



**2012-2014**

**INSTITUTIONAL EFFECTIVENESS (IE) PLAN**



# CAROLINAS COLLEGE OF HEALTH SCIENCES

## 2012-2014 Institutional Effectiveness Plan

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## Introduction

The SACSCOC defines Institutional Effectiveness as “the systematic, explicit, and documented process of measuring performance against mission in all aspects of an institution.” Carolinas College of Health Sciences (CCHS) takes this seriously by regularly planning and evaluating performance as evidenced by its Institutional Effectiveness (IE) plan

Figure 1. *The Planning Process Supporting the Mission and Vision* illustrates the College’s process of planning, implementing, assessing, and using results to continually improving Carolinas College of Health Sciences.

The College’s mission and the supporting goals serve as the basis for our IE plan. In turn, the IE plan serves as the complementary foundation for the institution’s strategic plan, and together they enable the College to achieve its mission and effectively and efficiently move forward.

The mission of Carolinas College of Health Sciences is to education future healthcare providers by integrating theoretical concepts with clinical experiences. In partnership with Carolinas Medical Center and serving Carolinas HealthCare System, the College focuses on preparing individuals for employment in general and specialized healthcare fields.

To meet its mission, the College is committed to three goals:

- Goal 1:* Maintaining a structure that supports the College’s mission, guides future development, provides resources, and integrates the College into the community
- Goal 2:* Providing resources and services to promote a learning environment that facilitates student success
- Goal 3:* Striving for excellence in educating entry-level and specialized practitioners to be competent in providing healthcare services in a variety of settings

**Creating the Plan:** Each unit of the College -- including Administrative Units, Academic Programs, Continuing Education, and College Committees – developed its own plan supporting the mission and goals. Unit leaders, faculty, and staff collaboratively crafted these plans which include objectives contributing to achieving the College goals, identification of concrete means of assessing progress, and criteria for success.

**Integrating with the Budget:** The IE plan is integrated into the budgeting process since the planning process precedes the finalizing of the budget and there is an indication in the unit’s IE plan whether existing or new monies are needed to achieve the objective.

**Implementing Action:** To ensure implementation of action necessary to meet the objective, a responsible person was identified for each objective.

**Assessing the Performance:** An evaluation plan is in place to assess the progress towards meeting the objective and to provide feedback data to be used in a continual improvement process. While members of each unit frequently analyze the data, there are two official times for the responsible person to report on the outcomes and subsequent action plans for improvement: mid-year and end-of-the-year reports. The effectiveness of the College is determined by comparing the actual achievements with the criteria for success. These composite results are reported in the CCHS Annual Report.

**Using the Data for Continual Improvement:** Depending upon the results at mid-year and at the end of the year, action plans are developed or adjusted to enable the unit to achieve each objective. Each of these semi-annual analyses and resulting action plans are tracked for the three years of the planning cycle, guiding the development for the next IE plan: 2015-2017.

The Quality Improvement Committee has the oversight responsibility for the IE planning process, for reviewing each of the unit plans, and for reviewing mid-year and end-of-year reports, and for reporting progress towards meeting the College goals and objectives as well as the action plans for improving performance at the Annual Meeting each spring.

# Carolinas College of Health Sciences Planning Process

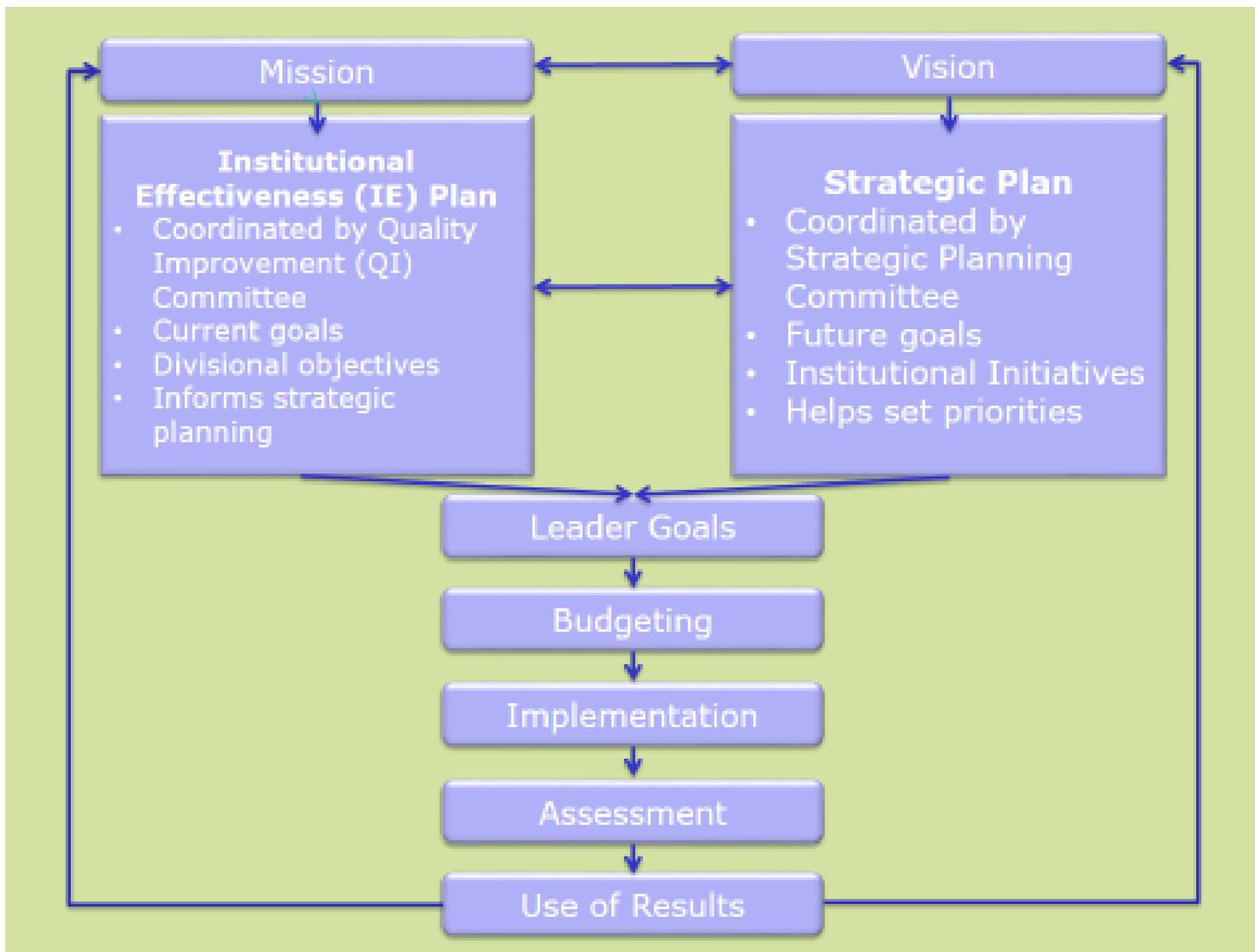


Figure 1. *The Planning Process Supporting the Mission and Vision*

# Administrative Units

## Academic Affairs

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Alumni indicate that the College is committed to striving for excellence in educating entry-level and specialized practitioners to be competent in providing healthcare services in a variety of settings.	End of Program Surveys	Average alumni ratings of the College's commitment to excellence in healthcare education are at or above 4.0 on a 5-point scale	Provost	Existing
Goal I	Customer Service	Students indicate that the College is committed to striving for excellence in educating entry-level and specialized practitioners to be competent in providing healthcare services in a variety of settings.	End of Program Surveys	Average student ratings of the College's commitment to excellence in healthcare education are at or above 4.0 on a 5-point scale	Provost	Existing
Goal I	Employee Engagement	Personnel indicate that training opportunities are available in the use of technology	Personnel Comprehensive Assessment	85% of respondents indicate that needed office technology training is available	Provost	Existing
Goal I	Employee Engagement	Retain effective academic deans, directors, and staff members.	Annual turnover rate of academic program leaders and Academic Affairs support staff.	Turnover rates for Academic program leaders and staff do not exceed 10% annually for reasons other than promotion within CCHS/CHS or retirement.	Provost	Existing
Goal I	Employee Engagement	Faculty indicate that technical support provided for problems with classroom equipment is effective.	Personnel Comprehensive Assessment	Average ratings of technical support in resolving problems with classroom equipment are at or above 4.0 on a 5-point rating scale	Provost	Existing
Goal I	Employee Engagement	Faculty indicate that technical support is available for problems occurring during the use of classroom equipment.	Personnel Comprehensive Assessment	Average ratings of technical support for classroom equipment are at or above 4.0 on a 5-point rating scale	Provost	Existing
Goal I	Employee Engagement	Personnel indicate that technical support provided for problems with office equipment is effective.	Personnel Comprehensive Assessment	Average ratings of effectiveness of technical support in resolving problems with office equipment are at or above 4.0 on a 5-point rating scale	Provost	Existing

## Academic Affairs

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Faculty indicate that training opportunities are available in the use of classroom technology	Personnel Comprehensive Assessment	85% of respondent that needed training indicate training is available for using classroom technology	Provost	Existing
Goal I	Employee Engagement	New faculty members are successfully oriented to the College and policies and procedures upon hire.	New employee orientation survey	Average ratings of the utility of the new faculty orientation are at or above 4.0 on a 5-point rating scale.	Provost	Existing
Goal I	Employee Engagement	Personnel indicate that technical support is available for problems occurring during the use of office equipment.	Personnel Comprehensive Assessment	Average ratings of technical support for office equipment are at or above 4.0 on a 5-point rating scale	Provost	Existing
Goal I	Employee Engagement	Faculty members indicate satisfaction with their workloads.	Personnel Comprehensive Assessment	Average faculty ratings of satisfaction with their workload are at or above 4.0 on a 5-point rating scale.	Provost	Existing
Goal I	Growth	Collaboration with Cabarrus College in offering RN to BSN evening program at Carolinas College. As of late 2013, this goal has been revised to the development of a seamless articulation for students from our pre-nursing track in general studies through our ADN program completion to enrollment in Cabarrus College's RN to BSN program.	Minutes of meetings with Cabarrus College and Carolinas College Personnel	Completion of assessment of feasibility of collaborative RN to BSN program	Provost; Dean, School of Nursing; Associate Dean, School of Nursing	Existing
Goal I	Growth	Approval of expanded degree-granting status for Carolinas College	Review of SACS substantive change approvals and other approval documents	Expanded degree-granting status	Provost	Existing
Goal I	Growth	Expansion of degree offerings to address emerging needs and expand revenue base	Review of SACS and other accrediting body substantive change approvals and Course Calendars	Accreditation approval and implementation of new degree programs	Provost	Existing

## Academic Affairs

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Performance Excellence	Program deans and directors provide effective financial program management.	Review of end-of-year budget report	Academic Affairs office budget and program budgets meet or exceed the budgeted margin.	Provost	Existing
Goal II	Customer Service	Students indicate the online bookstore website is accessible and easy-to-use.	End of program surveys	Average ratings regarding the accessibility and ease of use of the online bookstore website are at or above 4.0 on a 5-point rating scale.	Provost	Existing
Goal II	Customer Service	Students indicate that technology resources used in classroom instruction (e.g., online sources/websites, e-mail, videos, slideshows) are appropriate to support their learning.	End of program surveys	Average ratings of technology resources used in classroom instruction are at or above 4.0 on a 5-point rating scale.	Provost	Existing
Goal III		Students highly rate the overall quality of education at CCHS (CWI).	On the End-of-Program surveys, on average the graduates will rate the overall quality of education at CCHS $\geq$ 4.0 on a 5-point rating scale.	End-of-Program surveys	Provost	Existing
Goal III	Customer Service	Alumni indicate that they are able to perform entry level expectations within 6 months of graduation (CWI)	Alumni survey	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale.	Provost	Existing
Goal III	Customer Service	Employers indicate that graduates are able to perform entry level expectations within 6 months of graduation. (CWI)	Employer survey	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale.	Provost	Existing
Goal III	Employee Engagement	Personnel indicate that computer equipment and software assigned to them for their office are sufficient to perform job responsibilities.	Personnel Comprehensive Assessment	Average ratings of personnel regarding computer equipment and software are at or above 4.0 on a 5-point rating scale.	Provost	New

## Academic Affairs

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Employee Engagement	Faculty indicate that classroom instructional equipment is available to implement teaching strategies appropriate to their discipline	Personnel Comprehensive Assessment	Average ratings of faculty regarding classroom instructional equipment are at or above 4.0 on a 5-point rating scale.	Provost	New
Goal III	Quality	Increase the delivery of instructional technology training in response to faculty need by 20% each year	Training logs	Adequate instructional technology training sessions to support faculty needs.	Provost	Existing
Goal III	Quality	Student learning outcomes for individual educational programs reflect the standards of their respective accrediting bodies. (CWI)	Program licensure and certification pass rates for healthcare programs	First-time licensure/certification pass rate for all health care programs combined is at or above 90%	Provost	Existing
Goal III	Quality	Available software and hardware will meet or exceed industry benchmarks annually	Industry benchmarks standards	Available hardware and software will meet minimum benchmark levels	Provost	New
Goal III	Quality	In response to faculty needs assessment and best practices, increase the number of instructional methodologies available	Software and hardware inventory	Additional instructional methodologies are available	Provost	New

## Administration

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Students indicate Presidential Open Forums are effective in communicating to administration	End of Program Surveys	Average student ratings of the effectiveness of Presidential Open Forums are at or above 4.0 on a 5-point rating scale	President	Existing
Goal I	Employee Engagement	Personnel indicate satisfaction with the College work environment.	Personnel Comprehensive Assessment	Average personnel ratings of satisfaction with work environment are at or above 4.0 on a 5-point scale	President	Existing
Goal I	Employee Engagement	New personnel are successfully oriented to the College and policies and procedures upon hire.	New employee orientation evaluations, completed by new employees at 3 months.	Average ratings of the overall utility of the new personnel orientation are at or above 4.0 on a 5-point rating scale	President	Existing
Goal I	Employee Engagement	Recruit, hire, and retain members of presidents council, director of continuing education, and coordinator of alumni affairs	For positions of provost, director of business and finance, dean of student services & enrollment management and director of continuing education, and coordinator of alumni affairs review position status (filled/unfilled)	All positions are staffed with no position vacant more than 60 days in prior 12 months, turnover (if any) equal to or less than 15%.	President	Existing
Goal I	Employee Engagement	Provide clear and appropriate levels of communication to College faculty and staff members	Personnel Comprehensive Assessment	Average employee ratings of leadership communication at or above 4.0 on a 5-point rating scale	President	Existing
Goal I	Employee Engagement	Personnel indicate their intention to remain employed with CCHS in the next year.	Personnel Comprehensive Assessment	PCA results reflect that fewer than 20% of faculty and staff groups are likely to leave the college within the next year.	President	Existing

## Administration

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Staff (non-faculty) indicate satisfaction with their workloads.	Personnel Comprehensive Assessment	Average staff ratings of satisfaction with their workload are at or above 4.0 on a 5-point rating scale.	President	Existing
Goal I	Employee Engagement	Personnel indicate they have high levels of employee engagement and readiness for implementing change.	CHS Employee Engagement Survey	The College results on the annual CHS Employee Engagement Surveys will reflect Tier I and a commitment indicator at or above 4.24	President	Existing
Goal I	Employee Engagement	Provide thoughtful, cohesive, consistent, and coordinated direction to the staff and faculty of the college.	Personnel Comprehensive Assessment	Average employee ratings of effectiveness of college leadership are at or above 4.0 on a 5-point scale.	President	Existing
Goal I	Employee Engagement	Ensure decision-making process includes input from college personnel	Personnel Comprehensive Assessment	Average personnel ratings of input into decisions are at or above 4.0 on a 5-point rating scale	President	Existing
Goal I	Employee Engagement	Retain effective college employees.	Status of filled/unfilled positions and turnover rates	All positions are staffed with no position vacant more than 60 days in prior 12 months; turnover (if any) equal to or less than 15%	President	Existing
Goal I	Quality	Provide the College Board of Directors with clear and accurate information to facilitate informed decision making regarding the board-level policies and the direction, governance, and financial stability of the college.	Board of Directors meeting minutes.  Annual Board Self-Assessment.	1. Board minutes reflect the regular reporting of outcomes and substantive discussion regarding board-level policies and the direction, governance, and financial stability of the college.  2. Annual Self-Assessment indicates board members have adequate information to make decisions regarding policies, direction, governance, and financial stability of the college.	President	Existing

# Administration

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Quality	Provide a decision-making process that supports effective implementation of recommended changes	Annual percentage of recommendations that meet their assessment benchmarks.	75% annual attainment of recommendation assessment plan benchmarks.	President	Existing
Goal II	Customer Service	All College policies related to students are evaluated on a biannual basis.	Audit of College policies	90% of College policies related to students are current.	President	Existing
Goal II	Performance Excellence	Increase the College's financial viability through grant and endowment growth	Annual review of grants and gifts and of fiscal fund reports from Carolinas HealthCare Foundation.	3% increase in total endowment over previous year level calculated using total funds raised and income earned, as a percentage of the beginning-of-year fund balance.	President	Existing

# Business and Finance

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Personnel indicate they have input into developing their departmental budget	Personnel Comprehensive Assessment	85% of respondents indicate they have opportunity for input into their departmental budget	Dean, Administrative and Financial Services	Existing
Goal I	Employee Engagement	Personnel indicate needed resources are available within a reasonable period of time	Personnel Comprehensive Assessment	Average ratings regarding the availability of resources are at or above 4.0 on a 5-point rating scale.	Dean, Administrative and Financial Services	Existing
Goal I	Performance Excellence	A financially sound organization is operated	Year-to-Date financial performance reports	YTD reports indicate a positive to neutral operating margin	Dean, Administrative and Financial Services	Existing
Goal I	Performance Excellence	Accurate financial accounting occurs	Internal and external audits of financial records	Audit reports indicate no findings	Dean, Administrative and Financial Services	Existing
Goal II	Customer Service	Students indicate that Financial Aid counseling and assistance is available and effective.	End of NUR 101 and End of program surveys	Average ratings regarding financial aid counseling and assistance are at or above 4.0 on a 5-point rating scale.	Dean, Administrative and Financial Services	Existing
Goal II	Customer Service	Students indicate that information on their responsibilities for student loan repayment is clear.	End of NUR 101 and End of program surveys	Average ratings of information regarding loan repayment are at or above 4.0 on a 5-point rating scale.	Dean, Administrative and Financial Services	Existing
Goal II	Customer Service	Students indicate that Information regarding tuition and deadlines is available to them in a timely manner.	End of NUR 101 and End of program surveys	Average ratings of information regarding tuition and deadlines are at or above 4.0 on a 5-point rating scale.	Dean, Administrative and Financial Services	Existing
Goal II	Performance Excellence	Students understand and repay loans.	Federal Default Rates	College loan default rates remain at or below the Federal average.	Dean, Administrative and Financial Services	Existing

## Business and Finance

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Performance Excellence	Tuition and fees are collected online in a timely manner	Online Payment Reports	20% of tuition payments will be made by the tuition deadline using online payments in Sonis	Dean, Administrative and Financial Services	Existing
Goal II	Performance Excellence	Tuition and fees are collected in a timely manner	Outstanding balance report	90% of tuition and fees are collected by the 50% point of each term	Dean, Administrative and Financial Services	Existing

# Student Services

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Students indicate that the College is committed to providing resources and services to promote a learning environment that facilitates student success	End of Program Surveys	Average student ratings of the College's commitment to promoting a learning environment that facilitates student success are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal I	Customer Service	Alumni indicate that the College is committed to providing resources and services to promote a learning environment that facilitates student success	Alumni Surveys	Average alumni ratings of the College's commitment to promoting a learning environment that facilitates student success are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal I	Customer Service	Students indicate the physical environment is conducive to learning.	End of program surveys	Average ratings regarding the classroom learning environment are at or above 4.0 on a 5-point rating scale.	Dean, Student Services and Enrollment Management	Existing
Goal I	Employee Engagement	Faculty indicate that they have information and tools to support their role as an advisor.	Personnel Comprehensive Assessment	Average faculty ratings information and tools to support their role as an advisory are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal I	Employee Engagement	Personnel indicate the physical environment is adequate for employees to effectively perform the functions of their job.	Personnel Comprehensive Assessment	Average ratings regarding the adequacy of the physical environment are at or above 4.0 on a 5-point rating scale.	Dean, Student Services and Enrollment Management	Existing
Goal I	Growth	Prospective student data indicate an interest in the College from select towns with a CHS facility	Sonis Prospective Student Reports	25% increase in applications from towns with a CHS facility	Dean, Student Services and Enrollment Management	New
Goal I	Growth	Prospective student data indicate marketing efforts as referral source	Sonis Prospective Student Reports	At least 50% of prospective students indicate their referral source as one of the specific marketing efforts of the college	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students indicate that, when needed, personal counseling through the Employee Assistance program was available and effective.	End of Program Surveys	Average ratings of the availability and effectiveness of personal counseling are at or above 4.0 on a 5-point scale.	Dean, Student Services and Enrollment Management	New

# Student Services

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Customer Service	Each starting group of students indicate they feel prepared to be successful students after being presented with orientation information.	New Student Orientation survey; End of NUR 101 survey	Average ratings of preparation for student success provided through orientation information are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Job placement assistance provided through the Student Success Center at the college (Including resume review, coordination of job placement activities) was readily available and helpful.	6-month alumni surveys	Average ratings of the helpfulness of the job placement liaison are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	New
Goal II	Customer Service	The Student Success Center provides appropriate information to support student needs.	End of Program Survey	Average ratings of the appropriate information in the Student Success Center are at or above 4.0 on a 5-point scale.	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students that utilize support services show improvement in coursework.	Course grades of students on referral list	60% of students who utilize academic support services pass their course.	Dean, Student Services and Enrollment Management	New
Goal II	Customer Service	The College provides an effective placement service to graduating students.	Roster of graduates and their place of employment.	6-month placement report indicates at least 90% of the graduates are employed in field of training.	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students indicate that academic assistance (including tutoring, test-taking skills, reviews) was available.	End of NUR 101 survey; End of Program surveys	Average ratings of the availability of academic assistance are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	New
Goal II	Customer Service	Students indicate faculty advisors are effective.	End of Program surveys	Average ratings of the effectiveness of faculty advisors are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students indicate that College policies are equitable and consistently applied.	End of Program Surveys	Average ratings of the equitability and consistent application of College policies are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing

# Student Services

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Customer Service	Applicants to the college receive timely notification of application status.	New student orientation survey; Decline survey	Average ratings of timely notification of application status are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	The College provides an effective placement service for graduating students and to Carolinas Medical Center facilities.	Roster of graduates and their place of employment.	6-month placement report indicates at least 80% of those graduates that are placed are employed full-time in a Carolinas Medical Center facility.	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students indicate that admissions personnel provided sufficient assistance with the application process.	End of NUR 101 survey; End of Program surveys; Decline survey; New Student Orientation surveys	Average ratings of the assistance received during the application process are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students indicate that retention was regarded as a significant factor in the success of the College.	End of NUR 101 survey	Average ratings of students' indicating that retention was regarded as a significant factor in the success of the College are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	New
Goal II	Customer Service	Students indicate the registration process is efficient.	End of NUR 101 survey; End of Program surveys	Average ratings of the registration process are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Students indicate that publications accurately portrayed the College's programs.	End of NUR 101 survey; End of Program surveys; New Student Orientation surveys	Average ratings of the accuracy of College publications are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Job placement assistance provided through the Student Success Center at the college (Including resume review, coordination of job placement activities) was readily available and helpful.	End of Program Surveys	Average ratings of the helpfulness of job placement assistance are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	New

## Student Services

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Quality	Admissions yield of those who are accepted and those who matriculate to enrollment will remain stable.	Demographic Report	Based on a baseline of the average yield for the past three years (71%), stable is defined as +/- 5%.	Dean, Student Services and Enrollment Management	Existing
Goal III	Quality	A College structure is in place that ensures successful program completion.	Graduation rate data	Overall graduation rate of 75% of students completing their respective programs within 100, 150 and 200% of normal program length	Dean, Student Services and Enrollment Management	Existing

# Academic Programs

## Assessment and General Studies

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Communities of interest have input into program goals and decisions	Advisory Committee minutes, employer survey	Data from evaluation and input from advisory committee are utilized for program change.	Dean of Assessment and General Studies	Existing
Goal I	Quality	Personnel credentials verify qualifications outlined in job summaries.	Personnel files	100% verification of qualifications outlined in job summaries.	Dean of Assessment and General Studies	Existing
Goal I	Quality	Data collection activities are completed and communicated in a timely manner.	Master Schedule for Institutional Research Office	100% of scheduled data collection activities are completed within 2 weeks of scheduled date	Dean of Assessment and General Studies	Existing
Goal III	Customer Service	Alumni are satisfied with the quality of the General Studies academic program	Alumni survey	Alumni responses regarding overall quality of the General Studies academic program are at or above 4.0 on a 5-point rating	Dean of Assessment and General Studies	Existing
Goal III	Customer Service	Students indicate that General Education courses provide a foundation for the Program in which the student participates.	End of Program surveys	Average ratings of General Education courses as a foundation for their program are at or above 4.0 on a 5-point rating scale	Dean of Assessment and General Studies	Existing
Goal III	Customer Service	Alumni indicate that General Education courses provide a foundation for later coursework for the Program in which the alumni were enrolled.	6-month Alumni surveys	Average ratings of General Education courses as a foundation for their program are at or above 4.0 on a 5-point rating scale	Dean of Assessment and General Studies	Existing
Goal III	Customer Service	Student and alumni perception of information literacy (IL) will meet benchmark	End of program and alumni surveys	Average ratings on IL survey items are at or above 4.0 on a 5-point rating scale	Dean of Assessment and General Studies	Existing

## Assessment and General Studies

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	Students indicate satisfaction with General Education courses	Students course evaluations	The overall effectiveness for individual courses is rated at or above 4.0 on a 5-point rating scale.	Dean of Assessment and General Studies	Existing
Goal III	Quality	General Education courses provide instruction and experiences to help students demonstrate the ability to communicate effectively, either in written format and/or orally.	General Education Assessment Report	80% of the Learning Outcomes established by the General Education faculty are met by the composite of General Education courses	Dean of Assessment and General Studies	Existing
Goal III	Quality	Graduates of the Pre-Nursing Program are eligible and prepared to matriculate into the School of Nursing.	Pre-Nursing Guaranteed Admissions Tracking Report	At least 50% of those entering Pre-Nursing and are seeking admission into the School of Nursing are admitted.	Dean of Assessment and General Studies	Existing
Goal III	Quality	Students will meet benchmark on in-class information literacy (IL) assignments	Student scores in the information literacy rubric	IL rubric scores will average 2.25 out of 3 in each course containing IL activities.	Dean of Assessment and General Studies	Existing
Goal III	Quality	A curriculum is in place to ensure that students meet program learning outcomes.	General Studies Portfolio report	At least 80% of General Studies graduates meet program learning outcomes	Dean of Assessment and General Studies	Existing
Goal III	Quality	General Education courses provide instruction and experiences to help students demonstrate the ability to examine and understand human behavior in different theoretical, societal, cultural and/or institutional contexts	General Education Assessment Report	80% of the Learning Outcomes established by the General Education faculty are met by the composite of General Education courses	Dean of Assessment and General Studies	Existing
Goal III	Quality	A structure is in place that ensures successful program completion	Graduation rate data for students that attempt completion of the General Studies program	150% graduation rate of 75% for students attempting completion of the General Studies program	Dean of Assessment and General Studies	Existing

## Assessment and General Studies

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students will show improvement in information literacy (IL) skills during the course of their program.	Student scores on the QUEST information literacy test	At least 70% of students who scored below 80% on any module of the pretest will score higher on the same module(s) of the posttest. At least 70% of students score 80% or higher on each module of the posttest	Dean of Assessment and General Studies	Existing
Goal III	Quality	General Education courses provide instruction and experiences to help students demonstrate the ability to understand the fundamental concepts, methods and applications of the natural and life Sciences and their impact on human experience.	General Education Assessment Report	80% of the Learning Outcomes established by the General Education faculty are met by the composite of General Education courses	Dean of Assessment and General Studies	Existing
Goal III	Quality	Graduates of the Pre-Nursing Program are prepared to succeed in the Nursing Fundamentals course.	Pre-Nursing Guaranteed Admissions Tracking Report	Pass rates of NUR 101 for Pre-Nursing students meet or exceed pass rates for Non-Pre-Nursing students.	Dean of Assessment and General Studies	Existing
Goal III	Quality	General Education courses provide instruction and experiences to help students demonstrate the ability to think critically, apply abstract concepts, and draw conclusions from course concepts.	General Education Assessment Report	80% of the Learning Outcomes established by the General Education faculty are met by the composite of General Education courses	Dean of Assessment and General Studies	Existing
Goal III	Quality	Graduates of the Pre-Nursing program are prepared for successful program completion.	Pre-Nursing Guaranteed Admissions Tracking Report	Graduation rate of 75% of students completing the Pre-Nursing program (completed within 150% of normal program length).	Dean of Assessment and General Studies	Existing

# School of Clinical Lab Sciences

## Histotechnology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Communities of interest have input into program goals and decisions.	Advisory Committee minutes and 6-month employer surveys.	Data from 6-month employer survey and input from advisory committee are utilized for program change.	Director, School of Clinical Laboratory Sciences	Existing
Goal I	Quality	The program will achieve and maintain accreditation and ensure compliance with specific accreditation standards, including appropriate curriculum, qualified faculty, and consistent mission, goals and outcomes.	To include but not be limited to:  Accreditation reports  Personnel files  Continuing education/Professional Development records  Faculty meeting minutes	Continuous accreditation with program accrediting body is maintained.  Curricula are in 100% compliance with standards outlined by program accrediting body.  100% verification of faculty qualifications outlined by program accrediting body and SACS.  100% of faculty participate in a professional development activities.  Annual review indicates that the mission/ philosophy and outcomes of the program are consistent with those of the program accrediting body and College.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Students indicate satisfaction with Clinical experiences.	Clinical site evaluations	The overall effectiveness for individual clinical sites is rated at or above 4.0 on a 5-point rating scale.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Student, alumni, and employer perception of information literacy (IL) skills will meet benchmark.	End of program, alumni, and employer surveys	Average ratings on IL survey items are at or above 4.0 on a 5-point rating scale.	Director, School of Clinical Laboratory Sciences	Existing

## Histotechnology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	Employers indicate that graduates are able to perform entry level expectations within 6 months of graduation.	6-month Employer Surveys	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Alumni indicate that they are able to perform entry level expectations within 6 months of graduation	6-month Alumni Surveys	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Students indicate satisfaction with class experiences.	Course evaluations	The overall effectiveness for individual courses is rated at or above 4.0 on a 5-point rating scale.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	The College provides an effective placement service to graduating students.	Roster of graduates and their place of employment.	6-month placement report indicates at least 90% of the graduates are employed in field of training.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students demonstrate cognitive knowledge of the concepts, principles, and theories necessary to function as a competent entry-level histotechnologist.	Cognitive scores	90% of students receive an average score of 80% or greater in each course in the program.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students demonstrate the psychomotor competencies of an entry-level histotechnologist.	Psychomotor scores	90% of students receive an average score of 80% or greater in each course in the program.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students will meet benchmark on in-class information literacy (IL) assignments	Student scores in the information literacy rubric.	Average IL rubric scores are at or above 2.25 on a 3-point scale in each course containing IL activities.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	A structure is in place that ensures successful program completion.	Graduation rate data	Annual graduation rate of 75% of students completing the program within 150% of normal program length	Director, School of Clinical Laboratory Sciences	Existing

## Histotechnology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students demonstrate the affective attitudes and behaviors necessary to function as part of the healthcare team.	Affective scores	90% of students receive an average score of 80% or greater in each course in the program.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	The program's master curriculum prepares graduates with the cognitive knowledge necessary to successfully pass the American Society of Clinical Pathology Board of Certification exam - HTL level	Individual reports of first-time certification pass rates.	First-time certification pass rates are at or above 90% for the entire year.	Director, School of Clinical Laboratory Sciences	Existing

## Medical Laboratory Sciences Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Communities of interest have input into program goals and decisions.	Advisory Committee minutes and 6-month employer surveys.	Data from 6-month employer survey and input from advisory committee are utilized for program change.	Director, School of Clinical Laboratory Sciences	Existing
Goal I	Quality	The program will maintain accreditation and ensure compliance with specific accreditation standards, including appropriate curriculum, qualified faculty, and consistent mission, goals and outcomes.	To include but not be limited to:  Accreditation reports  Personnel files  Continuing education/Professional Development records  Faculty meeting minutes	Continuous accreditation with program accrediting body is maintained.  Curricula are in 100% compliance with standards outlined by program accrediting body.  100% verification of faculty qualifications outlined by program accrediting body and SACS.  100% of faculty participate in a professional development activities.  Annual review indicates that the mission/ philosophy and outcomes of the program are consistent with those of the program accrediting body and College.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Alumni indicate that they are able to perform entry level expectations within 6 months of graduation	6-month Alumni Surveys	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	The College provides an effective placement service to graduating students.	Roster of graduates and their place of employment.	6-month placement report indicates at least 90% of the graduates are employed in field of training.	Director, School of Clinical Laboratory Sciences	Existing

## Medical Laboratory Sciences Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	Employers indicate that graduates are able to perform entry level expectations within 6 months of graduation.	6-month Employer Surveys	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Student, alumni, and employer perception of information literacy (IL) skills will meet benchmark.	End of program, alumni, and employer surveys	Average ratings on IL survey items are at or above 4.0 on a 5-point rating scale.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Students indicate satisfaction with Clinical experiences.	Clinical site evaluations	The overall effectiveness for individual clinical sites is rated at or above 4.0 on a 5-point rating scale.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Customer Service	Students indicate satisfaction with class experiences.	Course evaluations	The overall effectiveness for individual courses is rated at or above 4.0 on a 5-point rating scale.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students demonstrate the psychomotor competencies of an entry-level medical laboratory scientist.	Psychomotor scores	90% of students receive an average score of 80% or greater in each course in the program.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students will meet benchmark on in-class information literacy (IL) assignments	Student scores in the information literacy rubric.	Average IL rubric scores are at or above 2.25 on a 3-point scale in each course containing IL activities.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students demonstrate cognitive knowledge of the concepts, principles, and theories necessary to function as a competent entry-level medical laboratory scientist.	Cognitive scores	90% of students receive an average score of 80% or greater in each course in the program.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students demonstrate the affective attitudes and behaviors necessary to function as part of the healthcare team.	Affective scores	90% of students receive an average score of 80% or greater in each course in the program.	Director, School of Clinical Laboratory Sciences	Existing

## Medical Laboratory Sciences Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	The program's master curriculum prepares graduates with the cognitive knowledge necessary to successfully pass the American Society of Clinical Pathology Board of Certification exam.	Individual reports of first-time certification pass rates.	First-time certification pass rates are at or above 90% for the entire year.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	Students will show improvement in information literacy (IL) skills during the course of their program.	Student scores on the QUEST information literacy test	At least 70% of students who scored below 80% on any module of the pretest will score higher on the same module(s) of the posttest. At least 70% of students score 80% or higher on each module of the posttest.	Director, School of Clinical Laboratory Sciences	Existing
Goal III	Quality	A structure is in place that ensures successful program completion.	Graduation rate data	Annual graduation rate of 75% of students completing the program within 150% of normal program length	Director, School of Clinical Laboratory Sciences	Existing

# School of Medical Imaging

## Radiation Therapy Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Employers indicate that graduates are able to perform entry level expectations within 6 months of graduation.	6-month Employer surveys	Average ratings of the ability of graduates to perform entry-level expectations are at or above 4.0 on a 5-point scale	Director, Radiation Therapy Program	Existing
Goal I	Quality	The program will maintain accreditation and ensure compliance with specific accreditation standards, including appropriate curriculum, qualified faculty, and consistent mission, goals and outcomes.	To include but not be limited to:  Accreditation reports  Personnel files  Continuing education/Professional Development records  Faculty meeting minutes	Continuous accreditation with program accrediting body is maintained.  Curricula are in 100% compliance with standards outlined by program accrediting body.  100% verification of faculty qualifications outlined by program accrediting body and SACS.  100% of faculty participate in a professional development activities.  Annual review indicates that the mission/ philosophy and outcomes of the program are consistent with those of the program accrediting body and College.	Director, Radiation Therapy Program	Existing
Goal III	Customer Service	Alumni indicate that they are able to perform entry level expectations within 6 months of graduation	6-month Alumni surveys	Average ratings of the ability of graduates to perform entry-level expectations are at or above 4.0 on a 5-point scale	Director, Radiation Therapy Program	Existing
Goal III	Customer Service	Students indicate satisfaction with Class experiences.	Course evaluations	The overall effectiveness for individual courses is rated at or above 4.0 on a 5-point rating scale.	Director, Radiation Therapy Program	Existing

## Radiation Therapy Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	The College provides an effective placement service to graduating students.	Roster of graduates and their place of employment.	75% of graduates actively seeking employment will be employed within six months of graduation.  (5 year average)	Director, Radiation Therapy Program	Existing
Goal III	Customer Service	Student, alumni, and employer perception of information literacy (IL) skills will meet benchmark	End of program, alumni, and employer surveys	Average ratings on IL survey items are at or above 4.0 on a 5-point rating scale	Director, Radiation Therapy Program	Existing
Goal III	Customer Service	Students will indicate overall satisfaction with clinical experiences.	Clinical Affiliate Evaluations	Average ratings for individual evaluation items are at or above 4.0 on a 5-point rating scale	Director, Radiation Therapy Program	New
Goal III	Quality	The program's master curriculum prepares graduates with the knowledge necessary to successfully pass the ARRT exam.	Individual reports of first-time licensure/certification pass rates	75% of graduates attempting ARRT certification exam will successfully pass the examination upon first attempt.  (5 year average)	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will demonstrate a sense of personal accountability.	Treatment / Sim Evaluations (Adv)	Class average for evaluation items 16-19 will be 34 or higher (maximum 40)	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will be able to utilize positioning techniques that ensure proper beam placement.	Practical Exam results	90% of all treatment /simulation practical exams will be completed successfully upon first attempt.	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will demonstrate accurate utilization of treatment delivery skills	Practical exam results	90% of all treatment /simulation practical exams will be completed successfully upon first attempt.	Director, Radiation Therapy Program	Existing
Goal III	Quality	A structure is in place that ensures successful program completion.	Graduation rate data	60% of students will graduate from the program within 200% of normal program length.	Director, Radiation Therapy Program	Existing

## Radiation Therapy Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students will demonstrate an understanding of processes used to plan a course of treatment	Dosimetry Calculations Exams 1 & 2	Combined class average for the selected dosimetry exams will be 88% or higher. (maximum score 100%)	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will show improvement in information literacy (IL) skills during the course of their program.	Student scores on the QUEST information literacy test	At least 70% of students who scored below 80% on any module of the pretest will score higher on the same module(s) of the posttest. At least 70% of students score 80% or higher on each module of the posttest.	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will exhibit integrity.	Treatment / Simulation Evaluations (Basic/Advanced)	Class average for evaluation items 22-28 will be 60 or higher (maximum 70)	Director, Radiation Therapy Program	New
Goal III	Quality	Students will meet benchmark on in-class information literacy (IL) assignments	Student scores in the information literacy rubric	Average IL rubric scores are at or above 2.25 on a 3-point scale in each course containing IL activities	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will utilize situation appropriate oral communication.	RTT 215 - Communication / Diversity Quiz  Case Presentations  Treatment Evaluations (Basic/Advanced)	Class Average for Communication quiz will be 85% or higher (maximum 100%)  Each student will achieve a score of 80% or higher on each presentation (maximum 100%)...updated to 90% for year two.  Class average for Treatment Evaluation (Basic) items 13-18 will be 51 or higher (maximum 60)  Class average for Treatment Evaluation (Advanced) items 12-15 will be 34 or higher (maximum 40)	Director, Radiation Therapy Program	Existing

## Radiation Therapy Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students will be able to evaluate the quality of a planned course of treatment	Practical exam results	90% of all treatment /simulation practical exams will be completed successfully upon first attempt.	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will be able to assess the patient condition during a course of treatment.	RTT 215 - Final Exam  Treatment Evaluation (Advanced)  Simulation Evaluation (Advanced)	Class Average for Final Exam = 85% or higher (maximum 100%)  Class Average score for Evaluation items 2, 4,& 5 will be 26 or higher (maximum 30)	Director, Radiation Therapy Program	New
Goal III	Quality	Students will properly employ written communication skills.	RTT 215 Support Services written evaluations  Literature Research grading rubric	Class average for evaluation write-up will be 85% or higher (maximum 100%)  Class average for research report will be 23 or higher (maximum 27)	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will be able to acquire patient data needed to plan a course of treatment.	Practical Exam Results	90% of all simulation practical exams will be completed successfully upon first attempt.	Director, Radiation Therapy Program	Existing
Goal III	Quality	Students will be able to assess equipment function.	RTT 211 - QA Final Exam  RTT 211 - Lab Final Assessment	Class Average for QA Exam will be 85% or higher (maximum 100%)  Each Student will achieve a score of 85% or higher for the first attempt of each proficiency. (maximum 100%)	Director, Radiation Therapy Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Communities of interest have input into program goals, decisions and outcomes.	RT program Advisory Committee meetings, Clinical site instructor meetings.	Data from Program surveys and input from Advisory Committee/Clinical site instructor meetings are utilized for program improvements.	Director, Radiologic Technology Program	Existing
Goal I	Quality	The program will maintain accreditation and ensure compliance with specific accreditation standards, including appropriate curriculum, qualified faculty, and consistent mission, goals and outcomes.	To include but not be limited to:  Accreditation reports  Personnel files  Continuing education/Professional Development records  Faculty meeting minutes	Continuous accreditation with program accrediting body is maintained.  Curriculum is 100% compliant with standards outlined by program accrediting body.  100% verification of faculty qualifications outlined by program accrediting body and SACS.  100% of faculty participate in a professional development activities.  Annual review indicates that the mission/ philosophy and outcomes of the program are consistent with those of the program accrediting body and College.	Director, Radiologic Technology Program	Existing
Goal II	Customer Service	Students are satisfied that job placement assistance is readily available and helpful.	End of Program Evaluations, item #12.	Average ratings will be 4.0 or greater (on a scale of 1-5).	Director, Radiologic Technology Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Customer Service	<p>Students indicate satisfaction with the following commitments contained in the College Mission Statement:</p> <p>(a) Providing resources and services to promote a learning environment that facilitates student success</p> <p>(b). Striving for excellence in education of entry-level and specialized practitioners to be competent in providing healthcare services in a variety of settings</p>	End of Program evaluation items #31a and b.	Average ratings will be 4.25 or greater (on a scale of 1-5).	Director, Radiologic Technology Program	Existing
Goal III	Customer Service	Students indicate satisfaction with Class/lab/clinical experiences.	<p>End-of-program evaluation-item #25-d;</p> <p>Clinical Site evaluation overall mean score (per each semester's applicable course);</p> <p>Overall course evaluation mean score (Mid-year RAD 111, 112, 203, 213; Year-end RAD 110, 113, 114, 210, 212).</p>	An average rating of 4.25 on a scale from 1-5 on all relevant evaluation items	Director, Radiologic Technology Program	Existing
Goal III	Customer Service	Alumni indicate that they are able to perform entry level expectations within 6 months of graduation	6-Month Alumni Survey, Item 6F	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.25 on a scale of 1-5.	Director, Radiologic Technology Program	Existing
Goal III	Customer Service	Employers indicate that graduates are able to perform entry level expectations within 6 months of graduation.	Six-month employer survey - item #3K.	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.25 on a 5-point scale	Director, Radiologic Technology Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	A structure is in place that ensures successful program completion.	College graduation rate data.	70% or more of students that enter the program will graduate.	Director, Radiologic Technology Program	Existing
Goal III	Customer Service	Program meets JRCERT effectiveness criteria regarding job placement.	College placement /Employment data	75% of graduates actively seeking employment in Radiology field will be employed within six months of graduation from the program. (5 year average)	Director, Radiologic Technology Program	Existing
Goal III	Customer Service	Students indicate satisfaction with Clinical experiences.	Clinical site evaluations: Mid-year--RAD 111, 213 courses; Year-end---RAD 110,113,210.	The overall effectiveness for individual clinical sites is rated at or above 4.0 on a 5-point rating scale.	Director, Radiologic Technology Program	Existing
Goal III	Customer Service	Student, alumni, and employer perception of information literacy (IL) skills will meet benchmark.	Rubric mean score from IL assignments in all Applied Radiography courses.  Six-month Alumni survey (item #12) and Employer survey (item #6) available in November-December following May graduation.	All students will indicate a mean rating of 2.25 on each goal of the IL rubric on a scale of 1-3.  Average ratings on Alumni and Employer survey items regarding IL are at or above 4.0 on a 5-point rating scale.	Director, Radiologic Technology Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students can adjust exposure factors and vary positioning techniques for a variety of patient conditions to maintain radiographic quality.	<p>* Competency skills test: Section V-a; Section VI-a, b</p> <p>* Behavioral objective form: Section V- items 1-3 (critical thinking);</p> <p>* Six-month Alumni survey (item 3A);</p> <p>* Six-month Employer survey (item 3A)</p>	<p>*Students will obtain an average rating of 2.5 or greater on a scale of 1-3 for Competency skills items and Behavioral objective items.</p> <p>* On the six-month Alumni &amp; Employer survey items, average ratings will be 4.0 or greater (on a scale of 1-5).</p>	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students will demonstrate sound professional behaviors through development of interpersonal skills and relationships in the medical environment.	<p>*Behavioral Objectives Section I, items 1-5; Section II, 1-6;</p> <p>*Competency Skills test, Section II a; *Six-month Employer survey item 3G.</p>	<p>*Students will obtain an average rating of 2.5 or greater on a scale of 1-3 for Competency skills items and Behavioral objective items.</p> <p>* On the six-month Employer survey (item 3G), average ratings will be 4.0 or greater (on a scale of 1-5).</p>	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students can evaluate radiographic images for appropriate positioning and image quality.	<p>*Competency Skills test, section V item b;*</p> <p>Six-month Alumni Survey--item #6C,</p> <p>*Six-month Employer Survey--item #3C.</p>	<p>*Students will obtain an average rating of 2.5 or greater on a scale of 1-3 for Competency skills item.</p> <p>* On the six-month Alumni &amp; Employer survey items, average ratings will be 4.0 or greater (on a scale of 1-5)</p>	Director, Radiologic Technology Program	Existing
Goal III	Quality	The program's master curriculum prepares graduates with the cognitive and behavioral knowledge necessary to successfully pass the ARRT exam.	ARRT first-time pass rate data	75% of graduates will pass the ARRT examination on the first attempt. (5 year average)	Director, Radiologic Technology Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students will meet benchmark on in-class information literacy (IL) assignments.	Student scores in the information literacy rubric.	Average IL rubric scores are at or above 2.25 on a 3-point scale in each course containing IL activities	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students demonstrate knowledge of radiographic positioning and techniques.	*Competency Skills Test-Section IV a-c; * Behavioral Objectives Section IV, 1—5 ; *Six-month Alumni survey Item 3A ;* Six-month Employer survey 3A	*Students will obtain an average rating of 2.5 or greater on a scale of 1-3 for Competency skills items and Behavioral objective items.  * On the six-month Alumni & Employer survey items, average ratings will be 4.0 or greater (on a scale of 1-5).	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students demonstrate basic computer competency skills.	Computer competency test	Students obtain an average score of 80% or greater.	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students will display evidence of participation in community and professional development activities that promote lifelong learning.	Professional Development Portfolio.	All students will satisfactorily complete the components of the Professional Development Portfolio Indicating components of:1) Community service, 2) Collegiate volunteerism, 3) Professional workshops, 4) Advanced Imaging journal.	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students will show improvement in information literacy (IL) skills during the course of their program.	Student scores on the QUEST information literacy test.	At least 70% of students who scored below 80% on any module of the pretest will score higher on the same module(s) of the posttest. At least 70% of students score 80% or higher on each module of the posttest.	Director, Radiologic Technology Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Students practice radiation protection and safety for the patient, self, and others.	*Competency Skills Test, Section III, a; * Behavioral Objectives, Section VI, 1; *Six-month Alumni survey 6B; *Six-month Employer survey 3D.	<p>*On average, students will obtain an average rating of <math>\geq 2.5</math> on a scale of 1-3 for Competency Skills III a.</p> <p>*On average, students will obtain an average rating of <math>\geq 2.5</math> on a scale of 1-3 for Behavioral objectives VI 1 .</p> <p>* On the alumni survey, on average after 6 months alumni will rate their ability to practice radiation protection and safety for the patient, self, and others <math>\geq 4.0</math> on a 5-point scale.</p> <p>* On the employer survey, on average after 6 months employers will rate their alumni's ability to practice radiation protection and safety for the patient, self, and others <math>\geq 4.0</math> on a 5-point scale.</p>	Director, Radiologic Technology Program	Existing
Goal III	Quality	Students demonstrate quality patient care.	* Competency Skills Test- Section I, a, b; *Behavioral Objectives Section III, 1-5; *Six-month employer survey item #3E	<p>*Students will obtain an average rating of 2.5 or greater on a scale of 1-3 for Competency skills items and Behavioral objective items.</p> <p>* On the six-month Employer survey item 3E, average ratings will be 4.0 or greater (on a scale of 1-5).</p>	Director, Radiologic Technology Program	Existing

## Radiologic Technology Program

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Graduates will show evidence of professional growth and development that supports lifelong learning.	* Six-month Alumni Survey, items 6E, 15, 16. * 5-year Alumni Survey items 4 and 8.	* 15% of the six-month Alumni surveys returned will indicate an affirmative response to the specific metrics. *15% of the 5-year Alumni surveys returned will indicate an affirmative response to item #8.	Director, Radiologic Technology Program	Existing
Goal III	Quality	The students will demonstrate effective written and oral communication skills in didactic and clinical performance domains.	Level II Power point presentations, Rubric score-Sections 2,8,9 Presentation and Writing/Content;  Behavioral Objectives section III, items 1 & 2 Competency skills test-section I (item a).	* Students will obtain an average rating of 4.0 or higher (on a scale of 1-5) on presentation, and a score of 4.0 on the written portion of the PowerPoint.  * Students will obtain an average score of 2.5 or greater (on a scale of 1-3) on stated Behavioral Objectives items and Competency skills item.	Director, Radiologic Technology Program	Existing

# School of Nursing

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Job placement rates are addressed through quantified measures that reflect program demographics and history.	Placement records.	At least 95% of the eligible graduate are employed in entry-level healthcare settings 6 months after graduation (or enrolled in an educational program).	Dean, School of Nursing	Existing
Goal I	Customer Service	Communities of interest have input into program processes and decision making.	Clinical Agency Evaluations; 6-Month Alumni Surveys; 6-Month Employer Surveys; Nursing Advisory Committee Minutes.	Data from evaluations and input from advisory committee are utilized for program change.	Dean, School of Nursing	Existing
Goal I	Quality	Personnel credentials verify qualifications outlined in NLNAC and SACS standards.	Personnel files.	100% verification of qualifications outlined in NLNAC and SACS standards.	Dean, School of Nursing	Existing
Goal I	Quality	The mission/ philosophy and outcomes of the nursing education unit are congruent with those of the governing organization.	Nursing Curriculum and Nursing Faculty meeting minutes.	Audit of Nursing Curriculum Committee Minutes and Nursing Faculty Minutes verifies that SON philosophy was reviewed for congruence with the mission of CCHS.	Dean, School of Nursing	Existing
Goal III	Customer Service	Student, alumni, and employer perception of IL skills will meet benchmark.	End of program, alumni, and employer surveys	Average ratings on IL survey items are at or above 4.0 on a 5-point rating scale	Dean, School of Nursing	Existing
Goal III	Customer Service	Student clinical experiences reflect current best practices and nationally established patient health and safety goals.	Student Evaluations of clinical sites, End of Program evaluation	Average ratings on student evaluations of clinical sites for students ability to perform skills and therapeutic nursing interventions at the expected level; Graduates indicate satisfaction with class/lab/clinical experiences	Dean, School of Nursing	Existing

# School of Nursing

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	Program satisfaction measures (qualitative and quantitative) address graduates and their employees.	Course evaluations; student evaluations of clinical site; student evaluations of clinical instructor; classroom presentation evaluations; end of program evaluations.	Overall average ratings on evaluations are at or above 4.0 regarding student satisfaction with class/lab/clinical experiences.	Dean, School of Nursing	Existing
Goal III	Quality	The student learning outcomes are used to organize the curriculum, guide the delivery of instruction, direct learning activities, and evaluate student progress.	Course tracking data sheets; Data from RN-Assess (NCLEX-RN predictive test); NCLEX-RN Report; Course syllabi; Course Evaluations; 6-Month Alumni Surveys; 6-Month Employer Surveys; Clinical Evaluation Tool .	Students have met CAP testing course requirements.; RN-Assess results used to determine content areas of strength and weakness; 90% of eligible graduates pass the NCLEX-RN on the first writing; Course syllabi verify organizing framework are included; Average ratings on course evaluations are at or above 4.0; Average ratings of alumni and employers are at or above 4.0; Clinical evaluation tools indicate learning outcomes are met.	Dean, School of Nursing	Existing
Goal III	Quality	Students will meet benchmark on in-class information literacy assignments.	Student scores in the information literacy rubric	Average IL rubric scores are at or above 2.25 on a 3-point scale in each course containing IL activities	Dean, School of Nursing	Existing
Goal III	Quality	Graduates demonstrate achievement of competencies appropriate to role preparation	6-month Alumni surveys; 6-month employer surveys	Average ratings on alumni and employer surveys regarding competencies of graduates are at or above 4.0 on a 5-point scale	Dean, School of Nursing	Existing

## School of Nursing

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	The licensure exam pass rates will be at or above the national mean.	NCLEX-RN pass rates.	At least 90% of graduate pass the NCLEX-RN on the first writing; Pass rates are at or above the national mean.	Dean, School of Nursing	Existing
Goal III	Quality	Expected levels of achievement for program completion are determined by the faculty and reflect program demographics, academic progression, and program history.	Graduation rates.	At least 75% of the students admitted to the nursing program complete the program within 3 years (150% graduation rate).	Dean, School of Nursing	Existing
Goal III	Quality	Students will show improvement in Information Literacy skills during the course of their program.	Student scores on the QUEST information literacy test	At least 70% of students who scored below 80% on any module of the pretest will score higher on the same module(s) of the posttest. At least 70% of students score 80% or higher on each module of the posttest.	Dean, School of Nursing	Existing

# School of Surgical Technology

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Communities of interest have input into program goals and decisions	Surgical Technology Advisory Committee Minutes, Clinical Agency Evaluations, 6-month Employer Surveys	Data from evaluations and input from Advisory Committee is utilized to improve program outcomes	Director, Surgical Technology Program	Existing
Goal I	Quality	The program will maintain accreditation and ensure compliance with specific accreditation standards, including appropriate curriculum, qualified faculty, and consistent mission, goals and outcomes.	To include but not be limited to: * Accreditation reports * Personnel files * Continuing education/Professional Development records * Faculty meeting minutes	Continuous accreditation with program accrediting body is maintained.  Curricula are in 100% compliance with standards outlined by program accrediting body.  100% verification of faculty qualifications outlined by program accrediting body and SACS.  100% of faculty participate in a professional development activities.  Annual review indicates that the mission/ philosophy and outcomes of the program are consistent with those of the program accrediting body and College.	Director, Surgical Technology Program	Existing
Goal III	Customer Service	Employers indicate that graduates are able to perform entry level expectations within 6 months of graduation	6-month Employer surveys	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale	Director, Surgical Technology Program	Existing

# School of Surgical Technology

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	Alumni indicate that they are able to perform entry level expectations within 6 months of graduation	6-month Alumni surveys	Average ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point scale	Director, Surgical Technology Program	Existing
Goal III	Customer Service	Students indicate satisfaction with class experiences	Course evaluations rating data	The overall effectiveness for individual courses is rated at or above 4.0 on a 5-point rating scale.	Director, Surgical Technology Program	Existing
Goal III	Customer Service	The College provides an effective placement service to graduating students.	Roster of graduates and their place of employment.	6-month placement report indicates at least 90% of the graduates are employed in field of training.	Director, Surgical Technology Program	Existing
Goal III	Customer Service	Students indicate satisfaction with clinical experiences	Clinical site evaluations rating data	The overall effectiveness for individual clinical sites is rated at or above 4.0 on a 5-point rating scale.	Director, Surgical Technology Program	Existing
Goal III	Quality	Students will demonstrate technical proficiency in core and specialty surgical procedures	Student Clinical Case Data Stats	100% of students will meet AST Clinical Case Requirements  (according to the 2012 AST Core Curriculum)	Director, Surgical Technology Program	Existing
Goal III	Quality	Students demonstrate entry –level knowledge of basic-care concepts of surgical aseptic technique, surgical procedures and patient care	Course Tests/Exams	90% of students receive a score of 80% or greater	Director, Surgical Technology Program	Existing
Goal III	Quality	Students will show improvement in information literacy (IL) skills during the course of their program.	Student scores on the QUEST information literacy test	At least 70% of students who scored below 80% on any module of the pretest will score higher on the same module(s) of the posttest. At least 70% of students score 80% or higher on each module of the posttest.	Director, Surgical Technology Program	Existing

# School of Surgical Technology

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Student, alumni, and employer perception of information literacy (IL) skills will meet benchmark	End of program, alumni, and employer surveys	Average ratings on IL survey items are at or above 4.0 on a 5-point rating scale	Director, Surgical Technology Program	Existing
Goal III	Quality	Students admitted to the program will graduate from the program	Graduation rate data	Graduation rate of 70% (CAAHEP Standard) of students completing the program within 200% of normal program length.	Director, Surgical Technology Program	Existing
Goal III	Quality	Student learning outcomes reflect the standards of CAAHEP	Reports of first-time certification pass rates	First-time Certification pass rates are at or above CAAHEP standard (100% participation rate; 70% pass rate)	Director, Surgical Technology Program	Existing
Goal III	Quality	Students will meet benchmark on in-class information literacy (IL) assignments	Student scores in the information literacy rubric	Average IL rubric scores are at or above 2.25 on a 3-point scale in each course containing IL activities	Director, Surgical Technology Program	Existing
Goal III	Quality	Students demonstrate competence in the performance of essential skills specific to the role of the Surgical Technologist	Skill Competency Profile	100% of students receive a score of 80% or greater	Director, Surgical Technology Program	Existing

# Continuing Education

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Growth	Expand non-credit offerings and training opportunities to address emerging needs and expand revenue base	Review of Advisory Board minutes, needs assessment results, and requests from Administration	Offer at least four new revenue-producing non-credit training opportunities that meet the needs of CHS by end of 2014.	Director of Continuing Education	Existing
Goal I	Growth	A financially sound department is operated	Year-to-Date financial performance reports	YTD reports indicate a positive to neutral operating margin for the continuing education department	Director of Continuing Education	Existing
Goal I	Performance Excellence	Provide professional development courses to meet identified workforce needs within Carolinas HealthCare System which fall within the mission and vision of the college.	Enrollment in continuing education offerings, compared with capacity.	Continuing Education offerings are at or above 70% capacity.	Director of Continuing Education	New
Goal I	Quality	The Nurse Aide Program meets DHSR and NCBON guidelines.	Accreditation Reports	The Nurse Aide program maintains continuous accreditation.	Nurse Aide Coordinator; Director of Continuing Education	Existing
Goal I	Quality	The Phlebotomy Program meets NAACLS Program Approval Standards	Accreditation Reports	The Phlebotomy program maintains continuous accreditation.	Director of Continuing Education	Existing
Goal II	Quality	The Nurse Aide program meets mandated student ratio in student lab and clinical rotations 1:10	Faculty and student lab and clinical assignment lists.	All clinical groups meet the DHSR-mandated 1:10 faculty to student ratio.	Nurse Aide Coordinator; Director of Continuing Education	Existing
Goal II	Quality	A structure is in place to ensure successful completion of continuing education courses.	Continuing Education Completion Data	80% of students starting continuing education courses complete those courses.	Director of Continuing Education	Existing

# Continuing Education

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	Phlebotomy students indicate satisfaction with clinical experiences	Clinical site evaluations rating data	Average ratings on clinical site evaluations are at or above 4.0 on a 5-point rating scale.	Director of Continuing Education	Existing
Goal III	Customer Service	Employers indicate that quality education is provided to students to enable them to perform phlebotomy skills at entry level expectations within 6 months of graduation	6-month Employer surveys	Average employer ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point rating scale.	Director of Continuing Education	Existing
Goal III	Customer Service	Phlebotomy students indicate satisfaction with classroom/student lab experience	Course and classroom evaluations rating data	Average ratings on individual course evaluation items are at or above 4.0 on a 5-point rating scale.	Director of Continuing Education	Existing
Goal III	Customer Service	Nurse Aide students indicate satisfaction with classroom/student lab experience	Course and classroom evaluations rating data	Students will rate classroom and lab experiences at a satisfaction level of 4.0 or higher on a 5.0 scale.	Nurse Aide Coordinator; Director of Continuing Education	Existing
Goal III	Customer Service	Provide high-quality continuing education content which meets learners' expectations.	Participant evaluations	Average ratings on individual course evaluation items are at or above 4.0 on a 5-point rating scale.	Director of Continuing Education	New
Goal III	Customer Service	Graduates indicate that quality education is provided to students to enable them to perform entry level expectations within 6 months of graduation	6-month Alumni surveys	Average alumni ratings of the ability of graduates to perform entry-level expectations within 6 months of graduation are at or above 4.0 on a 5-point rating scale.	Director of Continuing Education	Existing
Goal III	Customer Service	Nurse Aide students indicate satisfaction with clinical experiences	Clinical site evaluations	Average ratings on clinical site evaluations are at or above 4.0 on a 5-point rating scale.	Nurse Aide Coordinator; Director of Continuing Education	Existing

# Continuing Education

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Quality	Student learning outcomes for individual continuing education programs reflect the standards of their respective accrediting bodies.	Certification pass rates for continuing education programs	First-time pass rates for individual programs are at or above 90%.	Director of Continuing Education	Existing

# College Committees

## Admission, Progression and Graduation Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Quality	Make effective decisions related to student action planning, alleged honor code and administrative offenses, and other academic and non-academic progression matters.	Admissions, Progression, and Graduation Committee Meeting minutes	Less than 10% of APG decisions regarding action planning, offenses and other progression matters are overturned.	APG Committee Chair	Existing

## Community Involvement Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Explore opportunities for expanding the availability of community involvement activities for employees and students.	Community Involvement Committee meeting minutes.	One new community involvement activity is explored each year.	Community Involvement Committee Chair	Existing
Goal I	Employee Engagement	Engage employees and students to participate in community involvement activities	Community Involvement Tracking log	The number of hours/people participating in community involvement activities will be at or above numbers from the previous year.	Community Involvement Committee Chair	Existing

## Development/Scholarship Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Growth	Increase Alumni donations to the phonathon fund.	Donation reports from the Carolinas HealthCare Foundation for the identified Phonathon period and our internal Phonathon pledge log.	Percentage of alumni who donate increases by 5% over the previous year.	Development/Scholarship Committee Chair	Existing
Goal II	Customer Service	Merit scholarships are awarded prior to start of academic terms.	Scholarship Award Log	90% of merit scholarships are awarded prior to start of fall and spring terms.	Development/Scholarship Committee Chair	Existing

## Environment of Safety Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Customer Service	Students indicate a safe and secure educational environment is provided.	End of program surveys	Average student ratings of the safety and security of the physical environment are at or above 4.0 on a 5-point scale.	Safety Committee Chair	Existing
Goal I	Employee Engagement	Personnel indicate a safe and secure educational environment is provided.	Personnel Comprehensive Assessment	Average personnel ratings of the safety and security of the physical environment are at or above 4.0 on a 5-point scale.	Safety Committee Chair	Existing
Goal I	Employee Engagement	Personnel feel they know how to respond to emergency/ safety situations at the College.	Personnel Comprehensive Assessment	Average personnel rating of emergency/safety knowledge are at or above 4.0 on a 5-point scale.	Safety Committee Chair	Existing
Goal I	Quality	Personnel respond appropriately to deal with fire emergencies.	Fire Drill Reports	Excellent performance on fire drills indicated by a score of 93% or greater.	Safety Committee Chair	Existing

## Learning Resources Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Provide support to faculty in planning, designing and building effective online courses and programs.	Personnel Comprehensive Assessment	Average ratings of faculty satisfaction with distance education training are at or above 4.0 on a 5-point scale	LRC Committee Chair	Existing
Goal II	Customer Service	Students indicate that the AHEC Library is accessible to them.	End of Program surveys	Average ratings of accessibility of the AHEC library are at or above 4.0 on a 5-point scale	LRC Committee Chair	Existing
Goal II	Customer Service	Students indicate that the AHEC library is adequately equipped with current resources sufficient to support their course of study.	End of Program surveys	Average ratings of library resources are at or above 4.0 on a 5-point scale	LRC Committee Chair	Existing
Goal II	Customer Service	Students indicate technology resources available in the Computer Lab or online were appropriate to support their learning.	End of program surveys	Average ratings for technology resources available in the Computer lab are at or above 4.0 on a 5-point rating scale.	LRC Committee Chair	Existing
Goal II	Employee Engagement	Faculty indicate they have input into the acquisition and deletion of learning resources	Personnel Comprehensive Assessment	Average ratings for input into decisions about learning resources are at or above 4.0 on a 5-point scale	LRC Committee Chair	Existing
Goal II	Employee Engagement	Faculty rate the resources of the AHEC Library as sufficient to support coursework	Personnel Comprehensive Assessment	Average ratings of faculty satisfaction with AHEC resources are at or above 4.0 on a 5-point scale	LRC Committee Chair	Existing
Goal II	Employee Engagement	Faculty indicate learning resources available are sufficient to meet teaching needs.	Personnel Comprehensive Assessment	Average ratings for learning resources available are at or above 4.0 on a 5-point rating scale.	LRC Committee Chair	Existing
Goal II	Employee Engagement	Make acquisition/deletions recommendations for resource materials to support instructional technology and distance education goals	Annual audit of Learning Resources Inventory	Recommended resource materials are procured through the Learning Resource Committee or other College or external sources based on needs and recommendations of faculty/staff	LRC Committee Chair	Existing
Goal II	Employee Engagement	Faculty indicate they have input into the acquisition and deletion of resources available through the AHEC library.	Personnel Comprehensive Assessment	Average ratings for input into decisions about AHEC library resources are at or above 4.0 on a 5-point scale.	LRC Committee Chair	Existing

## Learning Resources Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal III	Customer Service	New students' orientation to the AHEC Library is sufficient to allow successful use.	New Student Orientation evaluation	Average ratings of library Orientation are at or above 4.0 on a 5-point scale.	LRC Committee Chair	Existing
Goal III	Employee Engagement	New faculty orientation to the AHEC Library is sufficient to allow successful use.	New Employee Orientation Evaluation	Average ratings of library Orientation are at or above 4.0 on a 5-point scale.	LRC Committee Chair	Existing
Goal III	Quality	CCHS personnel and students utilize online resources through the NC AHEC digital library	NC AHEC digital library tracking sheet.	Number of distinct users and sessions are at or above levels from previous year.	LRC Committee Chair	Existing
Goal III	Quality	Training sessions provided by AHEC library staff meet established learning outcomes.	Training evaluations	80% of students meet the training session learning objectives.	LRC Committee Chair	Existing

## Our Core Values Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Personnel indicate that the standards of service excellence are communicated and integrated effectively into the college culture.	Personnel Comprehensive Assessment	Average employee ratings of communication and integration of service excellence standards are at or above 4.0 on a 5-point rating scale.	Our Core Values Committee Chair	Existing
Goal I	Employee Engagement	Employees indicate that events held by ERC contribute to retention and employee engagement.	Personnel Comprehensive Assessment	Average employee ratings of contribution of events to retention are at or above 4.0 on a 5-point rating scale.	Our Core Values Committee Chair	Existing
Goal I	Employee Engagement	Assist in retaining personnel to achieve the mission of the college.	Meeting minutes tracking suggested changes from reviewing narrative data from CCHS exit interview and the exit survey from CHS Human resources.	Changes reflect Improvement based on recommendation of ERC after evaluating trends by employees that terminate from CCHS.	Our Core Values Committee Chair	Existing

## Quality Enhancement Plan Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Quality	The QEP committee will meet as needed and evaluate (1) the completion of identified tasks for each subcommittee; (2) attainment of outcomes listed on the QEP Assessment Plan (Table 18 of QEP document).	Meeting Minutes	(1) 100% of tasks identified on the QEP timeline/responsibility matrix are completed. (2) 100% of QEP Assessment Plan outcomes are met.	QEP Committee Chair	Existing

# Quality Improvement Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Employee Engagement	Personnel indicate that changes are implemented based on evaluative data.	Personnel Comprehensive Assessment	The use of evaluative data in the implementation of the Institutional effectiveness Plan receives an average rating of 4.0 or higher.	QI Committee Chair	Existing
Goal I	Employee Engagement	Communicate institutional effectiveness results effectively	Annual Meeting evaluation	The effectiveness of the annual meeting receives an average rating of 4.0 or higher	QI Committee Chair	Existing
Goal I	Employee Engagement	Personnel participate in Comprehensive Assessment in efforts to enhance quality improvement.	Response rate on Personnel Comprehensive Assessment	At least 75% of all personnel participate in the Personnel Comprehensive Assessment.	QI Committee Chair	Existing
Goal I	Quality	Monitor and promote institutional effectiveness through assessment and quality improvement.	Annual Highlights Report	80% of objectives are met for each of the IE goals.	QI Committee Chair	Existing

## Strategic Planning Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal I	Quality	The College develops, implements and reviews a long-term strategic plan.	Strategic Plan Implementation Plan Progress Report	Strategic planning action steps are reviewed regularly to monitor progress of plan	Strategic Planning Committee Chair	Existing

## Student Activities and Involvement Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Customer Service	Students are able to have communication exchange with college leaders in open forums.	End of program survey	Average ratings of open forums are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Student organizations provide students opportunities to engage in community activities	Annual Reports from Student Organizations	Annual reports indicate community service activities were implemented	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Student organizations provide leadership development opportunities for students	Annual Reports from Student Organizations	Annual reports indicate students had leadership development opportunities such as holding elected positions, leading programs, etc.	Dean, Student Services and Enrollment Management	Existing

# Student Life Committee

Related College Goal	Related System Goal	Objective	Means of Assessment	Criteria for Success	Responsible Individual	Funding Source
Goal II	Customer Service	Students indicate satisfaction with the extracurricular programs and activities	End of Program Surveys	Average ratings of the <i>enjoyability</i> of extracurricular activities are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing
Goal II	Customer Service	Extracurricular programs and activities are implemented to encourage participation from a broad spectrum of students	End of Program Surveys	Average ratings of the availability of extracurricular activities are at or above 4.0 on a 5-point scale	Dean, Student Services and Enrollment Management	Existing



# CAROLINAS COLLEGE OF HEALTH SCIENCES

## 2012-2014 Institutional Effectiveness Plan

### Appendices

#### APPENDIX A: Summary List of Acronyms

ADA	Americans with Disabilities Act
AHEC	Area Health Education Center
APG	Admission, Progression, & Graduation Committee
ARRT	American Registry of Radiologic Technologists
CAAHEP	Commission on Accreditation of Allied Health Education Programs
CCHS	Carolinan College of Health Sciences
CHS	Carolinan HealthCare System
CWI	College-wide Indicator
DHSR	Division of Health Services Regulation
IE	Institutional Effectiveness
IL	Information Literacy
IR	Institutional Research
JRCERT	Joint Review Committee on Education Radiologic Technology
LRC	Learning Resource Center
NAACLS	National Accrediting Agency for Clinical Laboratory Sciences
NCBON	North Carolina Board of Nursing
NCLEX-RN	National Council Licensure Examination -- Registered Nurse
NLNAC	National League for Nursing Accrediting Commission
PCA	Personnel Comprehensive Assessment
QEP	Quality Enhancement Plan
QI	Quality Improvement
RT	Radiologic Technology
RTT	Radiation Therapy
SACSCOC	Southern Association of Colleges and Schools Commission on Colleges
TES	Teammate Engagement Survey; formerly CHS Employee Engagement Survey

## APPENDIX B: Summary of College Institution Effectiveness Measurement Tools

Tool	Source of Data	Frequency of Distribution	Use of Data	Responsible for Distributing/Summarizing
Agency Evaluation of Clinical Experience	Clinical manager or supervisor	One per academic year	Identify areas of strength and improvement in clinical instruction	Program Director or Clinical Faculty/Program Staff Assistant
Course Evaluations	Students	One per semester	Analyze for course effectiveness	Program Director or Faculty/Program Staff Assistant
Decline Survey	Students declining admission	Upon declination of admission	Discover reasons for admissions decline in order to improve percentage of accepted students who begin at CCHS	Registrar
Employee Assistance Program (EAP) Utilization	EAP Annual Management Report	Annually	Monitor utilization of EAP services by students and staff	Dean of Student Services and Enrollment Management
End of Nursing 101 Evaluation	NUR 101 students	One per semester	Measure progress towards goals and adequacy of support services	Program Director or Faculty/Program Staff Assistant
End of Program Evaluation	Graduating students	End of program	Measure goal attainment and adequacy of support services	Program Director or Faculty/Program Staff Assistant
Evaluation of Classroom Presentation	Students	One per semester	Measure student perception of instructor effectiveness	Faculty/Program Staff Assistant
Evaluation of Clinical/Lab instructor	Students	One per semester	Measure student perception of lab/clinical instructor effectiveness	Faculty/Program Staff Assistant
Evaluation of Clinical Site	Students/Faculty	One per semester	Identify adequacy of clinical site for instruction	Program Director or Faculty/Program Staff Assistant
Federal Default Rates	Federal Government Website	Annually	Ensure our loan default rates are at or below national level in order to improve education for our students about repaying loans	Dean, Administrative and Financial Services

Tool	Source of Data	Frequency of Distribution	Use of Data	Responsible for Distributing/Summarizing
Information Literacy (IL) Rubric	Students	Once a semester	Measure student knowledge about when information is needed, what information is needed, sources for information, reliability of sources	Program Directors
New Employee Orientation Evaluation	New employees	90 days after start data for new employees	Identify areas of strength and areas requiring improvement for new employee orientation	Managers and IR Associate
New Student Orientation Evaluation	New students	Immediately after orientation sessions in fall, spring, and summer	Identify areas of strength and areas requiring improvement for new student orientation	Admissions Officer/Registrar/IR Associate
Personnel Comprehensive Assessment (PCA)	Faculty and staff	Annually	Evaluate employee satisfaction	IR Associate
QUEST Information Literacy				
Student Accommodations (ADA) Evaluation	Students	Annually	Identify effectiveness of procedures for special accommodations	Dean of Student Services and Enrollment Management
Student Funding Participation Percentage	Financial Aid Officer	Annually	Use to determine adequacy of funding options	Financial Aid Officer
Teammate Engagement Survey (TES)	Faculty and Staff	Annually	Evaluate employee satisfaction and used by Carolinas HealthCare System and College	Carolinas HealthCare System and IR Associate
Withdrawal Survey	Students	Upon withdrawal from College	Evaluate admissions criteria, support services, financial assistance, advisor programs, and faculty quality	Registrar
5-Year Alumni Survey	School of Radiologic Technology Alumni	5 years after graduation	Determine employment in field, value of life-long learning, and adequacy of basic education	Program Director/IR Associate
6- Month Alumni Survey	CCHS Alumni	6 months after graduation	Determine employment in field, value of life-long learning, and adequacy of basic education	Program Director/IR Associate

Tool	Source of Data	Frequency of Distribution	Use of Data	Responsible for Distributing/Summarizing
6-Month Employer Survey	Employers of CCHS Alumni	6 months after graduation	Measures employers' evaluation of adequacy of program in preparing for professional role	Program Director/IR Associate