

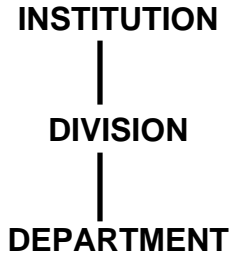
**BLADEN COMMUNITY COLLEGE**

**EXPECTED OUTCOMES  
AND  
ASSESSMENT RECORD**

**2006-2007**

**Maintenance/Fiscal Resources  
DEPARTMENT/DIVISION**

## MISSION STATEMENT LINKAGE



### **BLADEN COMMUNITY COLLEGE** **Institutional Mission Statement**

Bladen Community College is dedicated to the educational and cultural enrichment of the people of Bladen and surrounding counties. The college operates as a constituent institution to the North Carolina Community College System and is committed to opening the door to opportunity for citizens seeking to improve their lives and well being by providing:

- education, training, and retraining for the workplace, including basic skills, literacy, occupational, and college transfer programs;
- support for economic development through services to business, and industry; and
- services which improve the quality of life for individuals and for our community.

## **DIVISION AND DEPARTMENT MISSION STATEMENTS**

### **DIVISION MISSION STATEMENT FISCAL RESOURCES**

The Business Office of Bladen Community College is dedicated to support, with financial resources, the educational process of Bladen and surrounding counties.

The Business Office is dedicated to sound fiscal practices in consonance with local, state, and federal guidelines and regulations.

The Business Office will monitor and assist division heads with their budgets to ensure that the learning process can be fulfilled by selected course offerings. The Business Office will support these offerings in financial matters to help provide learning opportunities in vocational, technical, college transfer, and continuing education programs.

### **DEPARTMENT MISSION STATEMENT Maintenance**

The mission of the Maintenance Department is to maintain the overall appearance, quality, and condition of campus grounds and all facilities in an adequate and appropriate manner; to maintain facilities and grounds so that the educational process can proceed with minimal interruptions; to adequately fulfill the responsibilities of the maintenance department to support the mission of Bladen Community College.

## EXPECTED OUTCOMES

**Expected Outcome #1:** Ensure that all areas of campus buildings including restrooms, classrooms, offices, and grounds are kept clean and attractive.

**Expected Outcome #2:** To purchase a 72 inch cut diesel Kubota lawn mower to keep the grounds cut.

**Expected Outcome #3:** To purchase a steel chain saw to cut falling trees and branches.

**Related to institutional goal(s):** Goal #14

**Person responsible:** Director of Facilities

**Equipment cost:** \$11,500 (lawn mower) (saw \$385) for expected outcome 2& 3

**Salaries:** None

**Other cost:** None

## ASSESSMENT SHEET

**Expected Outcome #1:** Ensure that all areas of campus buildings including restrooms, classrooms, and offices are kept clean and attractive.

### ASSESSMENT METHOD: (Method of Evaluation)

- Spot checks of the bathrooms in each building at various times of the day will show that they are being cleaned in the morning and throughout the day.
- Carpet and floors will be vacuumed or swept each day. Spot checks of the carpet and floors will show that they are vacuumed or swept.

### CRITERIA FOR SUCCESS: (Successful Indicators)

- The Annual Services Review Evaluation will show that 80% of faculty and staff are satisfied with building maintenance (cleanliness).
- The Spring College Climate Survey will show that 80% of the students agree that the classrooms and restrooms are clean and well kept.

### ASSESSMENT RESULTS: (Findings)

- 89.9% of faculty and staff surveyed on the 2007 Annual Services Review Evaluation indicated they were satisfied with building maintenance (cleanliness, ground keeping).
- 89% of the students surveyed on the 2007 College Climate Survey agreed the buildings, grounds, and restrooms are clean and well kept.

### USE OF RESULTS: (Improvements any action taken based on results)

- No action required. This outcome will be assessed annually.

## ASSESSMENT SHEET

**Expected Outcome #2:** To purchase a 72 inch cut diesel Kubota lawn mower to keep the grounds cut.

### ASSESSMENT METHOD: (Method of Evaluation)

- Spot checks of grounds and entryways will show that they are cut, clean, and free of debris.

### CRITERIA FOR SUCCESS: (Successful Indicators)

- The Annual Services Review Evaluation will show that 80% of faculty and staff are satisfied with the campus grounds.
- The Spring College Climate Survey will show that 80% of the students agree that the grounds are cut and free of debris.

### ASSESSMENT RESULTS: (Findings)

- 89.9% of faculty and staff surveyed on the 2007 Annual Services Review Evaluation indicated they were satisfied with building maintenance (cleanliness, ground keeping).
- 89% of the students surveyed on the 2007 College Climate Survey agreed the buildings, grounds, and restrooms are clean and well kept.

### USE OF RESULTS: (Improvements any action taken based on results)

- The Kubota lawn mower was purchased May 2006. No action required.

## ASSESSMENT SHEET

**Expected Outcome #3:** To purchase a steel chain saw to cut falling trees and branches.

### ASSESSMENT METHOD: (Method of Evaluation)

- The grounds and entrance to the buildings will be clean and free of debris. Spot checks of grounds and entryways will show that they are clean and free of debris.

### CRITERIA FOR SUCCESS: (Successful Indicators)

- The Annual Services Review Evaluation will show that 80% of faculty and staff are satisfied with building maintenance (cleanliness, ground keeping).
- The Spring College Climate Survey will show that 80% of the students agree that the buildings, grounds, and restrooms are clean and well kept.

### ASSESSMENT RESULTS: (Findings)

- 89.9% of faculty and staff surveyed on the 2007 Annual Services Review Evaluation indicated they were satisfied with building maintenance (cleanliness, ground keeping).
- 89% of the students surveyed on the 2007 College Climate Survey agreed the buildings, grounds, and restrooms are clean and well kept.

### USE OF RESULTS: (Improvements any action taken based on results)

- The steel chain saw was purchased May 2006. No action required.

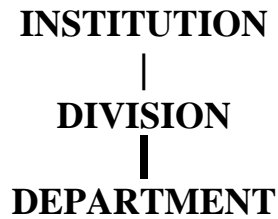
**BLADEN COMMUNITY COLLEGE**

**EXPECTED OUTCOMES  
AND  
ASSESSMENT RECORD**

**2006-2007**

**Institutional Effectiveness/Planning  
DEPARTMENT/DIVISION**

## **MISSION STATEMENT LINKAGE**



### **INSTITUTIONAL MISSION STATEMENT**

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- Education, training, and retraining for the workforce, including basic skills, literacy, occupational, and college transfer programs;
- Support for economic development through services to business and industry; and
- Services which improve the quality of life for individuals and for our community.

## **DIVISION AND DEPARTMENT MISSION STATEMENTS**

### **DIVISIONAL MISSION STATEMENT**

The Curriculum Instruction Planning Unit shall provide quality curriculum programs to meet the existing and changing needs of students, the community, industry, local government, and all citizens who look to Bladen Community College for lifelong learning opportunities.

The Curriculum Instruction Planning Unit shall encourage curriculum faculty to continually upgrade their professional development and maintain new techniques and technologies in their respective areas of expertise on a continuing basis in order to provide effective and innovative instruction via a variety of delivery methods.

The Curriculum Instruction Planning Unit shall provide quality of associate degree, diploma, and certificate programs upon which individuals can build, expand, or complete their educational goals toward careers in business, industry, public, and health services.

The Curriculum Instruction Planning Unit shall foster personal growth and life enrichment in students through classroom instruction and academic and job placement advising and shall prepare them to be better citizens in their communities.

The Curriculum Instruction Planning Unit shall provide its members opportunities for input on planning and future curriculum instruction personnel, facilities, curriculum programs, equipment and supply needs to meet the expected educational goals of the college.

The Curriculum Instruction Planning Unit shall foster diversity and cultural understanding among its members' interactions and curricular and extracurricular activities.

The Curriculum Instruction Planning Unit shall promote a positive and professional image of the college and shall support the mission of Bladen Community College and of the North Carolina Community College System.

**DEPARTMENTAL MISSION STATEMENT**  
**Institutional Effectiveness**

The Institutional Effectiveness, Planning, and Research Department shall continually research, develop, and implement institutional planning and research procedures to impact the accountability, and quality of programs and services offered by Bladen Community College.

The Institutional Effectiveness, Planning, and Research Department shall assist the divisions and departments of the college through research and planning their respective areas of responsibility.

The Institutional Effectiveness, Planning, and Research Department shall annually update college data in order to keep personnel, trustees, and the North Carolina Community College System abreast of institutional effectiveness, student learning, and planning and research processes at Bladen Community College.

The Institutional Effectiveness, Planning, and Research Department shall monitor the growth and progress of the college.

## Expected Outcomes

1. Post surveys on-line to eliminate most of the paper surveys.
2. Distribute internal and external surveys to all appropriate stakeholders.
3. Update the Institutional Effectiveness (IE) Plan, fact book, and fact sheet accessible via the college website.

**Related to Institutional goal(s):** #11, 13:

#11: To provide an environment that embraces and supports the use of technology including the NC Information Highway, the Internet, Video/DVD, and computer assisted learning in classrooms, at satellite locations, and at remote learning sites for course delivery.

#13: To provide, within available resources, the best possible environment and facilities to enhance learning.

**Person responsible:** Director of IE/Planning

**Equipment cost:** N/A

**Salaries:** N/A

**Other cost:** \$200.00 a year subscription (outcome #1)

## **ASSESSMENT SHEET**

**Expected Outcome#1:** Post surveys on-line to eliminate most of the paper surveys.

### **ASSESSMENT METHOD (Method of Evaluation)**

- To purchase an online survey tool to eliminate most of the paper surveys.

### **CRITERIA FOR SUCCESS (Successful Indicators)**

- Research different web based survey tools and submit a requisition to purchase an on-line survey tool that fits BCC's needs.

### **ASSESSMENT RESULTS (Findings)**

- Purchased Survey Monkey on July 1, 2007 and distributed two surveys/evaluations on-line. (The non-instructional staff survey and the annual services review evaluation).

### **USE OF RESULTS (Improvements or any actions taken based on results)**

- Outcome was met. The IE Office will continue to renew the subscription for survey monkey and continue to post surveys/evaluations on line.

## ASSESSMENT SHEET

**Expected Outcome #2:** Distribute internal and external surveys to all appropriate stakeholders.

### ASSESSMENT METHOD (Method of Evaluation)

- Upon completion of the data gathering process, calculations will be performed to determine the percentage of the total population of (students, faculty, and staff) that successfully completed the college annual surveys/evaluations.

### CRITERIA FOR SUCCESS (Successful Indicators)

- The completer survey, full-time faculty survey, student college climate survey, annual services review survey, non-instructional staff survey, and IE evaluation will have a 50% response rate on surveys/evaluations distributed throughout the college.

### ASSESSMENT RESULTS (Findings)

- The completer survey had a 55% response rate, non-instructional staff survey 63%, full-time curriculum survey 77%, student college climate 46%, annual services review survey 55%, and IE 60%.

### USE OF RESULTS (Improvements or any actions taken based on results)

- The completer survey, full-time faculty survey, annual services review survey, non-instructional staff survey, and IE evaluation had at least a 50% or higher response rate on surveys/evaluations distributed throughout the college. The student college climate survey had a 46% response.
- This outcome was not met. The IE office will continue to distribute surveys but broaden the student body population for the Student College Climate Survey to obtain a 50% response rate.

## **ASSESSMENT SHEET**

**Expected Outcomes #3:** Update the Institutional Effectiveness (IE) Plan, fact book, and fact sheet accessible via the college website.

### **ASSESSMENT METHOD (Method of Evaluation)**

- Maintain and monitor the accuracy and relevance of information contained within the annual Institutional Effectiveness (IE) Plan, fact book, and fact sheet.

### **CRITERIA FOR SUCCESS (Successful Indicators)**

- Consistent monitoring of incoming IE data has ensured an increased level of quality with regard to accuracy and relevance of publishing the IE Plan, fact book, and fact sheet.

### **ASSESSMENT RESULTS (Findings)**

- The IE Plan, fact sheet, and fact book was updated in November of 2007 and posted on the website.

### **USE OF RESULTS (Improvements or any actions taken based on results)**

- Continue to provide an updated IE Plan, fact sheet, and fact book annually, and post on the college website.

**BLADEN COMMUNITY COLLEGE**

**EXPECTED OUTCOMES  
AND  
ASSESSMENT RECORD  
2006-2007**

**Business Office  
DEPARTMENT**

## MISSION STATEMENT LINKAGE

INSTITUTION



DEPARTMENT

### **BLADEN COMMUNITY COLLEGE Institutional Mission Statement**

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### **DEPARTMENT MISSION STATEMENT FISCAL RESOURCES**

The Business Office of Bladen Community College is dedicated to support, with financial resources, the educational process of Bladen and surrounding counties.

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The Business Office will monitor and assist division heads with their budgets to ensure that the learning process can be fulfilled by selected course offerings. The Business Office will support these offerings in financial matters to help provide learning opportunities in vocational, technical, college transfer, and continuing education programs.

## EXPECTED OUTCOMES

**Expected Outcome #1:** Implementation of NC purchasing and contract

**Expected Outcome #2:** To integrate bookstore (FA Link) with financial aid to allow students no delay in purchasing books.

**Expected Outcome #3:** Replace two labs in Hi- Tech Building with new computers

**Related to institutional goal(s):**

8. To provide educational opportunities through collaborative relationships with other institutions and agencies to enhance educational services available to the community at large.
  
11. To provide an environment that embraces and supports the use of technology including the NC Information Highway, the Internet, Video/DVD, and computer assisted learning in classrooms, at satellite locations, and at remote learning sites for course delivery.

**Person responsible:** Business Office Staff

**Equipment cost:**

**Salaries:**

**Other cost:**

## ASSESSMENT SHEET

**Expected Outcome #1:** Implementation of NC purchasing and contract

### ASSESSMENT METHOD: (Method of Evaluation)

- To have all vendors, including mom and pop stores an e-procurement vendor.

### CRITERIA FOR SUCCESS: (Successful Indicators)

- Eighty five percent of vendors used by Bladen Community College are registered in the NC purchasing and contract system.

### ASSESSMENT RESULTS: (Findings)

- Mom and pop stores are reluctant to enroll in the system because of the enrollment fee.

### USE OF RESULTS: (Improvements any action taken based on results)

- Will continue to persuade all vendors, used by Bladen the benefit of the purchasing system (e-procurement).

## ASSESSMENT SHEET

**Expected Outcome #2:** To integrate bookstore (FA Link) with financial aid to allow student's no delay in purchasing books.

### ASSESSMENT METHOD: (Method of Evaluation)

- Student account information will be available at the time of actual registration.

### CRITERIA FOR SUCCESS: (Successful Indicators)

- Implementation resulted in less wait time for the students at the bookstore.

### ASSESSMENT RESULTS: (Findings)

- Eighty four percent of students were satisfied with the bookstore selection and Ninety percent were satisfied with the personnel assistance.

### USE OF RESULTS: (Improvements any action taken based on results)

- Outcome was met and will continue to strive for one hundred percent.

## ASSESSMENT SHEET

**Expected Outcome #3:** Replace two labs in hi- tech building with new computers.

### ASSESSMENT METHOD: (Method of Evaluation)

- Per technology plan, computers in two of labs should be updated every three years. Computers were out dated.

### CRITERIA FOR SUCCESS: (Successful Indicators)

- Prices from three different computer companies were received. The order was awarded based on price, availability of technical support, and integration with other computers on campus.

### ASSESSMENT RESULTS: (Findings)

- Ordered thirty two new computers from Gateway.

### USE OF RESULTS: (Improvements any action taken based on results)

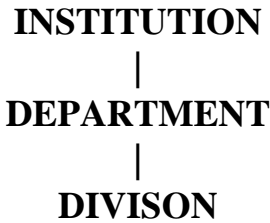
- Provided speed and updated technology for the students.

# **BLADEN COMMUNITY COLLEGE**

## **EXPECTED OUTCOMES AND ASSESSMENT RECORD 2006-2007**

**Financial Aid/Student Services  
DEPARTMENT/DIVISION**

## **MISSION STATEMENT LINKAGE**



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- Services which improve the quality of life for individuals and for our community.

### **DEPARTMENT MISSION STATEMENT FINANCIAL AID**

To further assist students in the process of applying for financial aid in a timely manner.

## **DIVISION MISSION STATEMENT**

### **DIVISION MISSION STATEMENT**

Student Services shall assist all adults seeking to further their education by helping them establish sound educational goals.

Student Services shall provide guidance and counseling to all students which will assist them in educational and societal achievement.

Student Services shall function as an integral part of the total institution in assuring that students will be recognized as individuals with needs, interests, and abilities.

## Expected Outcomes

1. To hire an additional staff member to help facilitate the financial aid process.
2. To update the Policy and Procedures manual.

### **Related to Institutional goal(s):**

To provide opportunities for adults with special needs to engage in educational activities appropriate to their needs and desires.

**Person responsible:** Director of Financial Aid

**Equipment cost:** \$

**Salaries:** \$ 24,755-37,154

**Other cost:** \$

## ASSESSMENT SHEET

**Expected Outcome #1:** To hire an additional staff member to help facilitate the financial aid process.

### ASSESSMENT METHOD (Method of Evaluation)

- The College Climate Survey.

### CRITERIA FOR SUCCESS (Successful Indicators)

- Students would be satisfied with the financial aid process.

### ASSESSMENT RESULTS (Findings)

- Additional staff member was hired to facilitate the Financial Aid process.
- According to the College Climate Survey eighty four percent (84%) of the students was satisfied with the Financial Aid Process.

### USE OF RESULTS (Improvements or any actions taken based on results)

- No action required. This outcome will be assessed annually.

## ASSESSMENT SHEET

**Expected Outcome #2:** To update the Financial Aid Policy and Procedures manual.

### ASSESSMENT METHOD (Method of Evaluation)

- The Financial Aid Policy and Procedure manual will be update by December 2008.

### CRITERIA FOR SUCCESS (Successful Indicators)

- The Financial Aid manual was updated by September 2008.

### ASSESSMENT RESULTS (Findings)

- Financial Aid Policy and Procedures manual has been updated
- Each Financial Aid staff member will have policy and procedure manual readily available to assist students.

### USE OF RESULTS (Improvements or any actions taken based on results)

- The Financial Aid Office will be in compliance with Federal Regulations.