90% of students are rated "proficient" by external evaluators (physician; subject matter experts) during the final practical examination.

Measurement Tool 1.2

Demonstrate knowledge and skills necessary to pass a comprehensive final examination the psychomotor domain

Baseline Data 1.2

Achievement Goal 1.2

At least 80% of students successfully pass the final practical examination

Measurement Tool 1.3

Baseline Data 1.3

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Outcome 2

Outcome 2

Students will be able to demonstrate the ability to function at the basic prehospital EMT and Paramedic level and treat various medical/trauma conditions using appropriate equipment and materials.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Field clinical assessments by external subject matter experts serving as preceptors

Baseline Data 2.1

Achievement Goal 2.1

At least 80% of students must be rated "acceptable" by external evaluators (preceptors) with regard to patient assessment and treatment

Measurement Tool 2.2

Field report grading rubric

Baseline Data 2.2

Achievement Goal 2.2

At least 80% of students achieve a minimum of 75% on field all field reports

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

Students will be able to demonstrate knowledge and skills necessary to obtain State licensure as an emergency medical technician or paramedic.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 1. b) Provide access to educational and career technical programs that prepare students for lifelong learning and employment through the development of adaptable skills and knowledge.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Pass final written examination

Baseline Data 3.1

Achievement Goal 3.1

At least 80% of students pass the final written examination with a score of no less than 80%

Measurement Tool 3.2

Successful completion of the state certification examination

Baseline Data 3.2

Achievement Goal 3.2

At least 70% of graduating students pass the state examination within 1 year of program completion

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

The program director will measure, analyze, and evaluate the affective learning experience using student survey results to identify deficiencies and areas in need of improvement.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. b) Analyze student learning outcome assessment data and document continual improvement of instruction.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Program exit survey

Baseline Data 4.1

Achievement Goal 4.1

The program will achieve at least a 75% approval rating from students

Measurement Tool 4.2

Instructor evaluations

Baseline Data 4.2

Achievement Goal 4.2

Instructors shall maintain at least a 75% approval rating by students surveyed

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

The Program Director will hire and retain quality instructors

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 2. a) Provide leadership, development opportunities, and resources for staff and faculty to work effectively.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Create an instructor development path whereby adjuncts may work toward becoming a lead instructor

Baseline Data 5.1

Achievement Goal 5.1

At least two new instructors will be trained according to program standards and achieve level B instructor certification

Measurement Tool 5.2

Instructor evaluations

Baseline Data 5.2

Achievement Goal 5.2

New instructors are required to achieve at least 80% approval from student evaluations

Measurement Tool 5.3

Baseline Data 5.3

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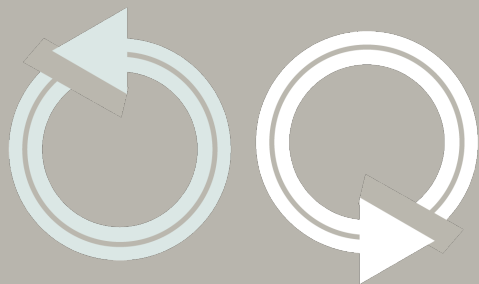
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Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Academic Success Center
Program/Unit Mission	The NFCC Academic Success Center's mission is to provide all students, regardless of academic proficiency, the individualized support needed for students to gain transferable academic skills leading to successful completion of their academic and professional goals.
Program/Unit Director	Kay Hogan/Jennifer Page
E-mail	pagej@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

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- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Academic Success Center (ASC) will increase students' awareness of ASC support services.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 1.1

The ASC will use TutorTrac to track student attendance to and usage of ASC Tutor Lab services.

Baseline Data 1.1

Fall 2013: 2647 visits
Spring 2014: 2733 visits
Summer 2014: 624 visits
Total 2013/2014: 6006 visits

Achievement Goal 1.1

The number of student visits to the Tutor Lab will increase by 1% (60 more visits).

Measurement Tool 1.2

The ASC will use TutorTrac to track student referrals and attendance to ASC professional academic coaching services.

Baseline Data 1.2

N/A 2013/2014
The ASC became a new program in January 2014.

Achievement Goal 1.2

The ASC will create baseline data for 2014/2015 using our new tracking system, TutorTrac.

Measurement Tool 1.3

The ASC will record the number of courses and sections that receive ASC semester orientations.

Baseline Data 1.3

2013/2014 = 53 total classroom orientations for the ASC

Achievement Goal 1.3

The ASC will increase the number of classroom orientations by 15%.

DRAFT

Outcome 2

Outcome 2

Students will increase their usage of the "Smarthinking" online service.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 2. a) Provide comprehensive student and academic support services to college-ready students that help them meet their career, academic, and personal goals.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

The ASC will track student usage statistics via "Smarthinking" reports.

Baseline Data 2.1

2013/2014: 241 users; 516 sessions

Achievement Goal 2.1

The number of Smarthinking users will increase by 5%.

Measurement Tool 2.2

The ASC will record the number of Smarthinking information/orientation sessions provided to students via classroom orientations and workshops.

Baseline Data 2.2

2013/2014 = 53 total classroom orientations for the ASC which included an introduction to Smarthinking. No baseline for workshops.

Achievement Goal 2.2

The ASC will increase the number of Smarthinking classroom information/orientation sessions by 15% and create baseline data for the number of new Smarthinking workshops offered in 2014/2015.

Measurement Tool 2.3

The ASC will administer a student survey to collect data regarding students' satisfaction with the

Smarthinking service.

Baseline Data 2.3

Spring 2014 data: 56% of students surveyed were satisfied with Smarthinking services.

Achievement Goal 2.3

60% of students who complete the Smarthinking Satisfaction Survey will indicate that they are satisfied overall with the Smarthinking service.

DRAFT

Outcome 3

Outcome 3

Students will increase their participation in ASC midterm and final exam group study/review sessions.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 2. a) Provide comprehensive student and academic support services to college-ready students that help them meet their career, academic, and personal goals.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

The ASC will use TutorTrac to track student attendance to and participation in mid-term and final exam group study/review sessions.

Baseline Data 3.1

N/A 2013/2014
The ASC became a new program in January 2014.

Achievement Goal 3.1

The ASC will create baseline data for 2014/2015 using our new tracking system, TutorTrac.

Measurement Tool 3.2

The ASC will administer a student survey/evaluation of midterm/final exam group study/review sessions.

Baseline Data 3.2

N/A 2013/2014
The ASC became a new program in January 2014.

Achievement Goal 3.2

The ASC will create baseline data for 2014/2015 using our new tracking system, TutorTrac.

Measurement Tool 3.3

The ASC will survey course instructors to determine their perceptions of the value/effectiveness of the midterm/final exam group study/review sessions.

Baseline Data 3.3

N/A 2013/2014

The ASC became a new program in January 2014.

Achievement Goal 3.3

The ASC will create baseline data for 2014/2015 using our new tracking system, TutorTrac.

DRAFT

Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Administrative Support Services

Finance

Financial Aid

Facilities

Computer Services

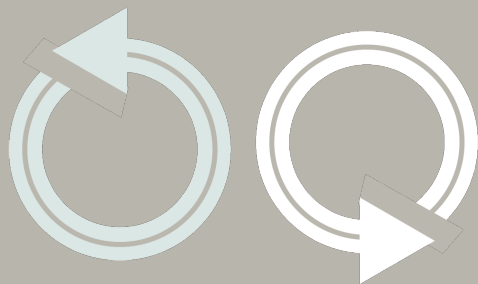
Office of Institutional
Effectiveness, Research,
and Accreditation

Campus Safety and
Security

Human Resources

DRAFT

DRAFT



Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Finance
Program/Unit Mission	The mission of the NFCC Division of Finance, within the Department of Administrative Services, is to provide adequate resources for all college functions, enhancing the college's ability to provide a supportive atmosphere and accessible education to its students and communities.
Program/Unit Director	Amelia Mulkey
E-mail	mulkeya@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only **AFTER** identifying at least (3) SLOs.

Outcome 1

Outcome 1

Completion of a smooth transition of organization and staff in the Business Office as a result of the retirement of the current Controller, which will include one new hire.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 1. Increase funding and implement transparency related to financial resources. (Select Specific Objective a, b, c, etc.)

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

NFCC Organizational Chart

Baseline Data 1.1

Achievement Goal 1.1

100% of identified staffing needs in the Business Office will be met by the end of FY1415

Measurement Tool 1.2

Staff Evaluations

Baseline Data 1.2

Achievement Goal 1.2

Staff evaluations in January, 2015, will reflect progress toward functional training and performance. This progress will be documented by an increase of at least 5 points on the evaluation measurement scale when compared to total points received in January, 2014.

Measurement Tool 1.3

Baseline Data 1.3

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Outcome 2

Outcome 2

The Finance Department will complete a comprehensive study of the current fund, organization, and account structure within the NFCC general ledger system

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 1. Increase funding and implement transparency related to financial resources. (Select Specific Objective a, b, c, etc.)

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Updated general ledger system within the Elucian Banner automated system

Baseline Data 2.1

Achievement Goal 2.1

100% of the fund, organization and account codes will be in compliance with the Florida College System Accounting Manual

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

The Finance Department will utilize of a comprehensive, campus wide budget process which complies with the North Florida Community College Strategic Plan

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 1. b) Implement a transparent process for budget planning and disbursement of funds.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Updated budget manual

Baseline Data 3.1

Achievement Goal 3.1

The NFCC manual for the Operating Budget will be updated and distributed for use to all budget managers prior to submission of the 2015-2016 Operating Budget.

Measurement Tool 3.2

2015-2016 Operating Budget

Baseline Data 3.2

Achievement Goal 3.2

An operating budget for FY 2015-2016 will be presented the District Board of Trustees, which includes input from all budget managers.

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

The Finance Department will complete and submit all required state and federal reports in a timely manner.

Type of Outcome

Student Learning

Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 1. Increase funding and implement transparency related to financial resources. (Select Specific Objective a, b, c, etc.)

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Report completion and submission

Baseline Data 4.1

Achievement Goal 4.1

All required reports will be completed on time, with a 95% accuracy rate.

Measurement Tool 4.2

Reports of the Office of the Auditor General

Baseline Data 4.2

Achievement Goal 4.2

NFCC will receive a non-qualified opinion from the office of the Auditor General regarding the finance function.

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

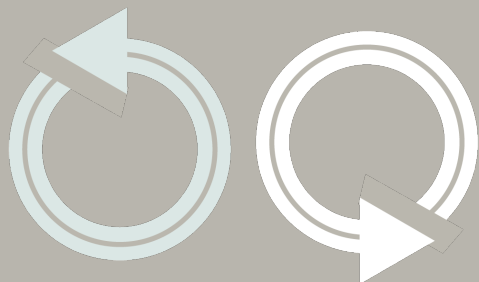
Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Financial Aid
Program/Unit Mission	The Office of Financial Aid at North Florida Community College exists to provide funding for students who would not otherwise be able to attend college and to provide instruction regarding potential awards and financial literacy to the district high schools and college students.
Program/Unit Director	Amlelia Mulkey
E-mail	mulkeya@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Financial Aid Office will provide informational workshops for high school and college students.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. c) Conduct market surveys to ensure program offerings meet the educational needs of our students and district.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

College Orientation survey response

Baseline Data 1.1

Achievement Goal 1.1

Financial Aid will receive an 80% approval rating from college students who participate in Orientation.

Measurement Tool 1.2

High School Financial Aid night presentations

Baseline Data 1.2

Achievement Goal 1.2

The Financial Aid staff will present at least one financial literacy workshop to each high school in the service district.

Measurement Tool 1.3

Graduation Survey Results

Baseline Data 1.3

Achievement Goal 1.3

Financial Aid will receive an 80% approval rating from NFCC graduates.

Outcome 2

Outcome 2

The Financial Aid staff will work with Advisement Staff to increase student retention from the fall to the spring terms by utilizing a referral process for students who withdraw from one or more courses.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. a) Analyze the existing advising, recruitment, and retention activities on campus and align them into a seamless delivery of services.

Measurement Tool 2.1

Spring retention rates as measured by College cohort retention reports

Baseline Data 2.1

Achievement Goal 2.1

Enrollment of students from fall to spring decreased by 11.5% during the 2013-2014 academic year. This rate of decrease will be lowered by 5% as measured by comparing fall to spring enrollment.

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

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Outcome 3

Outcome 3

The Financial Aid Office will enhance support of the scholarship function of the NFCC Foundation.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. b) Integrate services to reflect optimal utilization and creativity.

Measurement Tool 3.1

Scholarship committee meetings

Baseline Data 3.1

Achievement Goal 3.1

100% Attendance each term at meetings of the NFCC Foundation Scholarship committee, resulting in shared knowledge for better student awards as documented in published meeting minutes

Measurement Tool 3.2

Foundation Board Meetings

Baseline Data 3.2

Achievement Goal 3.2

100% Attendance and participation in NFCC Foundation Board meetings and fund raising events as documented in published meeting minutes.

Measurement Tool 3.3

Baseline Data 3.3

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Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

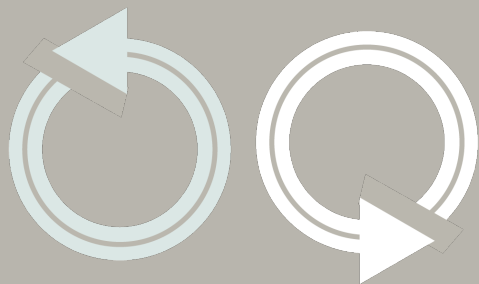
Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Facilities
Program/Unit Mission	The mission of the NFCC Facilities Department is to provide sufficient buildings, offices, and classroom space in support of all educational departments.
Program/Unit Director	Amelia Mulkey
E-mail	mulkeya@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Facilities Department will complete critical and deferred facility maintenance projects.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 1. b) Implement a transparent process for budget planning and disbursement of funds.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Deferred Maintenance project completion

Baseline Data 1.1

Achievement Goal 1.1

100% of Phase 1 of the three year maintenance plan will be completed by the end of FY 2014-2015

Measurement Tool 1.2

Completed work order requests

Baseline Data 1.2

Achievement Goal 1.2

The NFCC Maintenance Department will complete 100% of all work order requests within the requested time frame as documented by Maintenance Request Logs.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

The Facilities Department will provide adequate buildings, offices and classroom spaces for all departments' needs.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 2.1

Annual budget request process

Baseline Data 2.1

Achievement Goal 2.1

100% of faculty budget requests to enhance and maintain adequate buildings, offices, and classroom spaces for all departments' need will be funded

Measurement Tool 2.2

Graduation Surveys and Course Evaluations (student responses)

Baseline Data 2.2

Achievement Goal 2.2

Graduates and current students will respond with an 80% approval rating for all campus facilities.

Measurement Tool 2.3

Employee Climate Surveys

Baseline Data 2.3

Achievement Goal 2.3

Faculty and staff will respond with an 80% approval rating for all campus facilities.

Outcome 3

Outcome 3

The Facilities Department will enhance the campus learning environment by providing additional outdoor learning spaces.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. b) Integrate services to reflect optimal utilization and creativity.

Measurement Tool 3.1

Completion of the planning, purchase and installation process for outdoor learning spaces

Baseline Data 3.1

Achievement Goal 3.1

100% completion will be achieved with the addition of at least one additional outdoor learning space, including furniture, wifi and electrical access.

Measurement Tool 3.2

Baseline Data 3.2

Achievement Goal 3.2

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

The Facilities Department will maintain adequate temperature and lighting in buildings, offices, and classrooms.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 4.1

Graduation Survey and Course Evaluations (student responses)

Baseline Data 4.1

Achievement Goal 4.1

Graduates and current students will respond with an 80% approval rating for campus facilities

Measurement Tool 4.2

Employee Climate Survey

Baseline Data 4.2

Achievement Goal 4.2

Faculty and staff will respond with an 80% approval rating for campus facilities

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

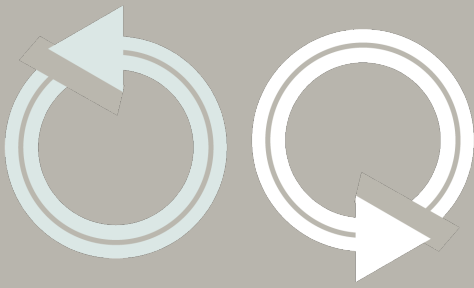
Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Computer Services
Program/Unit Mission	The mission of the NFCC Computer Services Department is to be a leader among Florida Colleges in using technology to accomplish its mission by enhancing an individualized, supportive, and academic atmosphere and providing accessible and lifelong learning opportunities.
Program/Unit Director	Amelia Mulkey
E-mail	mulkeya@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Computer Services Department will enhance classroom activities through the provision of updated computer equipment and instructional equipment.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 2. c) Align technology purchase decisions with identifiable needs of students and employees.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Operating Budget Request

Baseline Data 1.1

During the 2014-2015 budget request process, 75% of the faculty budget managers provided technology requests.

Achievement Goal 1.1

100% of all faculty budget managers will provide technology requests through the annual operating budget request.

Measurement Tool 1.2

Graduation and Course Evaluation Surveys (Student Responses)

Baseline Data 1.2

Achievement Goal 1.2

Graduates and current students will give available technology an 80% approval rating

Measurement Tool 1.3

Employee Climate Survey

Baseline Data 1.3

Achievement Goal 1.3

Faculty will give instructional technology an 80% approval rating

Outcome 2

Outcome 2

The Computer Services Department will respond in a timely manner to help desk requests, providing effective services.

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 2. Create and implement a comprehensive technology plan. (Select Specific Objective a, b, c, etc.)

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Baseline Data 2.1

Achievement Goal 2.1

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

The Computer Services Department will complete the Single Sign On installation and implementation process.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 2. Create and implement a comprehensive technology plan. (Select Specific Objective a, b, c, etc.)

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Course Evaluations (student responses)

Baseline Data 3.1

N/A, new service

Achievement Goal 3.1

At least 80% of all students responding will agree or strongly agree that they received adequate training on technology, including SSO

Measurement Tool 3.2

Help Desk logs

Baseline Data 3.2

N/A, new service

Achievement Goal 3.2

Fewer than 10% of all Help Desk Requests submitted by faculty and staff will specifically address problems with SSO

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

The Computer Services Department will complete the construction, equipping and production transition to a secure server facility remotely located on campus to ensure data security and integrity.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 2. b) Analyze and plan for future technology needs of students and employees.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Facility completion and system test logs

Baseline Data 4.1

The secure server facility is 95% complete in construction and 50% complete in equipping at the end of academic year 2013-2014.

Achievement Goal 4.1

The secure server will be 100% complete at the end of academic year 2014-2015, with all equipment purchased and installed. System test logs will reflect 100% accuracy of systems and data.

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

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Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

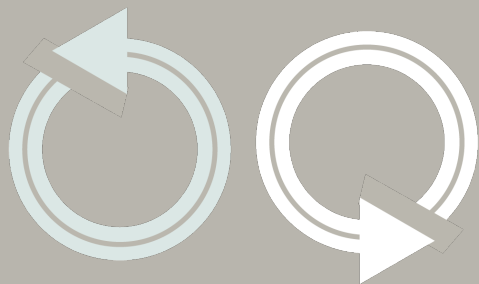
Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Institutional Effectiveness, Research, and Accreditation
Program/Unit Mission	The mission of NFCC's Office of Institutional Effectiveness, Research, and Accreditation (OIERA) is to lead, facilitate, and support the College's work across academic and professional programs including academic and administrative support services. The OIERA assists with strategic planning, assessment, data analysis, reporting, and accreditation, ensuring that NFCC successfully attains its mission of being an exceptional college dedicated to serving its students and communities.
Program/Unit Director	Susan Taylor
E-mail	taylor@s@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The OIERA will provide accurate data in a timely manner to facilitate decision-making, planning, and change needed for continuous improvement.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. b) Analyze student learning outcome assessment data and document continual improvement of instruction.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Annual Planning Reports (plans and results with actions)

Baseline Data 1.1

new formalized reporting process

Achievement Goal 1.1

100% of all recognized educational programs, administrative and academic support units will submit annual report plans, including results and action plans - planning report (Fall 2014) and results publication (Summer 2015).

Measurement Tool 1.2

Strategic Plan Report

Baseline Data 1.2

new formalized reporting process

Achievement Goal 1.2

The OIERA will submit a formal report to the Management Team and Board of Trustees and publish the final report online regarding the status of the Strategic Plan for the 2014-15 academic year (August 2015).

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

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Outcome 2

Outcome 2

The OIERA will be proactive and forward-thinking to increase efficiency and problem solving, determine trends, and expand opportunities for the College.

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 2. a) Provide leadership, development opportunities, and resources for staff and faculty to work effectively.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Baseline Data 2.1

Achievement Goal 2.1

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

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Outcome 3

Outcome 3

The OIERA will provide useful, up-to-date, and clear information regarding the institutional effectiveness, research, and accreditation to the entire NFCC community.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 1. a) Create and implement a protocol to ensure internal and external communication.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Monthly newsletters from the OIERA

Baseline Data 3.1

new initiative - no baseline data

Achievement Goal 3.1

12 monthly newsletters will be generated and published online and in print for NFCC's BOT and the NFCC faculty and staff providing up-to-date and accurate information on current issues related to institutional effectiveness, research, and/or accreditation.

Measurement Tool 3.2

Employee Survey

Baseline Data 3.2

new initiative - no baseline data

Achievement Goal 3.2

At least 75% of all survey respondents will report satisfaction with OIERA's newsletter in all 5 categories (communication, content, timeliness, quantity and frequency of information), and at least 75% of all respondents will report that they read most of the issues.

Measurement Tool 3.3

Institutional Effectiveness Manual

Baseline Data 3.3

new initiative - no baseline data

Achievement Goal 3.3

By Summer 2015, the OIERA will provide program directors, department chairs, faculty and staff with a completed and published manual providing clear direction for how to report planning outcomes and resulting data, including the use of the new Online Planning and Assessment System.

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Outcome 4

Outcome 4

The OIERA will provide the NFCC community with the most up-to-date information regarding student success as identified through FLDOE State Accountability Reports.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. a) Conduct comprehensive program reviews for all academic and non-academic departments.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Faculty and Staff Survey Results

Baseline Data 4.1

The OIERA currently has NFCC Accountability Reports for 2009 - 2013 completed and stored on the College's Share Drive.

Achievement Goal 4.1

At least 75% of all College faculty and staff will report that they know these publications exist and have read some or all them in part or in total.

Measurement Tool 4.2

Annual Planning Outcomes Report

Baseline Data 4.2

new initiative - no baseline data

Achievement Goal 4.2

At least 50% of all programs and/or departments will use data from the NFCC Accountability Reports as baseline data for at least one (1) program outcome in the 2015-2016 academic year.

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

The OIERA will create an enhanced College Fact Book available for publication on the NFCC website.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. b) Analyze student learning outcome assessment data and document continual improvement of instruction.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Published document

Baseline Data 5.1

NFCC has 8 editions of its original Fact Book posted on NFCC's website (2005 - 20013).

Achievement Goal 5.1

By August 2015, the OIERA will complete and publish an enhanced Fact Book, providing NFCC constituents with information useful for multiple purposes.

Measurement Tool 5.2

Faculty and Staff Survey Results

Baseline Data 5.2

new initiative - no baseline data

Achievement Goal 5.2

At least 75% of all faculty and staff who respond to a survey will report that they have viewed the enhanced NFCC Fact Book and that it provides information they can use for multiple purposes.

Measurement Tool 5.3

Baseline Data 5.3

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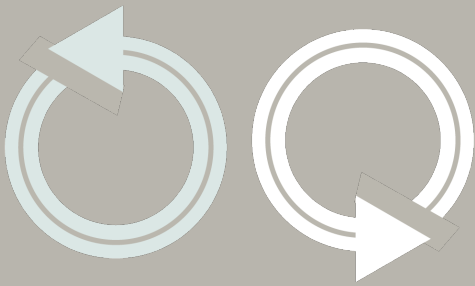
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Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Campus Safety and Security
Program/Unit Mission	The mission of NFCC's Campus Safety and Security Department is support the academic and professional goals of NFCC students, faculty, staff, and community by providing a safe and secure environment.
Program/Unit Director	Lawson K. "Skip" James
E-mail	james@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Campus Safety and Security will create a safe and secure environment by educating the campus community about proper emergency procedures.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 3. a) Provide training to share the safety procedures and available resources.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Emergency Resources Checklist

Baseline Data 1.1

Achievement Goal 1.1

100% of all employees will certify that they are familiar with available emergency procedures and/or how to locate those resources in times of emergency.

Measurement Tool 1.2

Training records for AEDs

Baseline Data 1.2

Achievement Goal 1.2

At least 75% of all new full-time employees will receive training on how to use AEDs and acknowledge that they have watched the training videos.

Measurement Tool 1.3

Employee (Current Climate Survey) and Student Surveys (Graduate/Exit)

Baseline Data 1.3

Achievement Goal 1.3

At least 85% of all College employees and students will indicate that they agree or strongly agree that the NFCC Campus Safety and Security Department provides a safe and secure environment.

Outcome 2

Outcome 2

Campus Safety and Security will create a safe and secure environment by educating the campus community about the Silent Witness/CUBIT Online Reporting System and addressing any issues reported in a timely manner.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 3. a) Provide training to share the safety procedures and available resources.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Silent Witness/CUBIT Reporting System

Baseline Data 2.1

Achievement Goal 2.1

100% of all reported issues of actual or potential crime or threat of danger related to members of the College community or its assets will be resolved in a timely manner.

Measurement Tool 2.2

Emergency Resources Checklist

Baseline Data 2.2

Achievement Goal 2.2

100% of all employees will certify that they are familiar with the Silent Witness/CUBIT Reporting System and/or how to locate this information when needed.

Measurement Tool 2.3

NFCC Catalog and Web page publications

Baseline Data 2.3

Achievement Goal 2.3

Complete accuracy of information regarding current crime statistics (Clery Act) and the Silent Witness/CUBIT Reporting System will be published annually in the College Catalog and on the

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Outcome 3

Outcome 3

Campus Safety and Security will create a safe and secure environment by ensuring that its Director and officers receive training in current information and skills relevant to field of law enforcement and security.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 3. a) Provide training to share the safety procedures and available resources.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Current Certification Records

Baseline Data 3.1

Achievement Goal 3.1

100% of all members of the Campus Safety and Security Department will maintain current certifications relevant to the field of law enforcement and security.

Measurement Tool 3.2

Baseline Data 3.2

Achievement Goal 3.2

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

Campus Safety and Security will create a safe and secure environment by maintaining professional working relationships with local city, county, and state law enforcement and emergency management agencies and business partners.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 3. b) Conduct drills to practice the safety procedures.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Meeting Documentation

Baseline Data 4.1

Achievement Goal 4.1

The NFCC Campus Safety and Security Director will meet and communicate with local law enforcement and emergency management agencies on a regular and on-going basis.

Measurement Tool 4.2

Testing and Maintenance records for ensuring the working order of all emergency equipment

Baseline Data 4.2

Achievement Goal 4.2

100% of all emergency equipment will be tested and maintained in proper working order at all times.

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

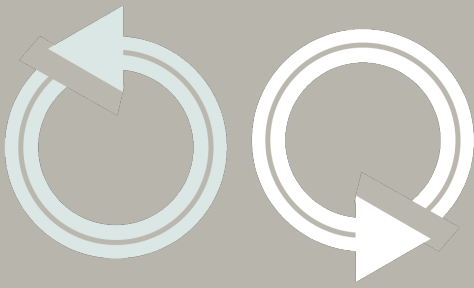
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Academic and Student Support Services

- Enrollment Services
- Recruitment, Advising, and Retention
- Student Support Services
- Student Disability Services
- Student Services
- Library
- College Advancement
- Grants
- Foundation and External Affairs

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Enrollment Services
Program/Unit Mission	The mission of NFCC's Enrollment Services is to ensure that potential students understand the College's "open door" policy and that all students feel empowered to access learning opportunities that allow them to reach academic, career, and life enrichment goals.
Program/Unit Director	Lori Pleasant, Registrar; Mary Ann Wheeler, Dean of Enrollment & Student Services
E-mail	pleasantl@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Enrollment Services will add an online application submission system to enhance the admissions process for potential students.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 4: Objective 2. b) Analyze and plan for future technology needs of students and employees.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Completed online application

Baseline Data 1.1

new service - no baseline data

Achievement Goal 1.1

The online application process will be ready to implement online in Summer 2015.

Measurement Tool 1.2

Departmental Meeting Minutes

Baseline Data 1.2

new service - no baseline data

Achievement Goal 1.2

100% of Enrollment Services staff who work with admissions, graduation, and registration will receive adequate training in the use of this online application process and will report satisfaction with the online format.

Measurement Tool 1.3

Baseline Data 1.3

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Outcome 2

Outcome 2

Enrollment Services will track student use of Degree Works in an effort to increase graduation rates.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. d) Increase graduation rates.

Measurement Tool 2.1

Student E-mail Survey

Baseline Data 2.1

new service - no baseline data

Achievement Goal 2.1

Establish baseline data that allows Enrollment Services to measure student use, the effectiveness of Degree Works' advising statements, and the effectiveness of current marketing strategies

Measurement Tool 2.2

Graduate Exit Survey

Baseline Data 2.2

Achievement Goal 2.2

Establish baseline data regarding the percentage of student awareness of Degree Works, student use of Degree Works, and student perceptions of the usefulness of this graduation planning tool

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

Enrollment Services will coordinate with various educational programs and service units to revise the current content of the Graduate Exit Survey and enhance the use of this collected data by various programs and units across the College.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. a) Conduct comprehensive program reviews for all academic and non-academic departments.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Revised Survey

Baseline Data 3.1

Current survey exists, but its use is limited; new baseline data is required.

Achievement Goal 3.1

The newly revised Graduate Exit Survey will be ready to implement by January 2015.

Measurement Tool 3.2

Student Survey Results

Baseline Data 3.2

new implementation - no baseline data

Achievement Goal 3.2

At least 50% of all graduates each semester will complete the online survey.

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

Enrollment Services will track student use and satisfaction of its online Testing Center Appointment Request System.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. c) Conduct market surveys to ensure program offerings meet the educational needs of our students and district.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Appointment Logs

Baseline Data 4.1

no baseline data has been collected

Achievement Goal 4.1

Establish baseline data: how many students use the online scheduling process versus how many students schedule appointments using alternate methods (e.g., phone, in person, e-mail).

Measurement Tool 4.2

Testing Center Student Survey

Baseline Data 4.2

no baseline data has been collected

Achievement Goal 4.2

At least 75% of all respondents will report that they were aware of the online appointment process; at least 50% will report that they used the process.

Measurement Tool 4.3

Testing Center Student Survey

Baseline Data 4.3

Achievement Goal 4.3

At least 75% of all respondents who used the online scheduling process will report satisfaction with the online scheduling and confirmation process.

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

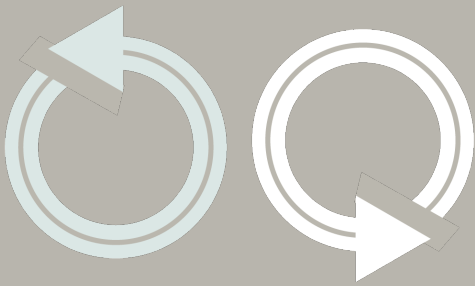
Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

Graduate Exit Survey Question: How many semesters/years did attend NFCC?

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Recruitment, Advising, & Retention
Program/Unit Mission	The NFCC Office of Recruitment, Advising, and Retention exists to recruit, retain, and guide students to make informed decisions regarding course selection, transfer information, and career insight. This office facilitates an individualized and supportive academic atmosphere, to provide lifelong learning opportunities, and professional growth for NFCC students and communities by taking an active role in directing students toward the campus resources essential for their college success at North Florida Community College, their future four year institutions, and career aspirations.
Program/Unit Director	Philip Wilkerson
E-mail	wilkersonp@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.

Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

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- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Office of Recruitment, Advising, & Retention will continuously improve its processes and procedures for communicating with students, staff, and faculty.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 1. Complete comprehensive program reviews. (Select Specific Objective a, b, c, etc.)

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 3: Objective 1. b) Identify and improve procedures and/or process to address employee concerns.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Scheduled bi-monthly (2 per month/15 per academic year) action planning meetings.

Baseline Data 1.1

N/A-New Goal

Achievement Goal 1.1

Department will meet with no less than 85% accuracy of these scheduled meetings (13/15).

Measurement Tool 1.2

Recorded agenda and/or minutes on Share Drive.

Baseline Data 1.2

N/A-New Goal

Achievement Goal 1.2

Agenda and/or minutes for all scheduled meetings (100%) will be stored in the Share Drive.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

The Office of Recruitment, Advising, and Retention will increase the number of students that follow proper procedures for withdrawing from a course.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. a) Analyze the existing advising, recruitment, and retention activities on campus and align them into a seamless delivery of services.

Measurement Tool 2.1

Completed student withdrawal forms and total number of Ws and WFs.

Baseline Data 2.1

N/A-New Goal

Achievement Goal 2.1

Using Crystal Reports, establish baseline data for typical Fall/Spring withdrawals.

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

Each member of the department will attend one (1) off-campus professional enhancement workshop to improve their duties in recruitment, advising, and/or retention

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 2: Objective 2. a) Provide leadership, development opportunities, and resources for staff and faculty to work effectively.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Presentation materials.

Baseline Data 3.1

N/A-New Goal

Achievement Goal 3.1

100% of all staff who attend off-campus Professional Development workshops will prepare a written or documented verbal presentation to be shared with colleagues at a bi-monthly department meeting and/or with relevant faculty or staff.

Measurement Tool 3.2

Baseline Data 3.2

Achievement Goal 3.2

Measurement Tool 3.3

Baseline Data 3.3

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Outcome 4

Outcome 4

The Office of Recruitment, Advising, and Retention will participate in one (1) off-campus Recruitment Activity each week.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. Develop an intentional and seamless recruitment, advising and retention system. (Select Specific Objective a, b, c, etc.)

Measurement Tool 4.1

At least one (1) weekly entry in the Recruitment Schedule and log for forty (40) weeks.

Baseline Data 4.1

N/A-New Goal

Achievement Goal 4.1

Department will meet this goal with 85% efficiency, 34 of 40 weeks.

Measurement Tool 4.2

Graduate Survey

Baseline Data 4.2

N/A-New Process

Achievement Goal 4.2

At least 50% of all students who responded agreed or strongly agreed that they were familiar with the procedures to formally withdraw from a course.

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

The Office of Recruitment, Advising, and Retention will develop a system to quantify the number of students serviced in the Academic Advising Department.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. a) Analyze the existing advising, recruitment, and retention activities on campus and align them into a seamless delivery of services.

Measurement Tool 5.1

Documented training on AdvisorTrac for advisors.

Baseline Data 5.1

N/A-New Goal

Achievement Goal 5.1

100% of all advisors will be trained in AdvisorTrac.

Measurement Tool 5.2

Created weekly sign in sheets, used in the office and filed accordingly.

Baseline Data 5.2

N/A-New Goal

Achievement Goal 5.2

Weekly sign in sheets will be filed with 100% efficiency.

Measurement Tool 5.3

Baseline Data 5.3

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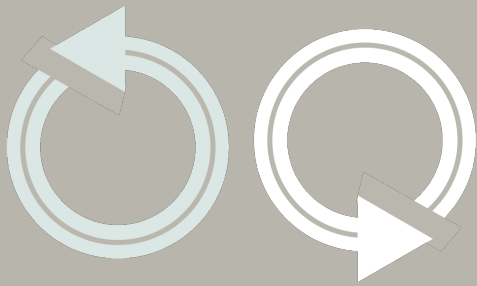
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Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Student Support Services (TRIO Grant)
Program/Unit Mission	The mission of NFCC's Student Support Services (SSS) program is to provide services and resources in order to create a milieu for individual success among students with rising potential.
Program/Unit Director	Dr. Suzie Cashwell
E-mail	cashwells@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

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Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

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- 3) Focus on what the student can do.
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- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The SSS Program staff will ensure successful persistence rates of students participating in the program.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. d) Increase graduation rates.

Measurement Tool 1.1

Federal Report - Annual Progress Report

Baseline Data 1.1

Based on data from the Federal APR, persistence rate for 2013-2014 was 87%

Achievement Goal 1.1

At least 60% of active and current SSS participants will persist from Fall 2014 to Fall 2015 or graduate from NFCC during the 2014 - 2015 Academic Year.

Measurement Tool 1.2

SSS Grade Check Form

Baseline Data 1.2

None available

Achievement Goal 1.2

Instructors will report in week 4 and 7 that at least 60% of active and current SSS participants are attending class and demonstrate appropriate classroom behavior.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

The SSS Program staff will ensure that students participating in the program complete the 2014-2015 school year in Good Academic Standing.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. d) Increase graduation rates.

Measurement Tool 2.1

SSS Grade Check Reports

Baseline Data 2.1

Achievement Goal 2.1

Instructors will report at Week 7 that at least 75% of active and current SSS participants have grades that are at C or higher.

Measurement Tool 2.2

Official Grades through Banner

Baseline Data 2.2

Achievement Goal 2.2

At least 75% of active and current SSS participants during the 2014 - 15 academic year (Fall, Spring, and/or Summer) will be coded in NFCC's Banner system as being in "Good Standing" at the end of Summer 2015.

Measurement Tool 2.3

Baseline Data 2.3

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Outcome 3

Outcome 3

The SSS Program staff will ensure that students participating in the program will graduate from NFCC and successfully transfer to a 4-year institution.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 1. d) Increase graduation rates.

Measurement Tool 3.1

Federal Report - Annual Progress Report

Baseline Data 3.1

AA/AS transfer 33% for the 2010-2014 cohort

Achievement Goal 3.1

For the 2011-2015 cohort, at least 10% of all active and current SSS students will graduate from NFCC and transfer to a 4-year institution.

Measurement Tool 3.2

NFCC's Degree Works Software

Baseline Data 3.2

None available

Achievement Goal 3.2

At least 75% of SSS students will identify a major course of study and a transfer institution by the time they earn 30 credit hours

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

TRiO stakeholders will report satisfaction with the level of academic support services provided by Student Support Services received during the academic year 2014-2015.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

SSS Student Participation Survey

Baseline Data 4.1

None Available

Achievement Goal 4.1

At least 75% of active and current SSS students will report that they agree or strongly agree that they received satisfactory academic support services during the 2014-15 academic year.

Measurement Tool 4.2

Faculty Survey Results

Baseline Data 4.2

Achievement Goal 4.2

At least 75% of NFCC instructors working with active and current SSS students will report that they agree or strongly agree that they received satisfactory support from the SSS staff during the 2014-15 academic year.

Measurement Tool 4.3

Baseline Data 4.3

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Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

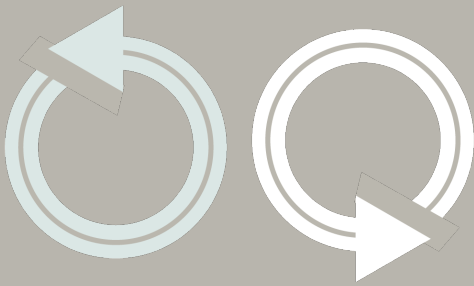
Additional Comments:

SSS POPULATION

The NFCC SSS program serves 200 students. At least 2/3 (134) of the students are low-income students who are first generation and/or disabled. The remaining 1/3 (66) will be low-income, first generation or disabled. Not less than 1/3 of the disabled students will be low-income students.

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Student Disability Services
Program/Unit Mission	The mission of the NFCC Student Disability Services program is to provide appropriate accommodations for students with disabilities to have opportunity for accessible education.
Program/Unit Director	Dr. Suzie Cashwell
E-mail	cashwells@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

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Student Learning Outcomes (SLOs) should meet the following criteria:

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- 3) Assess resources and processes.
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- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Student Disability Services (SDS) program will increase campus faculty and staff awareness of procedures and policies as related to SDS.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 1.1

Workshop Evaluation

Baseline Data 1.1

None

Achievement Goal 1.1

75% of all faculty will agree or strongly agree that they understand NFCC's policies for SDS service accomodation

Measurement Tool 1.2

Staff and Faculty Attendance Form

Baseline Data 1.2

None

Achievement Goal 1.2

75% of all full time staff and faculty will attend one workshop on SDS policies and procedures

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

The SDS program staff will improve the note taking accommodation process.

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. b) Integrate services to reflect optimal utilization and creativity.

Measurement Tool 2.1

Baseline Data 2.1

Achievement Goal 2.1

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

Students will be able to discuss their academic needs based on their disability.

- Type of Outcome
- Student Learning
 - Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 3.1

Baseline Data 3.1

Achievement Goal 3.1

Measurement Tool 3.2

Baseline Data 3.2

Achievement Goal 3.2

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

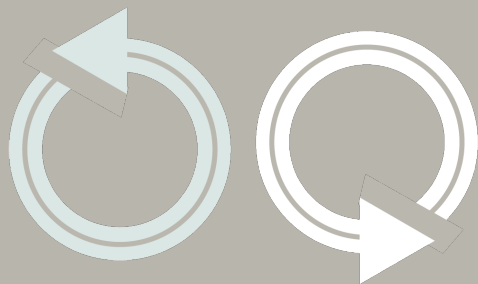
Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Student Services
Program/Unit Mission	The mission of NFCC's Student Services is to guide students on the path to success by building an individualized and supportive academic atmosphere that provides lifelong learning opportunities and professional growth for students.
Program/Unit Director	Denise Bell, Coordinator
E-mail	belld@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Office of Student Services strives to increase student awareness of service to the College and community through the scheduling of meaningful student activities.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 1.1

Student Awareness Surveys

Baseline Data 1.1

new survey - no baseline data

Achievement Goal 1.1

At least 75% of all survey respondents will indicate satisfaction with the program content and identify at least one (1) new idea they gained from participation in a scheduled student activity.

Measurement Tool 1.2

Attendance Sign In

Baseline Data 1.2

Achievement Goal 1.2

At least 50% of students in attendance reported voluntary participation outside of attending with a class.

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

Student Government Association leaders will increase the number of on-campus student activities in order to engage more students in social and community activities.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 2.1

Activities Calendar

Baseline Data 2.1

SGA sponsored activities - Fall 2013 - 5 events; Spring 2014 - 4 events

Achievement Goal 2.1

Increase the number of successful SGA sponsored activities for the 2014-15 academic year by adding one (1) additional event per fall and spring semester (18% increase).

Measurement Tool 2.2

Graduate Exit Survey

Baseline Data 2.2

new item for the Graduate Exit Survey - no baseline data

Achievement Goal 2.2

At least 60% of all students who respond to the survey will indicate that they participated in at least one (1) SGA sponsored event each semester during their time at NFCC.

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

Student Services will provide adequate support for students ordering textbooks and materials through E-Campus, NFCC's virtual bookstore.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 3.1

Graduate Survey

Baseline Data 3.1

A four-year average response reveals that graduates consistently rated their experience with the bookstore as "good." This measurement includes at least one (1) year prior to changing from a physical to a virtual bookstore.

Achievement Goal 3.1

At least 70% of all students who respond will report a "good" or "very good" experience with their book ordering experience.

Measurement Tool 3.2

A written student help desk plan

Baseline Data 3.2

new initiative - no baseline data

Achievement Goal 3.2

By May 2015, SGA will complete a report that determines the efficacy of hosting a student help desk to assist with ordering textbooks from E-Campus.

Measurement Tool 3.3

Baseline Data 3.3

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Outcome 4

Outcome 4

Student Services will increase food options for students in an effort to provide healthier food choices that appeal to students.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. b) Integrate services to reflect optimal utilization and creativity.

Measurement Tool 4.1

Sales Records and Student Survey

Baseline Data 4.1

new initiative - no baseline; will track sales and customer satisfaction

Achievement Goal 4.1

To have an operational smoothie machine in the Sentinel Café by March 2015 (collaborative marketing efforts with the Fitness Center)

Measurement Tool 4.2

Graduate Exit Survey

Baseline Data 4.2

Food Services Survey 2012 - 42% of respondents reported that the Sentinel Café did not offer enough healthy food options on its menu.

Achievement Goal 4.2

At least 50% of students who respond will report their satisfaction with the amount of healthy food options served by the Sentinel Café.

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
- Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

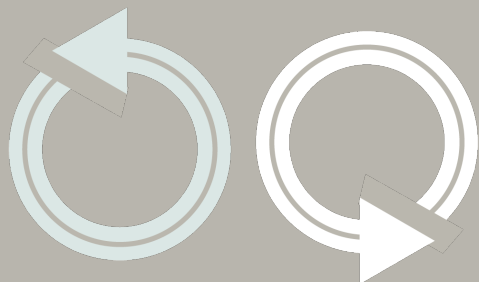
Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

DRAFT



Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	North Florida Community College Library
Program/Unit Mission	The Marshall Hamilton Library actively supports the curriculum and mission of North Florida Community College by providing access to quality learning resources and instructional services. The library promotes the use of electronic resources and seeks to provide its users with the competencies necessary to pursue their goals and to become productive members of the community.
Program/Unit Director	Kay Hogan
E-mail	hogank@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Students will increase their level of information literacy.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 2. a) Provide comprehensive student and academic support services to college-ready students that help them meet their career, academic, and personal goals.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 1.1

Formative Assessment - Survey

Baseline Data 1.1

N/A

Achievement Goal 1.1

At least 70 percent of students who respond to the survey will state at least one new literacy skill learned in an information literacy and/or orientation session.

Measurement Tool 1.2

The measure of this goal will include the number of instruction sessions and number of students served.

Baseline Data 1.2

36 sessions ; 590 students served in the 2013-14 academic year

Achievement Goal 1.2

The number of instruction sessions and number of students served will increase by at least 5 percent.

Measurement Tool 1.3

The measure will be the number of database searches and number of searches for library materials as provided in FLVC (Florida Virtual Campus) annual reports.

Baseline Data 1.3

Total number of searches for library items = 23,138 (L019 FLVC Report 2013-14)
Total number of database searches = 67,133 (L010 FLVC Report 2013-14)

Achievement Goal 1.3

The number of database searches and number of searches for library materials will increase by at least 5 percent.

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Outcome 2

Outcome 2

Students will increase their usage of library resources.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Objective 2. a) Provide comprehensive student and academic support services to college-ready students that help them meet their career, academic, and personal goals.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 2.1

Circulation statistics for all library materials as provided in FLVC annual reports

Baseline Data 2.1

Total number of library items circulated = 4051 (CO61 FLVC Report 2013-14)

Achievement Goal 2.1

Circulation statistics for all library materials will increase by 5%.

Measurement Tool 2.2

The number of database searches.

Baseline Data 2.2

Total number of database searches = 67,133 (L010 FLVC Report 2013-14)

Achievement Goal 2.2

The number of database searches in library databases will increase by 5 percent.

Measurement Tool 2.3

NFCC Library User Survey

Baseline Data 2.3

43.2% of students use the library 1-5 times a week
45.9% of students use the library 1-3 times a month
10.8% do not use the library

The frequency of students who visit the library will increase by 5%.

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Outcome 3

Outcome 3

The library will improve services to students at a distance (dual enrollment students at off-site locations and online students).

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. Assess campus enrichment and support resources. (Select Specific Objective a, b, c, etc.)

Measurement Tool 3.1

Library User Survey

Baseline Data 3.1

N/A

Achievement Goal 3.1

At least 75 percent of off-campus / online students will be satisfied with library services.

Measurement Tool 3.2

The measure of this goal will include the number of sessions provided to off campus students and number of students served.

Baseline Data 3.2

0 sessions ; 0 students served

Achievement Goal 3.2

The number of sessions provided to off campus students and number of students served will increase by five percent.

Measurement Tool 3.3

The number of new/revised library tutorials that are marketed and used by off-campus students.

Baseline Data 3.3

There are a total of five tutorials on the library website.

The number of new/revised library tutorials that are marketed and used by off-campus students will increase by five percent.

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Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

DRAFT

DRAFT

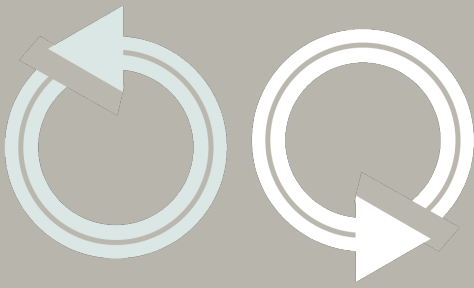
Community and Public Services

Artist Series

Fitness Center

Kids in College

DRAFT



Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name	Colin P. Kelly Fitness and Wellness Center
Program/Unit Mission	The mission of the Colin P. Kelly Fitness and Wellness Center is to provide the students, faculty, and staff of North Florida Community College as well as its surrounding communities with a fun, safe, and educational atmosphere to improve fitness and wellness.
Program/Unit Director	Clyde Alexander and Tyler Coody
E-mail	coodyt@nfcc.edu
Reporting Period	2014-2015 (Fall/Spring)

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.
Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only **AFTER** identifying at least (3) SLOs.

Outcome 1

Outcome 1

The Kelly Center staff will increase the student activity in the general fitness areas and increase the number of daily student visits to the Kelly Center.

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 1.1 Gym Assistant Software-run visit histories by user group based on percentage of total visits

Baseline Data 1.1 37% student usage rate for 2013-2014

Achievement Goal 1.1 Achieve approximately 42% usage by students, which would show a 5% increase in student activity in the Kelly Center

Measurement Tool 1.2 Student run events and activities

Baseline Data 1.2 The Kelly Center hosted 1 SGA event last year.

Achievement Goal 1.2 Increase student use and awareness of the Kelly Center by hosting two (2) student-led NFCC club events in the upcoming year (Fall and Spring)

Measurement Tool 1.3 Outlook Calendar and a student satisfaction survey after each event

Baseline Data 1.3 N/A - new goal

Achievement Goal 1.3 Perform 2 fitness based lectures and tours for appropriate classes for the upcoming year (Fall and Spring Semester) to generate interest in the fitness center

Outcome 2

Outcome 2

The Kelly Center staff will increase student participation in group fitness classes.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 2.1

Group fitness sign in sheets for classes and usage reports from Gym Assistant

Baseline Data 2.1

Currently, there is not any regular student activity in the fitness classes.

Achievement Goal 2.1

Increase student participation in group fitness classes by any margin possible.

Measurement Tool 2.2

Student Surveys

Baseline Data 2.2

Currently, there are less than 5 students in fitness classes and not very consistent participation.

Achievement Goal 2.2

Increase student input regarding student class development by any margin possible

Measurement Tool 2.3

Student satisfaction surveys and instructor evaluations.

Baseline Data 2.3

N/A - new goal

Achievement Goal 2.3

Establish baseline data regarding student satisfaction in group fitness classes.

Outcome 3

Outcome 3

The Kelly Center Staff will increase the number of educational opportunities at the Kelly Center for students, faculty and staff.

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Goal 5: Objective 2. a) Conduct satisfaction, usage, and needs surveys.

Measurement Tool 3.1

Student sign in sheets for seminars

Baseline Data 3.1

N/A - new goal

Achievement Goal 3.1

Offer two (2) educational seminars per year (Fall and Spring) on fitness, nutrition, mobility and injury prevention for students

Measurement Tool 3.2

Student sign in sheets for seminars.

Baseline Data 3.2

N/A

Achievement Goal 3.2

Offer two (2) educational seminars per year (Fall and Spring) on fitness, nutrition, mobility and injury prevention for students

Measurement Tool 3.3

Contact log with extra credit documentation.

Baseline Data 3.3

N/A

Achievement Goal 3.3

100% of all science instructors will offer some form of extra credit assignment that supports programs in the fitness center for fall and/or spring semester.

Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome

- Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Conclusion

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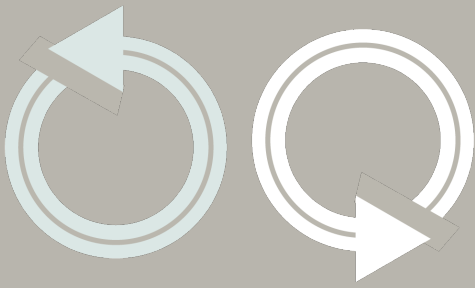
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Templates

Step 1 – Annual Outcomes Planning

Step 2 – Annual Outcomes Assessment

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Annual Outcomes Planning

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name

Program/Unit Mission

Program/Unit Director

E-mail

Reporting Period

Program/Unit Outcomes

Student Learning Outcomes vs Operational Outcomes

Student Learning Outcomes assess STUDENT success.

Operational Outcomes assess program RESOURCES and PROCESSES.

Student Learning Outcomes (SLOs) should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Focus on what the student can do.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Use **multiple** (minimum of 3 and maximum of 5) and **varied** (direct and indirect) methods.

Operational Outcomes should meet the following criteria:

- 1) Support the program mission.
- 2) Define long-term goals/aspirations for the program.
- 3) Assess resources and processes.
- 4) Be SMART (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, **T**ime Bound)
- 5) Be limited (maximum of 2)
- 6) Use only AFTER identifying at least (3) SLOs.

Outcome 1

Outcome 1

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 1.1

Baseline Data 1.1

Achievement Goal 1.1

Measurement Tool 1.2

Baseline Data 1.2

Achievement Goal 1.2

Measurement Tool 1.3

Baseline Data 1.3

Achievement Goal 1.3

Outcome 2

Outcome 2

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Measurement Tool 2.1

Baseline Data 2.1

Achievement Goal 2.1

Measurement Tool 2.2

Baseline Data 2.2

Achievement Goal 2.2

Measurement Tool 2.3

Baseline Data 2.3

Achievement Goal 2.3

Outcome 3

Outcome 3

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 3.1

Baseline Data 3.1

Achievement Goal 3.1

Measurement Tool 3.2

Baseline Data 3.2

Achievement Goal 3.2

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

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Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Outcome 5

Outcome 5

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only one Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only one Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Measurement Tool 5.1

Baseline Data 5.1

Achievement Goal 5.1

Measurement Tool 5.2

Baseline Data 5.2

Achievement Goal 5.2

Measurement Tool 5.3

Baseline Data 5.3

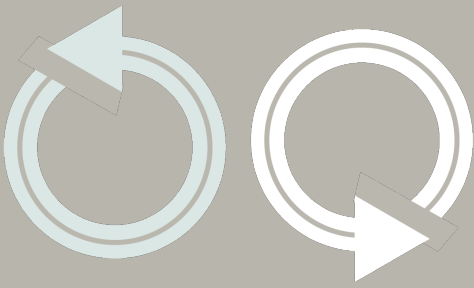
Achievement Goal 5.3

Thank you for completing the Annual Outcomes Planning form!

Additional Comments:

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Annual Outcomes Assessment

Office of Institutional Effectiveness, Research, and Accreditation

North Florida Community College

Program/Unit Information

Program/Unit Name

Program/Unit Mission

Program/Unit Director

E-mail

Reporting Period

Program/Unit Outcomes

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- 5) Be limited (maximum of 2)
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Outcome 1

Outcome 1

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Outcome 2

Outcome 2

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

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Outcome 3

Outcome 3

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

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Measurement Tool 3.1

Baseline Data 3.1

Achievement Goal 3.1

Achievement Goal 3.1
Met? Yes
 No

Statement of Actual
Results 3.1

Measurement Tool 3.2

Baseline Data 3.2

Achievement Goal 3.2

Achievement Goal 3.2
Met? Yes
 No

Statement of Actual
Results 3.2

Measurement Tool 3.3

Baseline Data 3.3

Achievement Goal 3.3

Achievement Goal 3.3
Met? Yes
 No

Statement of Actual
Results 3.3

Problems/Issues
Encountered

Use of Results for
Improvement

Program/Unit
Accomplishments

Outcome 4

Outcome 4

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

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Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

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Measurement Tool 4.1

Baseline Data 4.1

Achievement Goal 4.1

Achievement Goal 4.1
Met? Yes
 No

Statement of Actual
Results 4.1

Measurement Tool 4.2

Baseline Data 4.2

Achievement Goal 4.2

Achievement Goal 4.2
Met? Yes
 No

Statement of Actual
Results 4.2

Measurement Tool 4.3

Baseline Data 4.3

Achievement Goal 4.3

Achievement Goal 4.3
Met? Yes
 No

Statement of Actual
Results 4.3

Problems/Issues
Encountered

Use of Results for
Improvement

Program/Unit
Accomplishments

Outcome 5

Outcome 5

Type of Outcome Student Learning
 Operational (resources and processes)

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 1: Increase Student Success: Educate students for personal and professional opportunities.

Strategic Plan Link (select only **ONE** Goal/Objective):

Goal 2: Improve performance accountability: Create and maintain a sustainable and data-driven decision-making campus environment.

Goal 3: Strengthen communication: Strengthen information sharing procedures at North Florida Community College.

Goal 4: Increase resource acquisition and allocation: Ensure campus funding acquisition, expenditures, and resources allocation are aligned with strategic plan.

Goal 5: Provide a holistic campus experience: Provide a holistic campus experience for students, faculty, and staff.

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**Thank you for completing the
Annual Outcomes Assessment form!**

Additional Comments:

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