

**Hazard Community and Technical College**  
**2014-2015 ANNUAL ASSESSMENT IMPACT REPORT**

## **1. ACADEMIC SERVICES UNIT**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide developmental curricula and courses that prepare students for collegiate-level studies.
- Operational Plan Goal #2: Provide liberal arts/ general studies programming suitable for transfer to baccalaureate degrees.
- Operational Plan Goal #3: Provide technical and/or workforce training that meets employer/employment needs and fosters economic development.
- Operational Plan Goal #4: Provide continuing education opportunities that promote personal enrichment and/or improve lifelong learning skills.
- Operational Plan Goal #5: Provide an array of high quality distance learning opportunities for students who are unable to attend traditional classes and/or prefer the DL modality.
- Operational Plan Goal #6: Provide student-centered academic support services (including Library Services, Transfer Services, Career Services, and Academic Advising) that promote student learning, access, and success.

### **Intended Outcomes**

- The Academic Services unit will continue to increase the number of and enrollment in online courses.
- The Academic Services unit will continue developing initiatives to increase HCTC enrollment.
- The Academic Services unit will continue to work with Workforce Solutions to focus on enhancing existing training programs and developing new training programs for unemployed workers.

### **Activities Accomplished**

- Exceeded targeted number of faculty certified to teach online (targeted goal: 5; achieved: 18).

### **Opportunities to Improve Assessment Plan Documentation**

- Ensure intended outcome and assessment criteria (target) are aligned (ex: Intended Outcome #1).
- Choose one focus area for each intended outcome (ex: Intended Outcome #3).
- Begin Assessment Findings section with, "This intended outcome was met/not met..." (Intended Outcomes #2 and #3).
- Ensure only relevant information is reported in Assessment Findings section (ex: Intended Outcome #3).

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**IEPR Feedback**

- Consider using the word “initiative” instead of “program” in Intended Outcome #3.

## **1A. DISTANCE LEARNING (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide innovative distance learning courses that increase access and enhance learning.
- Operational Plan Goal #2: Coordinate distance learning personnel and resources to promote collaboration that encourages excellence in teaching and enhances student access and support.
- Operational Plan Goal #4: Provide technological support and training for distance learning faculty, staff, and students in order to promote excellence in teaching, learning, and student success.

### **Intended Outcomes**

- The distance learning unit will update the distance learning web page on the HCTC website.
- The distance learning unit will mentor new and part-time faculty with delivering courses online.
- The distance learning unit will have recruitment activities to increase the number of faculty teaching online.

### **Activities Accomplished**

- Not applicable.

### **Opportunities to Improve Assessment Plan Documentation**

- Begin Assessment Findings section with, "This intended outcome was met/not met..." (Intended Outcome #1).

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcome #1 and #2).
- Use professional title as opposed to names and/or personal pronouns (ex: Intended Outcome #1).
- If acronyms are used, spell out acronyms at the first usage (ex: Intended Outcome #2).

## **1B. DIVISION, ALLIED HEALTH SCIENCE TECHNOLOGIES (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide healthcare programmatic curricula that prepare students for success on licensure/certification exam.
- Operational Plan Goal #3: Provide technical and/or workforce training that meets employer/employment needs and fosters economic development.
- Operational Plan Goal #4: Ensure that students earning a credential – degree, diploma, or certificate – can demonstrate proficiency in student learning outcomes that are applicable to the specific credential.

### **Intended Outcomes**

- The unit AAS programs will require last semester spring 2014 students to complete, prior to last day of class, licensure/certification practice exam assignment in preparation for the licensure/certification examination.
- The unit programs will track students' completion of graduation requirements for AAS degree.
- The division programs will meet their program outcome benchmarks as listed in the Program Review Document for 2013- 2014.

### **Activities Accomplished**

- Exceeded the targeted number of students who completed the AAS programs licensure/certification practice exam assignment (targeted goal: 90%; achieved: 98.5%).
- Exceeded the targeted number of students who completed AAS degree requirements (targeted goal: 80%; achieved: 98.8%).

### **Opportunities to Improve Assessment Plan Documentation**

- Describe clearly whether the findings met the intended outcome (Intended Outcome #1).

### **IEPR Feedback**

- Assess items that lead to meaningful improvement (ex: Assessment Item #2).
- If Acronyms are used, spell out acronyms on first usage (ex: Assessment Item #1, #2 and #3).
- Ensure spelling and grammar are correct (ex: Intended Outcome #3).

## **1C. DIVISION, COMPUTER & ONLINE TECHNOLOGIES (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide high-quality online programs and course offerings that meet community, students, and employer's needs.
- Operational Plan goal #2: Ensure students obtain proficiency and skills in course and program student learning outcomes.
- Operational Plan Goal #4: The unit will improve student success and engagement.

### **Intended Outcomes**

- The Computer and Online Technology (COT) faculty will submit courses for certification to provide high quality online courses.
- The Computer and Online Technology (COT) faculty will participate in Starfish Progress Surveys for COT division online courses to promote student engagement.
- The Computer and Online Technology (COT) faculty will provide transfer information to online students in the 2nd year program courses.

### **Activities Accomplished**

- Not applicable.

### **Opportunities to Improve Assessment Plan Documentation**

- Attach supporting evidence in PDF form (ex: Intended Outcome #2).

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcome #1).
- Example of a well-written assessment outcomes with well-aligned Assessment Criteria (Targets), Assessment Procedure (Tool), and Assessment Findings is Intended Outcome #2.
- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #3.

## **1D. DIVISION, HERITAGE, HUMANITIES, & FINE ARTS (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan goal #2: Provide continuing education courses and programs that offer personal enrichment.
- Operational Plan Goal #3: Expand the quality and quantity of the Distance Learning (DL) courses of the Heritage, Humanities, and Fine Arts Division.
- Operational Plan goal #4: Provide liberal arts programming suitable for transfer to baccalaureate degrees.

### **Intended Outcomes**

- The division will increase the number of division faculty certified to teach online.
- Division faculty will participate in recruitment activities that promotes enrollment in the Associate in Arts program.
- Division English faculty will provide cultural enrichment programming for the HCTC service area.

### **Activities Accomplished**

- Exceeded the targeted number of division faculty certified to teach online (targeted goal: 3; achieved: 6).
- Exceeded the targeted number of AA program sheets distributed to high school students during Rotary Day (targeted goal: 150; achieved: 169).
- Conducted Evening with Poets cultural enrichment event.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1, #2, and #3.

## **1E. DIVISION, OCCUPATIONAL TECHNOLOGIES (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: The unit will offer technical training that meets employer/employment needs and fosters economic development.
- Operational Plan Goal #2: The unit will remain technologically current through the purchase of state-of-the-art equipment.
- Operational Plan Goal #3: The unit will ensure that students earning any credential - degree, diploma, or certificate - can demonstrate proficiency in student learning outcomes that are applicable to the specific credential.

### **Intended Outcomes**

- The unit will provide technical training for industry that meets employer/employment needs.
- The unit will enhance Occupational Technical Programs by purchasing new technical equipment for the Welding Program through Perkins Funding.
- The unit will provide Occupational Technical Training that meets industry standards for students in the Automotive Technology Program.

### **Activities Accomplished**

- Exceeded targeted percentage of electrical technology program employers who rated graduate skills/training as “good” or “very good” (targeted goal: 60%; achieved: 100%).
- Met targeted purchase of welding equipment.

### **Opportunities to Improve Assessment Plan Documentation**

- If survey item will be utilized, ensure intended outcome states that the unit will administer [survey name] to measure a specific unit function or services (ex: Intended Outcome #1).

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1 and #2.
- Do not attach supporting documents that includes personally identifiable information (ex: Intended Outcome #3).

## **1F. DIVISION, SCIENCES & MATHEMATICS (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide developmental math curricula and courses to prepare students for collegiate level studies.
- Operational Plan Goal #3: Increase the quality and quantity of the Distance Learning (DL) courses provided by the Sciences and Math Division.
- Operational Plan Goal #4: Provide liberal arts programming suitable for transfer to baccalaureate institutions.

### **Intended Outcomes**

- The Math Division faculty will provide developmental math courses with a variety of delivery formats (in-person lecture, hybrid-half in person/half online, completely online, in person Redesign (MyMath Lab Electronic format) that provides an appropriate match to each students learning style in order to increase student success and transition to college level math.
- The Science and Math Division will increase the number of division courses certified to be taught online.
- The Science and Math Division faculty will participate in recruitment activities that promotes enrollment in the Associate in Science Program.

### **Activities Accomplished**

- Met the targeted number of division courses certified to be taught.
- Met the targeted number of AS program sheets distributed to high school students during Rotary Day.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- An example of an insightful and meaningful assessment item is Intended Outcome #1.
- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #2 and #3.
- Ensure spelling and grammar are correct (ex: Intended Outcome #1).



## **1G. LIBRARY SERVICES (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Collection Development/Resources.
- Operational Plan Goal #3: Provide instruction.
- Operational Plan Goal #5: Professional development opportunities available to library staff.

### **Intended Outcomes**

- Library staff will expand the collection of resources in the area of Fine Arts.
- Library staff will introduce the new Learning Express Library database to technical program faculty to demonstrate specific occupational exams available to students.
- Library staff will begin training for the implementation of the new discovery tool, Primo.

### **Activities Accomplished**

- Met targeted collection resource purchases for the Associate in Fine Arts program.
- Met the targeted number of technical program faculty that were introduced the new Learning Express Library database.
- Trained targeted Library staff on the new Primo discovery tool.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1, #2, and #3.

## **1H. UNIVERSITY CENTER OF THE MOUNTAINS (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Continue to increase the number of post-secondary students and degrees attained within the region by facilitating the provision of high quality academic programs based on regional needs assessment compiled by partners, regional/state workforce development organizations and/or UCM Program Needs Survey.
- Operational Plan Goal #2: Provide student services that reflect streamlined processes and an efficient use of resources that circumvent regional and institutional barriers and provide student success in academic programs and career planning.
- Operational Plan Goal #3: Develop and nurture on-going communication among collaborating educational institutions and organizations seeking to improve or enhance education in the region.
- Operational Plan Goal #5: Added a new career counselor position to the UCM along with the transfer counselor and the UCM partnership in order to begin development into a higher education center.

### **Intended Outcomes**

- The University Center of the Mountains (UCM) unit will increase the number of curriculum maps while continuing to maintain student access to these resources.
- The University Center of the Mountains (UCM) will plan/coordinate a new academic/career planning event/initiative.
- The University Center of the Mountains (UCM) Career Counselor will reduce the number of undecided students.

### **Activities Accomplished**

- Exceeded the targeted number of curriculum maps posted to the UCM webpage (targeted goal: 2; achieved: 3).
- Met implementation of one new academic/career planning event/initiative.

### **Opportunities to Improve Assessment Plan Documentation**

- Attach supporting evidence in PDF form where possible (ex: Intended Outcome #2).
- Ensure only relevant information is reported (ex: Intended Outcome #2).

### **IEPR Feedback**

- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #3.

## **11. WORKFORCE SOLUTIONS (ACADEMIC SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide customized workforce training to business and industry with a focus in the sectors of healthcare, banking and finance, retail, service and energy, capturing contracts as needed within the various sectors.
- Operational Plan Goal #3: Provide short-term, open enrollment workforce training for the community with classes such as EMT, paramedic, pharmacy tech, computer and customer service.
- Operational Plan Goal #5: Serve as a liaison between the college, business and industry, including small business and the community in order to foster economic growth and activity.
- Operational Plan Goal #6: HCTC Workforce Solutions will offer college and career transition services including Accelerating Opportunity, adult education, success coaching, and Work and Learn.

### **Intended Outcomes**

- The Workforce Solutions unit will enroll students in Accelerating Opportunities career pathway programs.
- The Workforce Solutions unit will collaborate with business and industry and the community to promote workforce and economic development.
- The Workforce Solutions unit will enroll students in customized workforce training that is short-term and job specific, leading to an industry recognized portable certificate.
- The Workforce Solutions unit will continue to work with Academic Services to focus on enhancing existing training programs and developing new training programs for unemployed workers.

### **Activities Accomplished**

- Met targeted number of students enrolled in Accelerating Opportunities career pathways programs.
- Met targeted participation of SOAR and Promise Zone events.
- Exceeded targeted number of students enrolled in the electrical lineman training (targeted goal: 30; achieved: 36).
- Exceeded targeted number of programs developed for workforce training (targeted goal: 2; achieved: 5).

### **Opportunities to Improve Assessment Plan Documentation**

- Not Applicable.

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**IEPR Feedback**

- Do not attach supporting document that includes personally identifiable information (ex: Intended Outcome #1).
- If acronyms are used, spell out acronyms at the first usage (ex: Intended Outcome #1).
- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #2 and #3.
- Consider using the word “initiative” instead of the word “program” (ex: Intended Outcome #4).

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## **2. BUSINESS SERVICES**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: Business Services will assist senior leadership in operating the college in a financially sound manner.
- Operational Plan Goal #2: Business Services will provide quality customer service.

### **Intended Outcomes**

- Business Services Unit will process budget transfers.
- Business Services unit will add a quality customer service question on the Student Services and Business Services Student Survey.
- Business Services Unit will provide accurate services in payroll processing.

### **Activities Accomplished**

- Met targeted number of business days for budget transfers.
- Included a quality customer service question on the Student Services and Business Services Student Survey.
- Met the target of zero manual checks being written due to payroll error.

### **Opportunities to Improve Assessment Plan Documentation**

- Use most current data available (ex: Intended Outcome #2).

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1 and #3.

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### **3. HUMAN RESOURCES**

#### **Related Unit Operational Plan Goals**

- Operational Plan Goal #4: Employee Performance Review.
- Operational Plan Goal #5: Support to Other Units.
- Operational Plan Goal #6: Administer the benefit programs for employees.
- Operational Plan Goal #10: Employee Climate Survey.
- Operational Plan Goal #11: Safety and Security.

#### **Intended Outcomes**

- The Human Resources (HR) unit will facilitate the evaluation process for the performance of HCTC employees.
- HR staff will implement a process for identifying full time temporary employees who are now eligible for benefits due to changes in federal law and KCTCS policy.
- Human Resources (HR) Staff will facilitate the delivery of open enrollment training sessions to regular full-time employees.
- HR Staff will share Best Places to Work in Kentucky 2014 survey results with President's Cabinet, faculty, staff and the Campus Environment Team for their use.
- Human Resources (HR) Staff will track Occupational Safety and Health Administration (OSHA) required illnesses and injuries and post the annual OSHA 301 report.

#### **Activities Accomplished**

- Met the targeted OSHA 301 report posting requirement.

#### **Opportunities to Improve Assessment Plan Documentation**

- Ensure intended outcome and assessment criteria (target) are aligned (ex: Intended Outcomes #4 and #5).
- Identify the assessment tool that will be used to prove if intended outcome was met ( ex: Intended Outcomes #4, #5, #6, and #10).
- Ensure the assessment criteria (target) is written in specific, measurable, attainable, relevant, and time-bound (SMART) format (ex: Intended Outcomes #4, #5, and #10).
- Assessment Findings should also include an attached schedule of training dates/enrollment sessions and employee rosters (ex: Intended Outcomes #4, #6, and #10).
- Attach supporting evidence in PDF form (ex: Intended Outcomes #10 and #11).
- Begin Assessment Findings section with, "This intended outcome was met/not met..." (ex: Intended Outcomes #4, #5, #6, #10, and #11).
- Describe clearly whether the findings met the intended outcome (ex: Intended Outcome #5).

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**IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcomes #5 and #10).

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#### **4. PRESIDENT'S OFFICE**

The President ultimately is responsible for the successful operation of HCTC, which includes the accomplishment of all HCTC goals and related KCTCS goals. Consequently, the President's Office does not develop individual Operational Plan or Assessment Plan items. However, each of the three sub-units in the President's Office develop an Operational Plan and Assessment Plan.

1. Advance Excellence and Innovation in Teaching, Learning, and Service.
2. Increase Student Access, Transfer, and Success.
3. Cultivate Diversity, Multiculturalism, and Inclusion.
4. Enhance the Economic and Workforce Development of the Commonwealth.
5. Enhance College and Community Leadership.
6. Promote the Recognition and Value of HCTC.



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## **4A. DEVELOPMENT (PRESIDENT'S OFFICE)**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: The Development Office will coordinate fundraising activities.
- Operational Plan Goal #2: The Development Office will administer scholarship program.
- Operational Plan Goal #4: The Development Office will plan and implement an Annual Giving Program at HCTC.

### **Intended Outcomes**

- The unit will identify 25 new prospective donors.
- The unit will establish new endowed scholarship funds.
- The unit will coordinate an annual giving effort with HCTC's student ambassador program to encourage student giving.

### **Activities Accomplished**

- Exceeded targeted number of new prospective donors (targeted goal: 25; achieved: 43).

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1 and #3.
- Ensure spelling and grammar are correct (ex: Intended Outcome #2).

## **4B. MAINTENANCE AND OPERATIONS (PRESIDENT'S OFFICE)**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: Operating and maintaining our buildings, grounds, and utilities in a clean, safe, and responsible manner.
- Operational Plan Goal #2: Enhance the overall knowledge of Maintenance and Operations employees by providing advanced training.

### **Intended Outcomes**

- The Maintenance and Operations (M&O) Director will improve the working knowledge of the campus physical plant for M & O personnel through training and shared knowledge.
- Maintenance and Operations (M&O) will ensure a safer learning and work environment by developing a campus specific fire extinguisher checklist for each building.
- Maintenance and Operations (M&O) will provide a safer work environment by installing a cover over the existing window wells (pits) in front of Jackson Hall.

### **Activities Accomplished**

- Exceeded targeted percentage of M & O personnel who attended a training (targeted goal: 85%; achieved 100%).

### **Opportunities to Improve Assessment Plan Documentation**

- Identify the assessment tool that will be used to prove if intended outcome was met (ex: Intended Outcome #3).
- Ensure the assessment criteria (target) is written in specific, measurable, attainable, relevant, and time-bound (SMART) format (ex: Intended Outcome #3).

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcomes #1 and #2).

## **4C. SAFETY, AUXILIARY, FACILITIES, AND EVENING SUPERVISION PROGRAMS (PRESIDENT'S OFFICE)**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: The Safety, Auxiliary, Facilities, and Evening Supervision Programs (SAFE) unit will increase management efficiency and effectiveness in Food Services, Facility Rentals, Performing Arts, Campus Safety, Vending and Challenger Center.
- Operational Plan Goal #2: The Safety, Auxiliary, Facilities, and Evening Supervision Programs (SAFE) unit will modify business plans to balance Food Service and Performing Arts Series (PAS).
- Operational Plan Goal #4: The Safety, Auxiliary, Facilities, and Evening Supervision Programs (SAFE) unit will supervise the safety officers at the Hazard Campus and Technical Campus.

### **Intended Outcomes**

- The unit will present the President with a recommendation on how to modify food service operations to maximize efficiencies.
- The unit will evaluate the Performing Art Series revenue and expenses for the 2014-15 fiscal year.
- The unit will submit required Minger/Clery state and federal reports.

### **Activities Accomplished**

- Met targeted goal of presenting the President with a food service modification plan.
- Met targeted goal of evaluating the Performing Arts Series revenue and expense 2014-2015 report.
- Met targeted goal of submitting the Minger/Clery reports by the required date.

### **Opportunities to Improve Assessment Plan Documentation**

- Assess items that lead to meaningful improvement (ex: Intended Outcome #2).

### **IEPR Feedback**

- If acronyms are used, spell out acronyms on first usage (ex: Intended Outcomes #1, #2, and #3).
- Ensure spelling and grammar are correct (ex: Intended Outcomes #1 and #3).
- Use professional titles as opposed to names and/or personal pronouns (ex: I, we, she, he, etc.) (ex: Intended Outcome #2).

## **5. STUDENT SERVICES**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: Facilitate college-wide strategic planning.
- Operational Plan Goal #2: Provide services for prospective students that facilitate enrollment at HCTC.
- Operational Plan Goal #3: Provide services for students that facilitate a completion agenda (persistence, retention, graduation, and transfer).
- Operational Plan Goal #4: Provide financial aid assistance to students to promote college affordability, retention and graduation.
- Operational Plan Goal #6: Facilitate the documentation of Institutional Effectiveness, Planning, and Research standard operating procedures.

### **Intended Outcomes**

- The Vice-President of Student Services will approve an HCTC-specific Loan Default Prevention process.
- The Student Services unit will implement a mandatory student orientation.
- Student Services unit will implement the "Closing the Achievement Gap" initiative.

### **Activities Accomplished**

- Met targeted goal of approving an HCTC-specific Loan Default Prevention process.

### **Opportunities to Improve Assessment Plan Documentation**

- The Assessment Criteria (target) should be within the unit's control (ex: Intended Outcome #2).
- Identify the assessment tool that will be used to prove if intended outcome was met (ex: Intended Outcomes #2 and #3).
- Ensure only relevant information is reported and is aligned with intended outcome and findings (ex: Intended Outcome #3).

### **IEPR Feedback**

- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #1.
- Do not attach supporting document that includes personally identifiable information (ex: Intended Outcomes #2 and #3).
- Begin the section with "This Intended Outcome was met/not met" (ex: Intended Outcome #3).

## **5A. ADMINISTRATIVE SERVICES (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #2: Provide student engagement activities for students at the HCTC Lees College Campus to promote retention.
- Operational Plan Goal #3: Serve as college wide safety and security compliance officer.

### **Intended Outcomes**

- The Administrative Services Dean will complete the Annual Safety Report (ASR) in compliance with new standards and protocols established by KCTCS Office of Security and Crisis Management including the new federal regulations related to the Campus Sexual Violence Elimination (SaVE) Act.
- The Administrative Services Dean will respond to Starfish "non-academic concern referrals" to promote student retention and their non-academic adjustment needs at HCTC.
- The Administrative Services Dean will expand the number of student engagement activities at the HCTC Lees College Campus.

### **Activities Accomplished**

- Met the reporting requirements for the Annual Safety Report.
- Exceeded the goal of expanding the number of student engagement activities on the HCTC Lees College Campus (targeted goal: 10; achieved: 11).

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #1.
- Use professional titles as opposed to names and/or personal pronouns (ex: I, we, she, he, etc.) (ex: Intended Outcomes #2 and #3).

## **5B. ADMISSIONS (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Recruit college level students to enroll at HCTC!
- Operational Plan Goal #3: Provide quality customer service to both prospective and current students.

### **Intended Outcomes**

- The Admissions Office will administer the HCTC Student Services and Business Services Student Satisfaction Survey.
- The Admissions Office will host a Project Graduate event to increase student enrollment.
- The Admissions Office will partner with Gear Up to increase enrollment of students from Leslie County High School.

### **Activities Accomplished**

- Exceeded targeted goal for satisfaction for “Helpfulness of staff” (targeted goal: 80%; achieved: 95.4%).
- Met targeted goal of hosting a Project Graduate event.

### **Opportunities to Improve Assessment Plan Documentation**

- Upload assessment tool, if applicable (ex: survey instrument) (ex: Intended Outcome #1).
- Identify the assessment tool that will be used to prove if intended outcome was met (ex: Intended Outcome #2).

### **IEPR Feedback**

- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #3.

## **5C. DUAL CREDIT (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #2: Increase HCTC enrollment by enrolling high school students in Dual Credit courses.
- Operational Plan Goal #4: Maintain Dual Credit Memorandum of Agreement (MOA) and local Addendum to the state wide MOA.

### **Intended Outcomes**

- The Dual Credit Unit will increase student efficiency by creating a document for PeopleSoft self-service.
- The Dual Credit Unit will ensure that high school enrolled student data is entered into PeopleSoft.
- The Dual Credit Unit will improve the Dual Credit MOA process.

### **Activities Accomplished**

- Met goal of creating wallet-sized document for PeopleSoft self-service account instructions.
- Accomplished goal of entering high school enrollment student data for Spring 2015.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1, #2, and #3.

## **5D. FINANCIAL AID (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #3: Use the Service Center Satisfaction Survey to gauge student's view of services offered.
- Operational Plan Goal #4: Scholarships.
- Operational Plan Goal #8: Loan Default Process.

### **Intended Outcomes**

- The Financial Aid unit will administer the HCTC Student Services and Business Services Student Satisfaction Survey.
- Financial Aid will lengthen the scholarship application submission period.
- The Financial Aid unit will update the content of the Loan Default Management plan.

### **Activities Accomplished**

- Exceeded percentage of satisfied or very satisfied responses for "Amount of Information Provided" question (targeted goal: 75%; achieved: 94.4%).
- Met the goal of lengthening the scholarship application submission period.
- Met the goal of updating the content of the Loan Default Management plan.

### **Opportunities to Improve Assessment Plan Documentation**

- Identify the assessment tool that will be used to prove if intended outcome was met (ex: Intended Outcome #2).

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1 and #3.



## **5E. INSTITUTIONAL EFFECTIVENESS, PLANNING AND RESEARCH (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Facilitate college-wide strategic planning.
- Operational Plan Goal #2: Facilitate and administer college-wide assessment and institutional effectiveness processes.
- Operational Plan Goal #6: Facilitate the documentation of Institutional Effectiveness, Planning, and Research standard operating procedures.

### **Intended Outcomes**

- The Director of Institutional Effectiveness, Planning, and Research will update the content of the Strategic Planning and Institutional Effectiveness Guide.
- The Director of Institutional Effectiveness, Planning, and Research will update the content of the Assessment and Outcomes Tutorial.
- The Director of Institutional Effectiveness, Planning, and Research (IEPR) will document assessment processes in standard operating procedures.
- The Director of Institutional Effectiveness, Planning, and Research will provide oversight for the new IEPR Pulse Newsletter.

### **Activities Accomplished**

- Met targeted goal of documenting assessment processes in standard operating procedures.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcome #1).
- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #2, #3, and #4.

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## **5E1. GRANTS (IEPR – STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Expand Capacity for Grants.
- Operational Plan Goal #2: The grant writer will continue to collaborate with HCTC faculty and staff to cultivate relationships necessary for grant proposal development.
- Operational Plan Goal #4: Conduct Assessment Related Processes.

### **Intended Outcomes**

- The unit will make grant referrals to the various divisions and units of the college.
- The unit will assist the Student Support Services unit with the preparation and submission of the Department of Education Trio Grant, Student Support Services.
- The unit will conduct an introductory course assessment training during the new faculty orientation.

### **Activities Accomplished**

- Exceeded the targeted number of grant solicitations to be forwarded to various divisions and units of the college (targeted goal: 30; achieved: 53).
- Met the targeted goal of preparing and submitting the Student Support Services grant.
- Met the targeted goal of conducting an introductory course assessment training during the new faculty orientation.

### **Opportunities to Improve Assessment Plan Documentation**

- Attach supporting evidence in PDF form (ex: Intended Outcomes #1, #2, and #3).

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcome #4).

## **5E2. INSTIUTIONAL RESEARCH (IEPR – STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Institutional data will be appropriately managed.
- Operational Plan Goal #2: Institutional data/information will be appropriately distributed.
- Operational Plan Goal #4: Institutional effectiveness will be supported.

### **Intended Outcomes**

- The Office of Institutional Research will administer the IR Data-Survey Request Employee Satisfaction Survey each fall and spring term.
- The Office of Institutional Research will ensure that all existing IR process guides are typed.
- The Office of Institutional Research will ensure that enhancements to the DSS Hazard College dashboards are completed.

### **Activities Accomplished**

- Met the targeted goal of administering the IR Data-Survey Request Employee Satisfaction Survey each fall and spring term.
- Met the targeted goal of typing all existing IR process guides.
- Met the targeted goal of completing all Decision Support System Hazard College dashboard enhancements.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1 and #2.
- If acronyms are used, spell out acronyms on first usage (ex: Intended Outcome #3).

## **5F. REGISTRAR/RECORDS OFFICE (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: The Registrar's Office will maintain official student academic records in a secure environment.
- Operational Plan Goal #2: The Registrar's Office will certify earned credentials.
- Operational Plan Goal #3: The Registrar's Office will evaluate transfer and other credit.

### **Intended Outcomes**

- The Registrar's Office will administer the HCTC Student Services and Business Services Student Satisfaction Survey.
- The Registrar's Office will develop the HCTC student records disposal schedule.
- The Registrar's Office will eliminate the scanning backlog of prior year student records received after all other HCTC student records had been shipped to Vebridge (scanning company) for archival to Onbase (the document imaging system).

### **Activities Accomplished**

- Exceeded targeted percentage of satisfied or very satisfied responses on HCTC Student Services and Business Services Student Satisfaction Survey (targeted goal: 75%, achieved 90%).
- Met targeted goal of developing an HCTC student records disposal schedule.
- Met targeted goal of eliminated the scanning backlog of prior year student records.

### **Opportunities to Improve Assessment Plan Documentation**

- Not applicable.

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1, #2, and #3.

## **5G. RETENTION SERVICES (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: HCTC Veterans Success services identifies and implements strategies to assist veteran students as they transition from military to civilian life.
- Operational Plan Goal #2: HCTC testing services encompasses a wide variety of testing administrations that include academic placement exams, end of program assessments, and Pearson Vue/IEC certification exams.
- Operational Plan Goal #3: HCTC tutoring services provide peer to peer tutoring, as well as, group tutoring opportunities in core curriculum areas.

### **Intended Outcomes**

- Tutoring services will develop a Blackboard module series for tutoring training to be piloted in the 2015-16 academic year.
- The testing services will administer the GED satisfaction survey. As of April 15, 2015, the GED Hazard survey has received 53 responses and the GED Lees survey has received 18 responses.
- Retention services will develop the strategies to assist student veterans with the transition from military to civilian life.

### **Activities Accomplished**

- Not applicable.

### **Opportunities to Improve Assessment Plan Documentation**

- Attach supporting evidence in PDF form where possible (ex: Intended Outcome #3).
- Extraneous information is located in the Intended Outcome (ex: Intended Outcome #2).

### **IEPR Feedback**

- Not applicable.

## **5G1. DISABILITY SERVICES (RETENTION SERVICES - STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Ensure students with disabilities receive reasonable accommodations.

### **Intended Outcomes**

- The Disability Services unit will take all reasonable steps to accommodate special needs of students as requested on the Disability Services Accommodation Plan Form.
- The Disability Services Unit will achieve a satisfaction rating on the HCTC Disability Services Participant Satisfaction Survey for the services during Fall 2014 and Spring 2015.

### **Activities Accomplished**

- Met targeted percentage to meet all reasonable accommodation requests.
- Exceeded targeted satisfaction rating on the HCTC Disability Services Participant Satisfaction Survey (targeted goal: 85%; achieved: 100%).

### **Opportunities to Improve Assessment Plan Documentation**

- The Assessment Criteria (target) should be within the unit's control (ex: Intended Outcome #1).
- If the survey item will be utilized, ensure intended outcome states that the unit will administer [survey name] to measure a specific unit function or service (ex: Intended Outcome #2).

### **IEPR Feedback**

- Not applicable.

## **5H. STUDENT LIFE (STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

Operational Plan Goal #2: Supervise the Student Support Services Director.

- Operational Plan Goal #3: Increase student involvement in campus organizations and promote student retention.
- Operational Plan Goal #5: Supervise the Ready to Work Coordinator.

### **Intended Outcomes**

- The Student Life unit will monitor the successful development and submission of the Department of Education's TRIO Student Support Services grant.
- The Student Life unit will provide oversight for the soft skills training offered during the orientation phase of the Ready to Work program.
- The unit will provide student services on the Technical Campus.

### **Activities Accomplished**

- Met targeted goal of monitoring the successful development and submission of the TRIO Student Support Services grant.

### **Opportunities to Improve Assessment Plan Documentation**

- Ensure the Assessment Criteria (target) is written in specific, measurable, attainable, relevant, and time-bound (SMART) format (ex: Intended Outcome #2).

### **IEPR Feedback**

- Examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items are Intended Outcomes #1 and #3.
- Ensure spelling and grammar are correct (ex: Intended Outcome #2).

## **5H1. READY-TO-WORK (STUDENT LIFE - STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: Maintain compliance with Kentucky Cabinet for Health and Family Services grant requirements and KCTCS guidelines for grants-in-progress.
- Operational Plan Goal #2: Provide workstudy experience for eligible RTW participants.
- Operational Plan Goal #3: Increase RTW participants probability of success at HCTC.

### **Intended Outcomes**

- The Ready to work unit will provide strategies to Ready to Work participants' to help maintain an overall retention rate to exceed the HCTC overall retention rate as required by the grantor (Kentucky Cabinet for Health and Family Services).
- The Ready to Work unit (RTW) will administer a survey to measure RTW student satisfaction with the RTW staff.
- The Ready to Work unit will administer a survey to participants to measure satisfaction with the Ready to Work program.

### **Activities Accomplished**

- Exceeded targeted Ready to Work participants' retention rate (targeted goal: 10%; achieved: 26.4%).
- Exceeded targeted satisfaction percentages on Ready to Work survey (targeted goal: 85%; achieved: 96.8% in fall, 100% in spring).
- Exceeded targeted satisfaction percentages on Ready to Work survey (targeted goal: 85%; achieved: 96.8% in fall, 100% in spring).

### **Opportunities to Improve Assessment Plan Documentation**

- Upload assessment tool, if applicable (ex: survey instrument) (ex: Intended Outcome #3).

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcome #1).
- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #2.



## **5H2. STUDENT SUPPORT SERVICES (STUDENT LIFE - STUDENT SERVICES)**

### **Related Sub-Unit Operational Plan Goals**

- Operational Plan Goal #1: SSS Grant Compliance.
- Operational Plan Goal #2: Persistence rate\* of SSS participants will be greater than institutional average.\*defined as students who either persist from one academic year to the beginning of the next academic year, graduate, or transfer.
- Operational Plan Goal #5: Number of SSS participants transferring with a degree or certificate will be greater than institutional average.

### **Intended Outcomes**

- Student Support Services (SSS) will measure the fall to spring persistence rate of the SSS participants.
- The Student Support Services (SSS) will increase the number SSS participants attending SSS presented workshops.
- Student Support Services (SSS) will inform SSS participants about transfer possibilities during contact sessions.

### **Activities Accomplished**

- Exceeded targeted Student Support Services fall to spring persistence rate (targeted goal: 75%; achieved: 79.4%).
- Exceeded targeted goal to increase the number of Student Support Services participants attending Student Support Services workshops (targeted goal: 5% increase; achieved: 18.5% increase).
- Exceeded the targeted goal to increase the number of transfer contacts (targeted goal: 5% increase; achieved: 72% increase).

### **Opportunities to Improve Assessment Plan Documentation**

- Ensure the Assessment Criteria (target) is within the unit's control (ex: Intended Outcome #2).

### **IEPR Feedback**

- Use professional titles as opposed to names and/or personal pronouns (ex: I, we, she, he, etc.) (ex: Intended Outcome #1).
- Ensure spelling and grammar are correct (ex: Intended Outcome #1).
- Example of a well written assessment outcome meeting all assessment plan quality assurance checklist items is Intended Outcome #3.

## **6. TECHNOLOGY SOLUTIONS**

### **Related Unit Operational Plan Goals**

- Operational Plan Goal #1: Provide PC workstations and peripherals, for students, faculty, staff, and administration that will enable them to run state of the art software to process information necessary to complete their goals.
- Operational Plan Goal #2: Provide state-of-the-art technologies to permit students, faculty, staff, and administration to access local area network, internet, distance learning classrooms, and wireless capabilities.
- Operational Plan Goal #4: Provide repair and technical assistance for hardware and software for WANS, workstations, and telephone system.

### **Intended Outcomes**

- Technology Satisfaction will demonstrate success toward the integration of technology into classroom areas.
- Technology Solutions will resolve helpdesk tickets within a 24 hour timeframe, excluding weekends and academic holidays.
- Technology Solutions will administer the Student Satisfaction with Technology Survey in Spring 2015.

### **Activities Accomplished**

- Exceeded targeted student satisfaction with computer labs (targeted goal: 80%; achieved: 100%).

### **Opportunities to Improve Assessment Plan Documentation**

- If survey item will be utilized, ensure intended outcome states that the unit will administer [survey name] to measure a specific unit function or services (ex: Intended Outcome #1).
- Use most current data available (ex: Intended Outcomes #1 and #3).
- Begin the section with "This Intended Outcome was met/not met" (ex: Intended Outcome #1, #2, and #3).
- Ensure only relevant information is reported and is aligned with Intended Outcome and Assessment Findings (ex: Intended Outcome #1).
- Ensure Intended Outcome, Assessment Criteria, and Recommendations for Further Actions are aligned with the Assessment Findings (ex: Intended Outcome #2).

### **IEPR Feedback**

- Ensure spelling and grammar are correct (ex: Intended Outcome #2).

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## **RECURRING THEMES**

- There were many examples of well written assessment outcomes meeting all assessment plan quality assurance checklist items.
- Ensure intended outcome, assessment criteria, assessment findings, and recommendations for further actions are aligned.
- Ensure accomplishment of intended outcome is within the control of the unit.
- If survey item will be utilized, ensure intended outcome states that the unit will administer [survey name] to measure a specific unit function or services.
- Ensure the Assessment Criteria (target) is written in specific, measurable, attainable, relevant, and time-bound (SMART) format.
- Ensure the assessment findings begins with “The intended outcome was met/not met.”
- Ensure assessment findings clearly addresses the intended outcome.
- Ensure only relevant information is reported and is aligned with intended outcome and assessment findings.
- Attach supporting evidence in PDF form.
- Do not upload any documentation that contains any personally identifiable information (PII). Instead, describe the information in narrative form or remove personally identifiable information from documentation.
- Ensure grammar and spelling are correct.
- If acronyms are used, spell out acronyms on first usage.
- Use professional title as opposed to names and personal pronouns (ex: I, we, she, he, etc.).

## **RECOMMENDATIONS TO IMPROVE INSTITUTIONAL EFFECTIVENESS**

- Strongly recommend unit and sub-unit leaders meet one-on-one with Assessment Coaches when developing Assessment Plan in conjunction with reviewing previous year’s Assessment Plan feedback and Assessment Plan Strategic Roadmap.
- Unit and sub-unit leaders should periodically review progress of assessment items, no less than once at mid-year and preferably during regular unit meetings.
- Consider external audiences when completing the assessment process (SACSCOC, strategic planning meetings, competitive grant opportunities).