Institutional Effectiveness

Report Card

2008 - 2009

Preface

The *2008-2009 Institutional Effectiveness Report Card* represents the college's accomplishments related to the goals, priority initiatives and standards included in the *2008-2011 Strategic Plan*. Through its multidimensional institutional effectiveness program, Midlands Technical College (MTC) has committed itself to public accountability; made major strides in accomplishing its mission and has devoted its collective energy to the assessment of student outcomes.

This year's *Report Card* highlights several significant milestones in the college's history including:

- The college received $1.8 million in grants from the US and SC Departments of Commerce to build a QuickJobs Center in Fairfield County.
- MTC opened its 25,000 square-foot Business Accelerator, designed to accommodate emerging businesses, industries or technologies that have left the research and development stage and are ready for start-up production.
- In September 2008, the college announced that the first tenant of the MTC Business Accelerator would be Trulite, Inc., a fuel cell manufacturing company.
- MTC expanded its Bridge Program agreement with the University of South Carolina and Clemson University and signed agreements with two additional four-year colleges: Benedict College and Claflin University.
- MTC was again one of the nation's top 50 associate degree providers for African Americans, according to a national study published in June 2009 by *Community College Week*. The study also recognizes that MTC awards more two-year associate degrees to African Americans than any other college in South Carolina.

In addition to the delineation of the college's progress achieved on the long-range goals and priority initiatives, this document also includes multiple years of data related to each standard associated with the indicators of effectiveness. The Sustaining Excellence section highlights important accomplishments for the year that may not be directly related to a goal or critical success factor. Finally, an index of terms and abbreviations has been added to assist with interpretation.

Table of Contents

Report Card 2008-2009

Goals
and
Priority
Initiatives

Goals and Priority Initiatives: 2008-2009

COLLEGE GOAL 1:

The college embraces an innovative learning environment that enhances teaching, learning and individual development.

PRIORITY INITIATIVE:

Define and continuously refine what learning community means to MTC.

PROGRESS ACHIEVED:

Nursing faculty and Department Chair participated in QEP open forums.

Nursing faculty developed a vision for the Nursing Department.

MTC's first faculty learning community will be formed this fall, with classroom learning communities piloted in the spring of 2010 in ENG 100, RDG 100, and MAT 100.

Over half of the HS faculty (59%) participated in at least one of the Faculty Development Series opportunities and 50% of the faculty participated in at least two of the opportunities, which included MEBA Contextual Teaching and Learning One Day Seminar; Assessment Workshop; WEB Site Workshop; Excel Basics; Outlook: Beyond Basic Email; and Word: Doing More with Documents.

Resource Development worked with various college personnel and external partners in the development and submission of grants totaling over four million dollars ($4,480,250) in applications to public and private resources during the 2008-2009 fiscal year. Nearly half ($1,798,600) were funded to help support enhancement of teaching, learning and individual development. Competitive grants that were

unfunded totaled $2,157,250, and the value of those pending at the end of this fiscal year total $524,400.

Resource Development helped move the college forward toward the August 2009 deadline for the QEP by serving as the co-chair of the design and implementation team, after the completion of the work in the discovery phase.

PRIORITY INITIATIVE:

Develop and strengthen all aspects of programs and services.

PROGRESS ACHIEVED:

Academic Success Center hardware and software were updated as needed.

Department coordinators conducted workshops for their area faculty to review changes made in instructional and evaluation processes for each course.

Materials were developed for ESL 150 (a capstone 100-level course) in the ESL certificate program with the help of an MTC Foundation Curriculum Development Grant.

The Commercial Graphics Communication program, the Machine Tool Technology program, and the Heating, Ventilation, Air Conditioning and Refrigeration program conducted their DACUMs.

The college offered SPC 205 and REL 102 as hybrid courses; and ART 105, REL 101 and REL 103 as online courses.

BIO-112 was offered in spring 2008 as a 10-week course.

The Science Department website now includes instructors' supplemental materials that students can download at their convenience, thus substantially reducing departmental copying costs.

The Lexington Hall expansion is under construction. The Science department participated in the programming, design and development stages of the new Engineering and Science Building on the Northeast Campus. This new building will include Biology/Physics and Chemistry laboratory space.

Programming to provide data for the analysis of program effectiveness was redesigned to improve ARP's ability to generate timely and accurate data. ARP's retention programming was revised to meet this need and provide a more comprehensive assessment of program retention.

ARP assisted college departments by providing data, conducting surveys, meeting with department chairs to review research methodology, and answering all related questions. All data for MTT, NMT, RAD, PTA, CGC, HVAC and MLT programs was provided to department chairs for their use in their 08-09 academic program review process.

ARP conducted a comprehensive administrative program review of the Advancement offices. Business Affairs division review has been postponed until 2009.

ARP successfully completed the 2007-08 Graduate Follow-Up Survey (paper and phone versions) and the data was sent to Career Programs. The *Faces of the Future* Survey was postponed until 2009, but the *Community College Survey of Student Engagement Survey* was administered and the data sent back for their compiling and reporting.

ARP administered and completed the reports for Nursing Current Student and Clinical surveys through summer 2008. The PTA Student Evaluation of Clinical Agency 2008 report was completed.

ARP completed and forwarded separate reports of the Psychology and Sociology Learning Objectives Project to Cindy Roof, Paul Livingston and Meifang Zhang in November 2008.

ARP met and shared findings of the "Assessment of the MTC Student Course Placement and DVS Enrollment" project with Sandi Oliver and Linda Wyatt.

Media Services provided on-campus training for MTC's Compliance Assist management system and provided a total of 60 hybrid CDs of MTC's Compliance Report for our off-site reviewers to use.

The Office of Student Assessment updated its Test Administrator's manual and their webpage information to reflect recent changes and current practices in their processes.

The new MTC Official Transcript has been expanded to include Quality Hours and Quality Points used in GPA calculations.

The Records staff implemented a new Graduation Application process and a PowerPoint presentation was presented to the academic Department Chairs.

The Records Office staff have installed document imaging equipment, been trained in its use, and identified documents to be scanned from Admissions.

The Records Office is continuing to work with IRM and AIG to upload external transcripts into Colleague.

The Coordinator of Advanced Placement and the Assistant Registrar have been attending bi-weekly working meetings with IRM to implement the CTAM Module.

The Assistant Registrar provided training for Student Information employees at the

Harbison, Northeast and Batesburg-Leesville campuses.

The new AAS degree structure and the new degree name have been entered into Colleague and Degree Audit. Counseling Services is processing all Change of Majors.

The Student Advisory Board was restructured to include four executive officers and eight representatives.

The AVPSDS attended a campus safety presentation in October 2008 at the NCSD Conference.

The Business Continuity Plan (BCP) was updated, a draft of the college's Pandemic Flu Plan was presented to the committee, and flu prevention information was posted and communicated to the college community.

Counseling and Career Services has moved record keeping for the SOAR Program to the Counseling and Career Services System that was been developed by the IRM department for use with the HealthTracks Program. The Careers Program and Disability Services are also moving their record keeping to this system.

Doc-e-VIEW has been implemented in Enrollment Services and faculty/staff have been trained.

Network folders for student grievance and code violation files have been established with password and back-up protection.

Student Information staff personally answered and corresponded with over 6,000 students via email from "Push calendar" reminders and courtesy emails, ASKMTC emails, Hobson's Virtual Advisor emails, Admission's website emails and emails generated from CampusCruiser.™

The Datatel Communications Management Module is now the predominant method of communication with students instead of mailouts.

The Office of Student Assessment converted DANTES and CLEP registration forms to an interactive online format**.**

Student Employment Services continues to build its online career center with multiple job search video vignettes, videos and workshops. These include text (and closed captioned)/Camtasia (audio/video) versions. The department is currently working on podcasting.

The AVP SDS Office moved to electronic files and email systems for student code and grievance cases.

Two tele-advisors were hired to perform a variety of followup and outreach calls.

Over 3,000 student customers have registered to receive the Student News Bulletin from the Student Information Office.

The Records Office updated the Student Attendance Form and the Transcript Request Form.

An internal online college application was developed to provide immediate response to applicants and track responses, and allows the college to update information more quickly and decrease college cost. CollegeNet is no longer used.

The new MTC Honor Code was published in the 2008-09 Student Handbook and was disseminated to faculty to be included in their course syllabi.   It is also posted throughout the college campuses and in the online newspaper, *The Pony Express*.

The Academic Integrity DVD is in production, with expected completion in fall 2009.

PRIORITY INITIATIVE:

Provide community access to college and career opportunities.

PROGRESS ACHIEVED:

Both the Library and Academic Success Centers were open for the fall and spring Open House. Batesburg-Leesville staff participated in a booth at the Poultry Festival.

The College Skills course was offered each semester at Wil Lou Gray Opportunity School and Glenforest Academy. Developmental English and math courses have been broadcast to students at the Batesburg-Leesville Campus and math has been offered on-site at the Harbison Campus.

In fall 2008 and spring 2009, sections of ENG 105, 165, and 238 were offered as Friday sections.

In spring 2009, two sections of ENG 100 were offered to provide both a day and evening section for area students. Both sections enrolled students who needed the course at different times, but enrollments were low across both sections.

AA/AS Program Directors participated in the following community access programs: USC Bridge Program information workshop; MTC Open House, fall and spring; met with representatives from Southern Wesleyan University; and Batesburg-Leesville High School College Fair.

The AVP for Associate in Arts attended an internship/shadowing luncheon held by Fairfield County Schools. The college also provided remaining courses for the August

2009 cohort to graduate, supported by the paraprofessional grant in Fairfield County.

The college participated in and evaluated the Career Opportunities Day at the Batesburg-Leesville Campus in July 2008.

Lectures and exercises for use with the hybrid version of NUR 162 and supplemental material for each nursing course is available online at the course WebCT site. Material available varies from additional learning exercises, sample test questions and study guides to exercises required prior to attending class.

An informational expo was held for Machine Tool students from the local high schools to tour our facilities and speak with representatives from Bose and FN Manufacturing. Additional tours of Cooper and Continental were arranged also.

HIS 201, HIS 202, PHI 115, SPC 205 were offered in high schools during 2008-09. HIS 202 and SPC 205 were offered at Batesburg-Leesville. HIS 202, MUS 105 and REL 101 were offered at Harbison Campus fall 2008 and spring 2009.

One section of MAT 101 and 2 sections of MAT 102 were offered via broadcast during the summer.

Additional courses offered included ANT 202 (SU-7 week), ECO 210 (SP/SU-7 week), PSC 201 (SP-7 week), PSC 205 (FA/SP- 10 week), PSY 201 (FA/SP-10 week), PSY 212 (SU-5 week); SOC 101 (FA/SP-10&7 week), SOC 220 (SU-5 week).

Additional Internet/hybrid courses offered ANT 202 (hybrid), PSC 201 (Internet), PSY 201 (hybrid), PSY 212 (hybrid), PSY 218 (hybrid).

A new MOA was drafted and offered to all area high schools. The new MOA grants

college credit for three basic *Project Lead the Way* (PLTW) courses and allows the student to petition the college (and the Department Chair) for additional credits where applicable. The college now has the MOA in place with Keenan, Blythewood, and Columbia. The old MOA is still in force at all schools in Richland/Lexington Five.

The MTC Foundation created the Neediest Student Fund, in collaboration with the college's Office of Student Financial Services, that will provide $500 grants to the college's neediest students beginning in fall 2009.   Solicitations to area businesses, corporations and individuals, including the college's faculty and staff in 2008-2009, will enable the Foundation to award these grants in the first year totaling $80,000 to over 150 students beginning in fall 2009.

Instructional Design investigated, tested, and upgraded the college's learning management system from WebCT 6.1.1 to WebCT 8.0.2.

Instructional Design investigated new learning management systems and developed a process to help the faculty choose the next learning management system. The data driven decision made by the faculty and staff was that Midlands Technical College will move to the Desire 2 Learn learning management system this year (2009).

The interface between Datatel and each learning management system must be custom built, so the development of the interface was moved to coincide with the implementation of the new learning management system for the fall semester in 2009. Information Resource Management is in the process of building the interface, and Instructional Design is playing a supporting role.

Media Services is currently facilitating broadcast through the SC Technical College System Bridge of the fifth series of Certified

Financial Planner classes offered by the MTC Continuing Education Division.

Media Services provided satellite teleconference downlinks for ACPEN, GAAP and SC Bar Association.
The college created a number of publications, both in print and online, to communicate comprehensive career and curriculum information on each of the college's career programs. The *Program and Career Guide* communicated important information about the college's Arts and Sciences programs, student services and continuing education.   In addition to distribution through area high schools, libraries, and employment services, more than 6,000 guides were mailed directly to area high school students and their parents.

With emphasis on the themes of career education, lifelong learning, global economy and the availability of lottery tuition assistance, Public Affairs launched a community wide ad campaign. Building from the MTC slogan "You Can Get Anywhere From Here," the campaign features four MTC students who are on their way to career readiness and college transfer. The campaign delivers its message through a variety of selected media such as outdoor advertising, *The State* Newspaper, the *Carolina Panorama*, the *Fort Jackson Leader* and several local publications. A diverse selection of television and radio programming also carried the campaign message.

Public Affairs created a series of electronic brochures to market Continuing Education courses via email. The electronic brochures are emailed only to customers who have taken Continuing Education in the past, or who have asked to receive information through email. All emails allow recipients to remove themselves from the list.

The college assisted in acquiring Community Development Block Grant

funding for a facility by providing conceptual design and cost estimates.

Construction is underway on the Lexington Hall addition and the Harbison Classroom and Theater Building.

MTC made a career presentation at Carolina Springs Middle School to sixty 8th-graders and their parents.

Richland District II 8th grade GEAR Up students visited the African-American Male Leadership conference at MTC and participated in MTC on-campus tours.

Recruitment and Community Outreach (RCO) recruited 209 Michelin students via meetings, and coordinated 15 presentations about the new MTC Nuclear Operator System program.

Recruitment and Community Outreach (RCO) and Public Affairs created publicity materials on the new Nuclear Systems Operator program, for distribution to community groups.

Enrollment Services staff participated in a series of eight community Career/Education Fairs for adult learners.

Student Employment Services (SES) presented a Resume Writing seminar for 21 EEM students; provided resume critiques at Crossroads Apartments; provided tips on "Finding a Job in a Tough Market" on WIS TV; "Making Your Resume Stand Out" on WLTX TV; a workshop, "Interviewing Savvy", for a program called "Jump Start Your Career" at the Richland County Public Library; and are available at One Stop for one on one consultation with clients and partners weekly.

SES loaned Continuing Education its online workshop, "Resumes Made Easy," as a teaching tool for WIA and Employment Security Commission training sessions.

CCS partnered with Fort Jackson's Army Community Services' Employment Readiness Program by presenting a career assessment and planning workshop for military spouses and retirees, using the on-line Kuder College and Career Planning System.

A CCS counselor spoke at the W.R. Rogers Adult/Continuing and Technology Education Center on the topic, "Motivating the Unmotivated Student"; resented "Making Major Decisions" at Brookland-Cayce High School; facilitated twelve career assessment workshops using the online SC College and Career Planning System (Kuder) for Midlands Middle College (over 100 students); participated in SC Department of Vocational Rehabilitation's 2008 Disability Mentoring Day; chaperoned two high school students with disabilities during a job-shadowing experience at Fort Jackson; spoke to 75 students with disabilities at Lexington High School; presented a career planning and assessment workshop for approximately 30 Midlands-area 10th-graders involved in YouthCorps; and presented a session on life after high school to 20 students with disabilities from Richland District II and their parents.

CCS attended the Disproportionate Minority Contact conference sponsored by the USC Law School at the Columbia Conference Center and had an exhibit table with information about the African American Male Leadership Institute (AAMLI).

The AVP SDS, Student Life, TRiO and Community Support Services provided 138 workshops and presentations to more than 2,900 students on a variety of college access, career planning and student success topics.

RCO participated in the Financial Aid Night at Irmo High School (54 students and parents).

TRiO and Community Support EOC, UB, ETS and SSS staff presented 18 workshops for 356 students on financial resources for attending college.

Student Financial Services (SFS) conducted workshops throughout the year on campus, for nursing students at MTC, careers staff, various high schools, the Columbia Urban League and represented the SC Technical College System on the annual ETV show, "Finding Money for College."

Over 11,000 students were awarded more than $52 million in financial resources for college in 2008-2010.

RCO distributed MTC *Program and Career Guides* and Parent Letters to 8th–grade parents at Fairfield Middle School; assessed 11 seniors and 9 juniors at Fairfield Central High School; provided higher education awareness programs for students who attended target Richland School District 1 A+ middle schools (Alcorn Middle School, Gibbes Middle School, and WA Perry Middle School); and partnered with CHE to provide intrusive higher education awareness programs and services for high school seniors who attend target Richland School District 1 A+ high schools (CA Johnson and Eau Claire).

The Access and Equity program provided financial assistance to the African American Male Leadership Institute.

Two African-American Male Leadership Institute (AAMLI) students called 70 students who had just graduated from local high schools, not having college plans, and contacted more than 100 African-American males from targeted high-minority high schools to encourage and assist them in completing the MTC enrollment process and FAFSA.

Student Development Services arranged for two Workforce Investment Act (WIA)

counselors from the Columbia One Stop Career Center to be co-located on the MTC Airport and Beltline campuses.

MTC representatives collaborated with the City of Columbia and the Columbia Urban League to sponsor a community forum for residents in low-income areas of Columbia.

SDS hosted several Columbia Urban league Summer Youth and Interns.

Enrollment Services (RCO) hosted 48 foster care students from the Urban League's Youth Development Institute and their foster parents on campus for a tour of MTC programs.

The Student Information office at the Batesburg-Leesville Campus is fully functional as a Front Line Services area.

SDS made a presentation on alternative energy careers to Fairfield Central High School math and science students.

The Office of Student Assessment continued to support local placement testing activities for citizens in rural regions of MTC's service area through the use of computer-based COMPASS placement testing or paper-based ASSET testing as needed.

Enrollment at the Batesburg-Leesville Campus tripled from campus opening in fall 2007 to spring 2009. Enrollment from Fairfield County increased moderately during this time period.

Educational Talent Search (ETS) identified and served 950 participants who are low-income and potential first-generation students in grades 6-12 by presenting five workshops for 90 students on Financial Assistance and ETS programs and services, hosted the 2008 Summer Institute at MTC, (12 students engaged in experiential classroom activities and attended two field

trips), and had 40 students participate in the MTC ETS HighQ Competition.

Upward Bound (UB) selected 60 participants, provided them with intensive academic and college readiness support activities, sponsored cultural development events, provided orientation workshops for more than 120 students, conducted a college tour at College of Charleston and Charleston Southern University, had 30 students and parents/guests attend the Upward Bound Awards Night at USC, and had students attend the SC Council of Educational Opportunity Programs Personnel (SCCEOPP) Student Leadership Conference in Myrtle Beach, SC.

Educational Opportunity Center staff presented over 50 workshops and enrolled 1,000 adults into the EOC Program.

MTC currently serves more than 300 members of the Latino community. The college will continue to assess the needs and success rates of these students and determine enhanced support strategies.

PRIORITY INITIATIVE:

Enhance student retention and goal attainment.

PROGRESS ACHIEVED:

ReadRight is now designated as a lab requirement (RDG 013) with developmental reading (RDG 032).

Department faculty included as part of their FPMS goals for the year to follow students enrolled in their classes to determine their success in the subsequent courses.

Students who were enrolled as part of the cohort sections of the Title III program were contacted by the retention advocates to determine their reasons for college withdrawal and to inform them of the

support services of the college they could utilize upon their re-enrollment.

Data has been collected through a Datatel query of students who failed ENG 100 twice. ENG 100 is one of the courses being targeted initially by MTC's QEP and this data will provide information for faculty learning communities to examine in their efforts to design and implement in-course and classroom-based changes to better meet Eng 100 needs.

As part of student learning outcomes assessment data analysis, WSAMP tests show ENG 010 students who scored in the higher range of 20-30 perform better in ENG 010. As a result of these findings, adding the score of a "25" to placement scoring rubrics better identifies and targets ENG 010 students more likely to be successful.

The AA/AS Program Directors advise all program participants readmitted to the college following academic suspension, with special needs such as study skills training or time management counseling addressed in cooperation with the appropriate department/program on campus.

Case studies were conducted for all Nursing courses; websites were developed for all clinical courses and supplemental information was placed on course websites. Additional time was added to more difficult tests throughout the curriculum as well as to the dosage calculation tests. Review of test taking skills now occurs in the first three semesters; and students in first clinical course are required to analyze tests to determine where they have difficulty. Skills DVDs are included with skills textbook through arrangements with book publisher. NUR 100 was developed as a remedial course based on learning styles and lectures in clinical courses were podcasted.

From spring 2002 through spring 2006, 130 ADN students who received a W, WF, D or F in NUR 101 attempted NUR 101 for the second time, with 103 of these students (79%) being successful on the second attempt.

The Pre-Nursing Advisors conduct information sessions twice a month for students interested in nursing, and an evening orientation session for entering students and families three times per year prior to the beginning of each semester.

Full time Health Sciences Department employees (faculty and staff) included a retention-focused objective in their 2008-09 FPMS/EPMS planning stage. Copies of these are on file in the HS Department Chair office.

The four Respiratory Care faculty whose program continued to yield the lowest retention figures for Health Sciences implemented significant retention strategies this year as part of the FPMS planning stage objectives. They provided tutorials for RES students and one-on–one assistance for at risk students; revised program eligibility requirements to include a minimum grade of "B" for BIO 112 for students entering the RES program; implemented RES Merit Admissions; offered tutorials prior to and after test date to review course material; placed greater emphasis on pop quizzes and homework assignments to encourage class prep; provided written review handouts; required mandatory retesting for students scoring less than 85% on exams; and provided nine tutorial sessions for RES 121 – O2 Therapy and the RES 101 Disease State Module.

A pilot retention project was initiated to advise and track all CPT students entering the program during the 2008-2009 academic year and throughout their educational experience at MTC. All students of CPT-

104 Introduction to Information Processing course have been assigned advisors.

The Science Department continues offering Science Open labs.

The Outreach Coordinator compiled a list of drop-outs and did a follow-up phone survey to determine why these people had left the college. Only a small percentage left due to poor performance, but over 65% left because they had found a job.

Two additional mentor teachers were recruited for the "Call Me Mister" program, for a total of eight volunteers.

ARP completed and forwarded findings from research conducted in Engineering, Industrial and Health Science areas to department chairs Clint Chandler, Greg Lee and Martha Hanks during the first week of March 2009.

The SC Technical College system has developed a dashboard to provide retention data for Engineering, Industrial and Health Science programs. ARP will report the data generated in 2009-2010.

ARP revised programming to meet the expanded CSRDE requirements and the data compared with national retention benchmarking was completed and submitted.

ARP provided retention data for the 2008-09 Institutional Priorities report. Retention programming for program review was revised to provide more comprehensive data.

ARP has determined the terms and definitions used relating to the process and analysis of student retention and they are currently being disseminated within the college areas.

ARP's retrospective analysis of time to completion for 2007-08 associate degree

graduates project was targeted for the 2009-2010 reviewing period.

ARP's research project to determine the influence of academic success courses on student persistence was targeted for the 2009-2010 reviewing period.

ARP completed the New Student Advisement 2008-2009 report, seven event surveys for the Office of Student Life and they are currently creating a survey for Counseling Services.

Instructional Design, in collaboration with the faculty, implemented and supported READI, which helps students determine if they are ready to be successful in an online class, and built and ran training for faculty to read and understand results from the READI assessments.

Instructional Design developed and implemented an orientation for students on how to navigate the learning management system. It gives users an understanding of the system before they enter their online classes.

Instructional Design redesigned the Midlands Technical College Online Learning webpage interface to improve access for students.

Public Affairs created a new publication to replace the MTC Class Schedule. The MTC Registration Guide is designed to promote the college to prospective students and to assist continuing students with the registration process. Every semester 25,000 Registration Guides will be mailed directly to continuing students and individuals who have recently expressed an interest in attending Midlands Technical College.

Public Affairs worked extensively with Enrollment Services on effective communications with existing students through email, phone tree and other existing media.

Resource Development assisted Student Development Services with the annual Perkins, US Department of Education Title I, grant application which focuses on retention and other services to students in the career program tracks at the college. Resource Development worked with Student Development Services in the *Boots to Books* competitive grant application to support retention of student veterans at the college solicited by the American Council on Education and Walmart Foundation. Only 20 of the 230 applications were funded in the nation and MTC's was not selected.

The online Student Orientation Module has been updated and is being coordinated with the on-campus orientation activities and the QEP initiative: *The New Student Experience*.

The Office of Student Assessment worked closely with the Office of Assessment, Research and Planning to renew research results from COMPASS/ASSET course placement analysis by ACT.

Student Advisory Board leaders, AAMLI students, MTC Student Ambassadors and other student leaders were involved in legislative delegation luncheons, dinners and breakfasts; and appeared before Richland County Council.

Student Life staff coordinated the attendance of 50 students for the second annual Lottery Tuition Assistance Rally at the State House, sponsored by the SC Technical College System, and appeared before the Richland County Council to discuss the importance of the Central Midlands Regional Transit Authority (CMRTA) transportation services.

Student Support Services identified and provided services to more than 175 program participants. Educational Action Plans were developed within 45 days of program

admission.   Academic   mentoring, counseling and other services were provided to meet individual needs.

The CAREERS Program, through the Perkins grant, identified and provided services to more than 200 program participants who were low income, single parents, and/or in non-traditional fields.

WIA identified and provided services to more than 125 program participants who were ages 17-21 in Richland, Lexington and Fairfield counties, and the WIA Youth Program expanded to include a Summer Youth Program of 100 participants, who were screened and placed in eight-week internships in education sector employment.

All students returning from academic suspension are now required to meet with a counselor from Counseling and Career Services to discuss their barriers to success and career plans and to prepare a plan for future success.   Students on academic warning or probation receive letters inviting them to contact a counselor to discuss their situation.   A one-credit hour course was piloted in the spring of 2008 for students on academic probation and who had failed to meet financial aid Standards of Academic Progress (SAP).

Counseling and Career Services formed a committee to examine the issues faced by African-American females in college, and a series of workshops have been designed for the "Sister Circle."

SFS staff conducted a survey to assess student satisfaction with services offered by the Student Financial Services department. Student response was favorable.

SFS worked with DVS faculty to make sure financial literacy information is available to their students. DVS students were invited to the financial literacy seminar offered in April.

SFS staff collaborated with admissions to make sure students were informed about completing the FAFSA and linked to the SFS website to find additional information on financial resources as part of the admissions process.

SFS is working closely with the MTC Foundation, the MTC president and other committee members to define criteria for approximately $79,000 of Foundation funds that will be distributed to students in our service area based on need in 2009-2010.

MTC SDS continued agreements with the University of South Carolina-Columbia to provide MTC students with access to USC Army, Air Force and Navy ROTC experiences and scholarships while enrolled as students at MTC; and with the USC Band to allow MTC students to participate in the USC Marching Band, Color Guard and Carolina Coquettes while enrolled at MTC. MTC students receive the same stipend as USC students.

MTC SDS integrated college engagement activities into MOUs for MTC Bridge programs with other colleges.

The Student Advisory Board and all MTC student organizations participated in at least one community service activity to enhance their engagement.

PRIORITY INITIATIVE:

Identity and implement student-centered learning enhancements.

PROGRESS ACHIEVED:

In 2008-09, the English Department Academic Success Center (ASC) Writing Coordinator worked with ASC personnel to complete guidelines and design forms that could be used both for online tutoring and for electronic reporting of tutoring sessions to instructors campus-wide.

Student Learning Outcomes were developed for each nursing course as well as for both the ADN and PN programs.

A student-centered learning session was held during the Adjunct Faculty Annual Conference and new faculty orientation program.

Alternate routes were found, and methods and clinical sites were established to enable a student to rotate through clinicals and meet the requirements of their program for graduation and minimize travel time: 1) Newberry County Memorial Hospital and Kershaw County Medical Center were re-established as clinical sites for MLT students. The program requested establishment of a clinical site with Moncrief Army Hospital and discussed re-establishing a clinical site with Lexington Medical Center; 2) The RES program director is investigating 12-hour clinical shift rotations as requested by hospitals; and 3) Nuclear Medicine Technology lecture classes were all moved to Tuesday, Wednesday, and Thursday; the clinicals were accomplished on Mondays and Fridays.

Four of the six health sciences programs that expressed need for additional clinical opportunities have established such opportunities and the other two have probable sites pending, to strengthen relationships and maximize clinical learning opportunities. Sites include: ARMC (Aiken); NCM (Newberry); Eau Claire Cooperative Health Center; Richland Community Health Center; Family Health Center; SC Oncology Associates; Moncrief Army (Phlebotomy); University Orthopedics; Providence Northeast; Fairfield Hospital; Pediatric Home Health; Sleep Med Affiliates; and two outpatient sites.

HS requested assistance from the college's Resource Development Director (Grants):

grant search for simulators; grant search for electronic medical records; and grant meeting to discuss the DOLETA 2009 submission opportunity.

Student learning outcomes were developed for every Social and Behavioral Science course.

Instructional Design investigated and developed a pilot program for using podcasting technology within the college community. This included investment in a server to use for podcasting and software development.

Media Services received and completed 982 service calls pertaining to equipment in both multimedia classrooms and conference rooms on all campuses.

Media Services purchased and installed Crestron Controller systems in two conference rooms (AC139 and& AC143), Granby Hall Room 103 and Congaree Hall Room 109 on the Airport Campus. These systems give the presenter the ability to control all multimedia equipment with the use of a touch screen from the podium.

Media Services purchased and installed a full multimedia complement in Lexington Hall conference room 140; installed six new teaching stations on Airport Campus (HSB 141/AC363/AC362/AC359/SA124/GR106); a full multimedia compliment in the Academic Center lab room 356; and a new projector and projector lift system in the Academic Center Auditorium (AC116).

As part of the multimedia equipment replacement cycle, new projectors were installed in 24 classroom and three conference rooms; new computers were installed in 40 classrooms and new visual presenters were installed in six classrooms on the Airport Campus.

Media Services removed and replaced existing multimedia equipment in the Engineering Robotics Lab (LET112) with new robotics equipment.

Media Services purchased and installed a full multimedia compliment in Wade Martin Hall room 308 and in two Biology Labs (LET109 and LET111).

As part of the multimedia equipment replacement cycle, new projectors were installed in 26 classrooms and two conference rooms; new computers were installed in 33 classrooms and four new visual presenters were installed in classrooms on Beltline Campus.

Media Services installed a new Crestron control system, a computer and monitor in the Continuing Education Auditorium (CE113) and a full multimedia compliment in Continuing Education classroom 102.

As part of the multimedia equipment replacement cycle, new projectors were installed in three Harbison Campus classrooms.

As part of the multimedia equipment replacement cycle, new projectors were installed in six Northeast Campus classrooms.

Media Services continues to deliver live streams of the MTC fall and spring In-service sessions. These give faculty and staff the opportunity to watch the In-service session live directly from their desktops. In addition to live streaming Media Services made available "On Demand" versions for viewing at a later date. The In-Service stream averages 50 live connections per session.

Media Services has worked closely with Continuing Education on streaming its "Continuing Edge" seminars live through a web browser then making each stream

available on demand. Some examples of improved production values are: lighting, modifications that improved over all video quality, suggested TV friendly clothing for the presenters. Presentations were modified from classroom only formatting to include distance delivery considerations.

Media Services provided streaming video to the campus community of Dr. White's initial budget meeting to keep the faculty and staff informed of the latest developments in the State budget situation during the recessionary budget crisis. Dr. White's Initial Budget Meeting had a total of 116 live viewers and seven on-demand viewers.

Media Services provided streaming video to the campus community of the Faculty Council Open Forum meeting where MTC officers addressed questions and concerns of the faculty and staff about the current state budget crisis and how it relates to operations and personnel of the college. The Faculty Council Open Forum had a total of 81 live viewers and 14 on-demand viewers.

Media Services duplicated a total of 360 DVDs for the pharmacy department; a total of 60 CDs for the HVAC department; and a total of 12 CDs for the MLT department.

Media Services worked with online instructors to help convert eight video production projects into an appropriate format for students to access by using MTC's eLearning suite.

Media Services continues to work with Instructional Design to provide training for faculty on Podcasting equipment and software.

Upward Bound provided sixty 9th-12th grade students with Saturday and summer academic programs, cultural diversity events, and enrichment activities. This enhanced the GPA of 35 percent of

participants and resulting in 100 percent of participants advancing to the next grade.

Student Employment Services provides orientation to SOAR students regarding job opportunities and employability skills.

SOAR students have access to all Counseling and Career Services online resources, including several online workshops on time management, career decision-making, and "Putting Your Best Foot Forward." Counseling and Career Services regularly conducts workshops for SOAR classes. SOAR counselors are included in Counseling and Career Services activities, and receive administrative support from Counseling and Career Services.

Student Employment Services (SES), with Counseling and Career Services, has created an initial template for an umbrella page for work/learning experiences. Information on internships, shadowing, cooperative education, volunteer experiences and other work/learn options are included.

During 2008-09, MTC signed Bridge Program agreements with Lander University, Claflin University and Benedict College, and an additional Bridge MOU is in process. MTC has established a Bridge web page which links to the websites of Bridge College partners.

A representative from the MTC Recreation and Fitness Committee attended the Student Advisory Board meeting and provided students with information on health and recreational activities at the MTC Back to School Bash, coordinated intramural volleyball for the SAB Recreation and Fitness Committee, and set up intramural flag football for the SAB.

Health and Wellness Fairs were held on Airport and Beltline campuses. Community health representatives, Counseling and Career Services staff and MTC student organizations participated in this event hosted by Student Life.

The Richland County Sheriff's Department, LRADAC, MTC Counseling and Career Services, and MTC student organizations participated in an Alcohol and Other Drug Education/Awareness Program coordinated by MTC Student Life.

The MTC Student Advisory Board and MTC Student Life sponsored an event which encouraged knowledge of nutrition and proper diet, and encouraged weight loss for students whose body mass exceeded recommended levels.

Student Life publicized information on the MTC Smoking Policy; coordinated campus walks with MTC security to remind students and enforce the new policy; and provided student smokers with smoking cessation information, and encouraged student participation in the Sickle Cell Walk, the Walk for Juvenile Diabetes and the American Heart Association "Walk for Life."

PRIORITY INITIATIVE:

Promote faculty and staff participation in innovative strategies to enhance the learning environment.

PROGRESS ACHIEVED:

The library purchased additional copies of the MTCReads book for student use. Airport Library did a display on bees.

A list of professional development resources were made available through the library webpage, including books, journals, e-books and websites of a variety of topics.

The professional development web page was revised and updated.

English Department faculty Grego and Viereck participated in service-learning training sessions and exhibitions in 2008-09.

English Department faculty Grego, Jake, Hausser and Mille received Professional Development funding for attendance and participation in both national and international conferences in 2008-09.

Departmental subscriptions to *The Writing Center Journal* and *TETYC* (Teaching English in the Two-Year College) as well as the *NY Times Literary Supplement* were circulated to instructors on Airport and Beltline Campuses in 2008-09. In addition, twice-monthly electronic newsletters (*NCTE Inbox*) were forwarded to all full-time and adjunct instructors in the English Department.

Automotive faculty earned a minimum of 20 hours of professional development to meet the NATEF accreditation requirements for AUT faculty.

HVAC faculty attended the statewide HVAC instructors' workshops.

Science faculty participated in activities offered by the Office for Faculty Development, in other professional development activities, and attended the Human Anatomy and Physiology Society (HAPS) conference.

Each Engineering Technology faculty person must submit a short term and long term professional development plan at the planning stage, and are encouraged to seek outside or grant funding to pay for this training.

Eight faculty attended conferences and workshops focusing on teaching at the Teaching of Economics, the Southeastern Conference on Teaching Psychology, and the 21st Century Teaching Academy.

Instructional Design created and supplied an online place for faculty to access tutorials on how to use software and the learning management system choice process. The new learning management system will offer a solid platform from which to build a separate online learning lab in the future.

Media Services conducted In-service sessions for full time and adjunct faculty demonstrating the use of multi-media equipment in classrooms and conference rooms.

Media Services staffed all distance learning classrooms for two weeks at the start of each semester to prepare instructors on the use of distance learning equipment in the classrooms.

Media Services completed 226 individual training sessions with faculty and staff.

Media Services' Copy Center provides key operator training for use of satellite copiers, trains faculty and staff on all satellite copiers and will install access codes as requested to monitor daily usage.

Media Services is currently videotaping segments to be used in a forthcoming Faculty and New Student Orientation videos.

Media Services trained faculty on media equipment in the Health Science distance learning class rooms.

Media Services supported 14 webinars for faculty and staff.

Media Services has made available for checkout on the Airport, Beltline and Northeast campus - laptop computers, projectors, screens, visual presenters, video camera equipment and portable PA systems. Equipment was checked out almost 50 times. All equipment comes with a personal

training session and operating procedures if requested.

Student Records Office staff were trained to run the National Student Clearinghouse report, the Probation and Suspension Report, the Prerequisite Purge report and the Honors Report for end of term processing.

The Records Office staff was trained to run the Graduate Information Report for dissemination to Department Heads and Coordinators, attended the Datatel Conference to identify methods for using Datatel Communications Management, and the Archives and History Retention Conference.

Student Enrollments Services evaluated new technology resources to enhance student engagement and the college learning environment (Camtasia (voice over), Audacity (pod casting), Closed captioning of selected videos, Optimal Resume and the Elluminate video conferencing system.

SOAR Retention Advocates attended presentations on: "Transforming Poor and Mediocre Readers at the Community College" by Jan Swinton of *Read Right* and the Teaching Academic Survival Skills (TASS) Conference.

SDS staff served on the MTC Quality Enhancement Plan discovery, design and implementation teams to support development of *The New Student Experience*, a program of faculty and classroom learning communities for new freshmen.

Counseling and Career Services sponsored the following audio-conferences and webinars: Students with Disabilities: Understanding and Meeting Their Nneeds; African American Students: Strategies for Recruitment and Retention; Students with Disabilities: Understanding New ADA Compliance Requirements – an Overview;

The Science of Happiness: Practical Clinical Positive Psychology Interventions; Strengthening the Academic Outcomes of Minority Students using Existing Resources.

New Student Advisement and Orientation staff sponsored and participated in NACADA webinars and seminars on: Appreciative advising; Advising as Teaching; Developing an Advising Syllabus; Swirling to a Degree - College Transfer Students.

Counseling and Career Services staff participated in 17 workshops, conferences, and conventions.

SDS staff attended various workshops by MTC Continuing Education, participated in workshops offered by Student Financial Services and Continuing Education. SFS Staff also attended SCASFAA, SASFAA, NASFAA and EAC workshops and conferences, and the college's internal auditor presented a session to familiarize staff with the type of information reviewed by auditors.

AVP SDS, Student Life, and TCSP staff attended 170 professional development and training activities/workshops.

All SDS managers attended MTC HRM EPMS Training on the new online EPMS system and 2 served on QEP committees.

All SDS staff attended "How to Service Difficult Customers," as part of the spring 2009 staff meeting and participated in QEP forums and "top choices" survey.

PRIORITY INITIATIVE:

Promote global awareness.

PROGRESS ACHIEVED:

Three English department members presented at the spring 2009 Best Practices Conference, and two provided FPMS work

on non-western authors and works for instructor resources made available on the English Department shared drive.

In 2008-09 additions were made to ENG 165 to incorporate oral communications skills required by the Communications competency for this course.

An inservice was held for nursing faculty in December, 2008. One of the nursing adjunct faculty discussed her recent humanitarian trip to Panama with the National Guard.

The Allied Dental Educations Program Director presented her African Medical Missions experiences to the Student Dental Hygiene Association. She also shared these experiences as she co-hosted a Phi Theta Kappa seminar series.

HIS 214, REL 214, THE 214 syllabi were submitted and accepted.

Media Services provided technical support for Janus software and VNN (Video News Network) displays. These systems keep the college community updated of current worldwide events and local college related events.

Media Services assists the college community's communication needs with face-to-face two-way videoconferencing through the Internet statewide, countrywide and internationally.

Student Life and the Student Advisory Board hosted an International Fair to welcome international students to MTC and to enhance the global awareness of MTC students.

The International Relations Student Organization sponsored several events, including a Halloween carnival with costumes and international foods.

Student Life sponsored International Education Week events, to include a focus on Ethiopia.

Student Employment Services provided global employment information and opportunities for MTC students/alumni through online and in house resources. Teaching English in China was one of many options. MTC students were linked to The International Virtual Career Fair, which was provided by an MTC partner, the National Council of Colleges and Employers (NACE).

The International and Residency Coordinator attended NAFSA and CHE training to stay abreast of international and state residency and admissions policies for international students, maintained current student status in the national SEVIS database and participated in SEVIS update training, and implemented the new South Carolina law, requiring student certification and documentation of legal presence in the United States.

The Office of the VPSDS supported international travel insurance and documentation for the Continuing Education course to Costa Rica to study Central American language and culture.

PRIORITY INITIATIVE:

Integrate diversity and multiculturalism into programs and services.

PROGRESS ACHIEVED:

ENG 230 was approved by MTC's Curriculum Committee and the course was offered for the first time in spring 2009.

Eight of the 13 program directors responded that their curricula overtly address diversity and multiculturalism (61%).

Media Services represented the college's diverse, multicultural population in all of

our Television and Radio spots, PowerPoint's and recruiting material for the college.

Media Services worked closely with Public Affairs, IRM and Student Development services to ensure MTC websites and department sites are in compliance with Section 508 and meet all ADA requirements (close-captioning, etc.).
Media Services' Copy Center worked closely with departments to create documents for the visually impaired.

The Office of Student Assessment reviewed programs and services to ensure that department processes reflect diversity and multiculturalism of the college community. The MTC placement tests, ASSET and COMPASS have been deemed culturally fair by the U.S. Department of Education and are included in the list of the Department's approved list of "Ability to Benefit" tests for student receipt of Title IV federal aid, if the students have not obtained a high school diploma or GED.

MTC used the ESL version of the ACT COMPASS exam for students desiring to enroll in MTC's English as a Second Language test.

MTC employed the use of the TOEFL (Teaching of English as a Foreign Language) exam as part of the international student admissions process and worked with foreign embassies in the administration of placement tests when required for students to obtain their VISA.

The African-American Student Organization held an open forum entitled "Moving Beyond the Hate that Hate Produces: Reclaiming Our Pride, Our Purpose, and Our Promise," and participated in the Black Cowboy Festival.

Student Life and the Student Advisory Board sponsored college forums with African-American community leaders and MTC student leaders on the Beltline and Airport Campuses to address the topic: "Martin Luther King: The Vision and The Vision Fulfilled?", to examine the impact of the Obama presidency on the "I Have a Dream" vision outlined by Dr. King.

Student Life staff, African-American Male Leadership Institute students and African-American Student Organization students attended the Southeastern African-American Student Leadership Conference at UNC, Wilmington.

The International Relations Club held their annual World Café to expose MTC students to international cultures.

SDS staff participated in the SC NACADA Drive-In Conference, which featured "Tools for Advising Special Populations–*Some assembly required.*"

The New Student Advisement and Orientation Services 2008 Team Retreat focused on appreciative advising, a form of advising which reinforces the talents and strengths of individual students from all cultures and backgrounds.

Counseling and Career Services staff attended two conferences of SUCCEEDS (SC University and College Council of Educators Enabling Disabled Students).

SDS staff attended the Midlands Conference on Poverty.

Counseling and Career Services sponsored audio conferences and webinars on retaining African American students and helping students with disabilities be successful. Counseling and Career Services and the AAMLI sponsored the third annual AAMLI Conference on African American Males in Higher Education, with approximately 160 students and professionals in attendance.

Retention data of students entering in fall 2007 and progressing to fall 2008 showed retention/graduation of African-American males increased 4.8 percent over the previous year and the retention/graduation of African-American females increased 7.6 percent during this same period.

The June 2009 issue of *Community College Times* reported MTC as the 41st college in the United States and the 1st college in the Carolinas in the number of African-American Associate degree graduates. The number of MTC African-American associate degree graduates grew by seven percent over the previous year.

COLLEGE GOAL 2:
The college prepares a workforce that meets the demands of business and industry.

PRIORITY INITIATIVE:

Align curricula with workforce needs.

PROGRESS ACHIEVED:

The Director of Faculty Development met with department chairs and Academic Affairs Council for feedback on ongoing programs and input into new initiatives, including new faculty orientation, the fall Adjunct Faculty Annual Conference, and the spring Adjunct Faculty Appreciation Event; developed and delivered a presentation to Health Sciences faculty on alternatives to the traditional research paper assignment for students in Pre-Health Certificate courses.

The college is providing Associate Degree information to students who have completed the DOLETA-supported Paramedic Certificate Program.

The Business/Public Service Department developed a 2-year plan to align academic studies in accounting with workforce needs.

Continuing Education worked with multiple business partners on credit/noncredit needs including SCANA/SCE&G, Shealy Electric and SC Department of Corrections.

Continuing Education worked with SCE&G and Shaw to identify needs and develop training to construct and operate the new nuclear reactors at Jenkinsville.

Continuing Education expanded our clinical education opportunities into Fairfield County with the CNA and Patient Care programs.

PRIORITY INITIATIVE:

Develop employability skills.

PROGRESS ACHIEVED:

HS faculty have incorporated 10 Basic Patient Skills into the AHS 127 as one of the student learning outcomes.

AOT 180 was promoted in all of the industrial technologies' programs as an approved elective.

The college incorporated soft skills into Student Learning Outcomes for Business 130-Business Communications. The following course competencies were developed as a way to improve employment skills of our students: 1) Student will demonstrate how to effectively deliver an oral business presentation and communicate effectively in writing; 2) Student competency is measured by a rubric developed by the management/marketing faculty and is administered each semester; 3) Future plans will be to incorporate other soft skills in management, marketing and other business courses. These soft skills are: Professionalism/Inter-viewing; Teamwork and Collaboration Skills; and Critical thinking.

A preliminary draft of a syllabus and justification for a one-hour e-portfolio

production service course was created, with a recommendation for proceeding with the addition of this service course to the catalog.

Administrative Office Technology instructors have begun reviewing these two courses for revision (AOT 255 Senior Practicum and AOT 271 SCWE in Administrative Office Technology). A revised student assessment rubric has been developed for AOT 255 Senior Practicum.

All engineering technology programs now require an oral communication element in their curricula.

Assistance with resume writing and interview techniques was initiated in 2008. Students were trained to be interviewed by the people at Sensor Technology. Three students interviewed and were hired.

PRIORITY INITIATIVE:

Provide a critical mass of employable students with competencies and credentials to meet employer needs.

PROGRESS ACHIEVED:

The Title III Grant to increase student academic success allowed the department to employ additional tutors for improvement in reading and math courses and to employ the services of supplemental instruction workers in certain course sections.

IST instructors are attending the monthly meetings of the "Emerging Technologies" group, which will become Columbia's chapter of the AITP (Association of Information Technology Professionals). They are also encouraging their students to attend these meetings.

A presentation/discussion was held with CPT-237 Advanced Java Programming students during the fall semester of 2008. A discussion of the available Java-related certifications was held and there was detailed discussion of the Sun Certified Java Programmer exam.

Student Learning Outcomes for Science Courses were developed and implemented.

Media Services participated in the college work study program by providing on the job training for students enrolled in programs related to the audio visual technology field. MTC has utilized this program by hiring two college work studies within our department.

Media Services' Copy Center, through its job training program, worked with youth to provide opportunities to gain career experience in the field of print media.

Media Services' Copy Center worked closely with Commercial Graphics in providing tours of the copy center, and provides a general overview of the digital process of printing.

Resource Development worked with Continuing Education and regional partners in the submission of two grant applications to create a Quick Skills training center in Fairfield County where the current unemployment rate is 13.4%. Both applications were funded including the $798,600 application to the US Department of Commerce, Economic Development Administration (EDA) and the $1,000,000 application to the SC Department of Commerce Community Development Block Grant (CDBG) program.

Resource Development worked with Continuing Education as well as Orangeburg-Calhoun Technical and Central Carolina technical colleges in the *Building Capacity in Skilled Crafts Supporting Energy Sector Expansion* $2,000,000 grant submitted to the US Department of Labor requesting support to train students in the skilled crafts/construction industry that would support the unprecedented growth of

new nuclear power plants in and around the region.

The Office of Student Assessment implemented web-based WorkKeys assessments, administered or supported WorkKeys assessments at seven local area high schools in college service area, and assessed more than 1,000 high school students on career development and workforce readiness.

Perkins IV funds were disbursed to MEBA through the MTC CAREERS program.

Student Enrollment Services collaborated with the Engineering Technology Department and Michelin Corporation to fill all Michelin Scholars positions open by the company in 2008-09.

Recruitment and Community Outreach Department promoted Industrial, and Engineering Technologies, the new Nuclear Systems Technology program and skilled craft fields such as welding, for companies such as SCANA, Michelin and Shaw. Enrollment pipelines were developed for credit program and Continuing Education "Quick Jobs" areas. Available company scholarship programs and WIA funding were also promoted.

PRIORITY INITIATIVE:

Promote career planning and adaptability to prepare students for current and emerging career opportunities.

PROGRESS ACHIEVED:

IDS-102 was offered each semester and students were encouraged to take IDS 201-Leadership Development to build their leadership skills.

The Nursing Admissions/Recruitment Program Director and the Pre-Nursing Advisor worked with IT to pilot the E-Advising system with the PN students.

Each of the HS programs was represented at the Airport Campus Open House in October and provided hands-on activities for the eighth grade students. SUR faculty guided students to laproscopically remove gall bladders; MLT faculty guided students to view everything from blood cells to pin worms under microscopes; NMT faculty and a student presented setting on "go" in the "hot lab" with a powerpoint to explain nuclear imaging techniques; PTA faculty (and senior students) demonstrated a plethora of unimaginable PT devices; the Dental team helped visitors make a good first impression. The Health Tracks team and MED faculty provided table displays of MED, RAD and MRC/HIM.

The **e-**advising function was piloted in the Pre-Health Dental area.

The Engineering Department chair serves on MEBA's Architecture and Construction Alliance, Manufacturing Alliance and Career Connections Committee.

All new students arriving for advisement completed a new information form allowing faculty to collect vital information about the student, their employers, prospective employers and general career goals. This, plus other contact information, makes it possible for the department to track these students through their stay at the college and after graduation.

Public Affairs created promotional materials regarding the Michelin Scholar Program for distribution in high schools, and assisted in the college's high school recruiting activities by creating a contact card for recruiters to use when collecting information on future students.

The Public Affairs Office promoted Continuing Education's Quick Jobs programs. In additional to a Quick Jobs presentation to be delivered at Fort Jackson, Public Affairs created a series of web pages,

reference sheets power point presentations and an advertising campaign to deliver consistent information for each Quick Jobs program offered by the college.

The CAREERS Program provided career shadowing for 77 students.

SFS worked with SES and IRM to enhance their employment services web page ensuring student access to the latest job opportunities.

SFS worked with college and community employers to create on-campus and off-campus work-study jobs. In addition, the Job Location and Development (JLD) program identified and developed jobs for non-financial aid students.

MTC CAREERS collaborated with MEBA to sponsor HOSA and Engineering Technology events, and provided career shadowing opportunities for students to expose them to health science, industrial and engineering technology careers.

MEBA worked with MTC academic and SDS staff to develop two additional career alliances in the Central Midlands. Through MTC EEDA Pathways funds were used to foster career development of students in the Central Midlands.

ETS took sic middle school students to the SAEOPP Regional Student Academic Bowl Competition in Atlanta.

Student Employment Services collaborated with USC on two career fairs: S.E.T. (Science, Engineering and Technology) with more than 70 representatives; and a general fair, CareerFest, with 100 representatives in February.

Counseling and Career Services staff presented a career planning and assessment workshop for approximately 30 Midlands-area 10th graders involved in YouthCorps.

COLLEGE GOAL 3:
The college collaborates with educational and community partners to create seamless curricula and quality services for the diverse population bridging K-12, two-year college and university education.

PRIORITY INITIATIVE:

Expand course offerings, student services and articulation with higher education.

PROGRESS ACHIEVED:

MTC participated and coordinated services with partners in Clemson's *Call Me Mister* program and USC's *Diverse Pathways Project*.

AA/AS Program Directors collected and disseminated information about the USC-MTC Bridge Program. Program Directors met with representatives from USC on their USC Criminal Justice Program; USC Bridge Program workshop; and USC Adult Student Services.

The college continued to work with Pathways to Education grant and to partner with USC to apply for a subsequent grant.

Information for a faculty advising notebook was gathered regarding the entrance requirements, student policies, curriculum and course descriptions for the nine RN to BSN programs in South Carolina.

Dialogue with other technical college Health Science Dept Chairs and Deans resulted in SCBTCE contacting MUSC to support the continuance of the BHS opportunity for HS clinicians. MUSC will enroll a new class of students into the program in fall 2009, which will be the last class offered at MUSC, graduating with an MUSC degree by spring 2012.

Coastal Carolina is interested in expanding its program offerings in the health care fields and will be submitting a new BHS opportunity to the SC Higher Education Commission with MUSC support for continuing through them.

Two students participated in a summer research opportunity at South Carolina State University.

The CPT 114, Computers and Programming, course, which transfers as CSCE 102 to USC, was recommended to be brought into the MTC catalog from the Catalog of Approved Courses, primarily for the use of transfer students who may want another CPT transfer course in addition to CPT 101.

The ANT 101 course was developed and offered in spring 2009 at local high schools to seniors going to four year colleges.

Resource Development worked with Engineering Technologies and Transfer and USC on a joint application to extend the 2007 the National Science Foundation award under the Science, Technology, Engineering and Math (STEM) program. Additional funding allows continuation of research on teaching techniques to retain students in these areas so they transfer to four-year colleges and graduate at a higher rate.

Student Assessment Services, in association with the Consortium of College Testing Centers and the National College Testing Association, provided test proctor services for approximately 700 individuals; and initiated convenience testing fees for non-MTC students, offered as a service to other colleges.

Student Life encouraged students to join the Future Educator's Association and posted their activities on bulletin boards.

MTC hosted colleges such as USC, Lander, Coker to provide onsite visits to support effective student transfer in education and other fields.

African-American Student Organization students and members of the Junior Buffalo Soldier Leadership Association attended the Aunty Karen's Youth Entrepreneur Conference at Benedict College.

Student Employment Services coordinated an annual College Transfer Day with 25 colleges and 27 representatives.

AAMLI students visited Clemson University and Claflin University to explore transfer programs and opportunities.

USC provided MTC with more than 100 Bridge Program referrals in spring 2009.

PRIORITY INITIATIVE:

Expand collaboration and interaction with area school districts.

PROGRESS ACHIEVED:

The College Skills course was offered each semester at the Wil Lou Gray Opportunity School and Keenan High School as requested by the schools.

The English Department Chair and WSAMP Coordinator counseled individual students and worked with individual high school guidance office contacts on student WSAMP performance.

The college provided information on MTC programs to Richland One Middle College and to Midlands Middle College; facilitated offering of MTC courses for MMC students.

A modified form of the tutoring program was offered to teens at Lorick Community Center this summer.

The Health Sciences Advisor/Retention Coordinator served on the Advisory Committee of the Lexington Technology Center for Health Sciences; participated in the SC Health Occupations Students of America (HOSA) State Leadership Conference representing MTC; served as judge for HOSA Bowl competition; nominated to HOSA Board as Post-Secondary Advisor position for the 2009-2010 year; Volunteer with MEBA as a speaker on behalf of Health Sciences; volunteered as a class speaker for local High School Science Technology teachers; actively collaborated with MTC's Outreach Department by attending career fairs; participating in Richland 2 district Gear Up Grant; and presented health career info at Ridgeview High School.

A draft of the Community Pharmacy Certificate modified for possible high school dual credit was submitted to Lexington Technology Center in April 2009. This draft was also shared with the Pharmacy Technician subcommittee of the SC Board of Pharmacy as an example of how more technicians could be educated.

All of the industrial programs have representatives serving on advisory committees at our local high schools and career centers.

Twelve sections of SBS courses were offered in five local high schools. This included two new schools and five additional sections.

Two new elementary schools (South Kilbourne and Forest Heights) were used as field placement sites for EDU students. A field placement coordinator was contracted to strengthen relationships with those schools and existing schools to ensure smooth placement of students, communication and coordination.

Updated "Call Me Mister" brochures were disseminated to all high schools in the MTC service area.

ARP analyzed the EOC spring conference sessions and overall evaluations. ETS Financial Aid Workshop was administered and the report is being compiled and the Upward Bound reports were completed for the year.

ARP compiled the Office of Recruitment and Community Outreach 2008-09 event evaluations, scanned them and the reports are being compiled. The senior evaluations have been deployed but not yet received.

ARP revised the high school reports to include initial student placement status (developmental (DVS)/non-developmental); type courses taken (Major/Non-major/DVS only/DVS and Major/DVS & Non-major); and for the individual high schools; student graduation rates/high school); Full-time/Part-time status; graduation rates; and current year high school graduates capture rates.

Media Services facilitated 44 video production projects for the college. These include two TV commercials, the Jim Reynolds/Solomon Belton video, Hydrogen Road Tour, fall and spring Nurse Pinning Ceremonies, Nursing Orientation, Fairfield Central High School "Back-to-School Rally" in Winnsboro announcing opening of the MTC "One-Stop" center for nuclear training, MTC Security Enhancements video, Business Accelerator Grand Opening announcing Trulite Industries as the first tenant, The USC/Columbia Technology Incubator Graduation Ceremony, MEBA Joint Board of Directors Meeting, MTC Honors Ceremony, African American Male Leadership Forum, Richland County CASA Workshop, and the MTC Commencement Exercises among others.

Media Services' Copy Center assisted Recruitment, with printed materials such as flyers, brochures, handouts, letters and posters in support of MTC's spring and fall Open House events.

Media Services created image/music slideshows and provides other production services for Upward Bound and other student programs.

Media Service, in support of Public Affairs, assisted with the annual oyster roast at the Northeast Technology Center for the three county councils in the service area.

Media Services technology support unit supported on-campus events such as spring and fall Open House, spring and fall In-service, Nurse Pinning Ceremonies, Dental Hygiene Pinning Ceremonies, Health Sciences Graduation and Midlands Math Meet among others.

Media Services technology support unit supported off-campus events such as The Jane Adams Awards Gala, Faculty and Staff Council Annual Retreat, Business Affairs Retreat, Administrative Professionals Conference and The Retirees Reception among others.

Media Services provided technical support to all Middle College instructors and students on both the Airport and Beltline campus.

Resource Development worked with several of the area high schools and the Midlands Education and Business Alliance (MEBA) to include recruitment of and career ladders for students selecting construction under EDDA career tracks as part of the U.S. Department of Labor *Building Capacity in Skilled Crafts* grant application. MTC also proposed creation of traveling classrooms for the high schools on the mechanics of fuel cell technology in the SC Research Authority *Fuel Cell Challenge Grant*. Both

applications were among the unfunded grants for this fiscal year.

The Transcript Bridging System has been designed, coded and unit testing has been done and is undergoing user review.

The Office of Student Assessment provided testing and support for dual enrollment for 1,738 juniors and sophomores.

Members of the MTC African-American Student Organization and members of the Junior Buffalo Soldiers attended and performed together at the AKA Youth Expo; a Banquet for the Buffalo Soldier 9th and 10th Horse Calvary Association; the Veteran's Day Parade; the annual Kwanza Celebration; the Hopkins Sweet Potato Parade and Festival.

The African-American Student Organization sponsored Conflict Resolution Training for members of the Junior Buffalo Soldier Academy.

The African-American Student Organization and members of the Junior Buffalo Soldier Leadership Academy sponsored a fundraiser and provided horseback rides, hay rides, team-building activities, and a cookout for CA Johnson Preparatory School.

SDS staff provided career decision making and employability readiness workshops to more than 200 students participating in the Columbia Urban League Summer Youth program at Keenan High School, Richland 1 and Midlands Middle College.

With the new application fee process, guidance counselors will be able to access a secure MTC portal to verify that a student is exempt from the new MTC Admission Application fee via free lunch and economic hardship criteria.

Student Enrollment Services coordinated Educational Opportunity seminars in 23 high schools in the college's service area.

Student Enrollment Services coordinated more than 15 sessions for counselors, career development facilitators, math and science teachers to acquaint them with career opportunities for students in the emerging field of alternative energies (new Nuclear Systems Technology Certificate and AOT program and career opportunities in nuclear operations and skilled crafts) at VC Sumner in Fairfield County.

SDS sponsored eight conferences for counselors and educators in support of the Education and Economic Development Act, and co-sponsored two graduate-level courses with the SC Department of Education.

PRIORITY INITIATIVE:

Enhance education through community interaction and adoption of nationally recognized curricula and standards.

PROGRESS ACHIEVED:

Information from the 2006-07 national survey of two-year college English programs were circulated in the *TETYC Journal*.

In preparation for NLNAC, five ad-hoc committees to evaluate lab, student clinical paperwork, clinical scheduling, safety and student outcomes were developed. Four faculty and department chairs attended the NLNAC Self-Study Forum. Faculty committees reviewed all aspects of curriculum and write self-study.

The Medical Records Coder Program Coordinator kept statistical information required for the AHIMA accreditation process. Statistical information includes: graduation stats, certification examination results, and job placement as well as retention rates for the MRC program.

The machine tool faculty is still promoting NIMS certification to the machine tool programs at local career centers and high schools.

In 2008 and 2009 the Engineering Department participated in four times as many recruiting events as in years past. This includes school-sponsored events such as Open House and Show Case, and MEBA sponsored events on the various campuses. The department was represented at most local high school career fairs this year, and numerous off-campus events sponsored by SCE&G.

The Engineering Department Chair and the Outreach Coordinator conducted a two-hour technical seminar on fuel cell technology.

COLLEGE GOAL 4:
The college partners with community constituencies to strengthen the educational, social and economic vitality of the community.

PRIORITY INITIATIVE:

Collaborate with economic development organizations and higher education institutions to increase business and industry development.

PROGRESS ACHIEVED:

The Industrial faculty participated in the Engineering & Industrial Career event sponsored by MEBA during the fall break. They have been working with MEBA to recruit representatives from business and industry to participate in career events and as guest speakers at the local schools and at MTC.

The college assisted with the MEBA Career Guide booklet, which addresses both engineering technology and engineering transfer opportunities at MTC with the appropriate contact information.

Media Services worked with Public Affairs by providing support/setup of the Hydrogen Fuel Cell conference display.

Resource Development worked with several community constituencies currently serving on the advisory boards of the various career programs to obtain their input on critical skills for new hires and recent graduates. Several focus groups were hosted to help identify challenges and barriers to student learning for use in the QEP. Additionally, Resource Development worked with the local economic developers on market research and support of US Department of Labor grant applications during the year.

NE Accelerator construction was completed and the facility was occupied in fall 2008.

Design for the Northeast Engineering and Science wing is approximately one third of the way complete and will continue as funding is authorized.

Student Employment Services works with ReadySC and often advertises for major hiring or schooling of a new employer or an employer needing to expand its workforce.

The first two employees hired by the first fuel cell company in South Carolina, Trulite, were MTC students who responded to a listing on the Student Employment Services website.

Student Development Services departments participated in more than 15 high school and community events for more than 1,000 participants to promote employment needs for current and emerging workforce needs.

All open Michelin Scholar positions have been filled, and an enrollment pipeline of 58 students has been created for the new Nuclear Systems Technology program. Thirteen of these students will begin the VC Summer/SCE&G internship in summer 2009.

PRIORITY INITIATIVE:

Expand and strengthen the role of program advisory committees.

PROGRESS ACHIEVED:

Permission was secured for Chief Nursing Officers who are members of the advisory committees to obtain needed employer survey information from their facilities**.**

The Pre-Health Advisory Committee met officially for the first time in 2008.

Each Industrial program is reviewing the participation of the current advisory committee members and recruiting new members to replace the members who are rotating off.

Public Affairs created an online communications tool for the college's advisory committees to understand their role in planning, reviewing and maintaining college program offerings. The Advisory Committee Website serves as a handbook for new Advisory Committee members. It provides an overview of the college and provides a summary of what a representative might expect during their tenure on an MTC Advisory Committee. This site can be viewed at www.midlandstech.edu/advisory committees.htm.

In college marketing materials, Public Affairs mentioned that MTC teaches the skills that employers demand. MTC regularly invites business and industry representatives to review our program offerings; in this way our students are ensured of getting the specific, hands-on skills that lead to rewarding jobs.

PRIORITY INITIATIVE:

Seek opportunities for dialogue and interaction to ensure the college is proactive in its participation in advancing the community.

PROGRESS ACHIEVED:

A special *Stylus* focusing on US military service in MTC community with student works and award-winners will be published in fall 2009.

English faculty members continue to attend Richland One Middle School board meetings and to support its programs in appropriate ways.

All Health Sciences program directors participated in their professional associations meetings.   Three of the Program Directors also participated in a regulatory body meeting of their respective Boards.

Members of the Business/Public Service faculty participated in meetings with Red Rock Developments (business developer for the ECA), the intention of which was to identify changing trends and major players in the markets to be served by the Enterprise Campus.

The Executive Director of the Enterprise Campus Authority and B/PS faculty members collaborated on the monthly MTC Entrepreneur Club activities during the year, ensuring maximum participation and variety of topical speakers of interest to club members.

Fifteen businesses have been started by MTC graduates of the MGT/MKT/ENTRE-PRENEURSHIP Programs in the past three years.

Continuing Education assisted in forming the Advisory Committee comprised of Batesburg-Leesville community leaders and they held its inaugural meeting in June 2009.

Continuing Education worked with ApprenticeshipSC to begin the first apprenticeship program in Fairfield County.

CE worked with the Midlands Workforce Development Board and the One Stop Center to offer QuickJobs in Fairfield County.

The Service Learning Management System has been designed, coded, tested and approved by users.

CE worked with Fairfield Career and Technology Center to utilize space for, design the program and build a QuickJobs Center in Winnsboro.

CE worked with the Fairfield Economic Developer on one large welding prospect.

New Student Advisement/Orientation Services and Student Financial Services completed the annual Registration survey (1199 students), to those who were awarded financial aid but did not attend.

SFS has acquired two online financial literacy resources for students that will be linked to the FSF website.

PRIORITY INITIATIVE:

Promote learning opportunities that strengthen civic responsibility.

PROGRESS ACHIEVED:

The service learning component of COL 105 is an integral and required section of the COL 105 course.

The Director of Faculty Development collaborated with the program director of Human Services to provide a fall Inservice session on service learning; a presentation by the AVPAS on MTC CARES was also included in the new faculty orientation series in the spring; this session was taped as part of an upcoming video to be made available online for new faculty.

Eleven of the 13 Health Sciences programs (85%) require their students to participate in

a discipline-related professional organization. Opportunities for leadership roles related to these memberships included service on ad hoc committees and in the executive offices of MTC, state, regional and national components.

All Health Science Programs choose a student representative to participate on the program's advisory committee for the college.

SPA 155 was offered in spring 2008.

Projects and service opportunities have been provided and initiated such as students in the Web Design and Maintenance program are working on a project with a company in the business community.

Student Life submitted a Service Learning Project from Human Services students to the 2009 Commission on Higher Education Service Learning Competition and also submitted two service learning projects to the SC Technical Education Service Learning Competition.

Student Life sponsored the Palmetto Health Richland Children's Hospital toy drive.

PTK sponsored an Easter Egg hunt to collect food and books for Project Graduation: Feed the Body and the Mind, and collected books for the Better World Books program.

The MLT Club collected holiday packets for soldiers and held a Thanksgiving canned food drive and a community blood drive.

Student Life and the MTC Student Advisory Board sponsored a holiday card signing for soldiers overseas.

The MTC Student Human Services Organization sponsored the sixth annual Jane Addams Gala.

Student Life helped coordinate and support community service by the MTC Student Advisory Board and its 20+ student organizations.

SIFE projects included Goodwill Employability Workshops, participation with Junior Achievement activities, and generally teaching "giving back to the community."

AAMLI students were involved with mentoring Department of Juvenile Justice students and with Big Brothers.

COLLEGE GOAL 5:
The college serves as a catalyst in economic development.

PRIORITY INITIATIVE:

Design and implement innovative, proactive programs to address the needs of the business community and expand the workforce.

PROGRESS ACHIEVED:

The Industrial department continues to work with Continuing Education and the business partners to promote opportunities to establish apprenticeship opportunities for our students and their employees.

The SCE&G Nuclear systems certificate is in place and courses will be offered for the first time in Fall 09.

The Michelin Scholars program is in place and is routinely accepting EET students into its ranks.

Media Services' Copy Center supplied a new digital copier for Trulite and future occupants for their use of printed materials.

Continuing Education worked with business partners from all clusters to identify, develop and deliver training.

MTC Perkins IV funds were disbursed to MEBA, and these resources were used to develop programs and publications for secondary educators and K-12 students to support awareness of emerging career fields in areas such as alternative energies.

Counseling and Career Services/Student Employment Services provides employability/job success skills 24/7 through online resources. In addition, the service provided career days, resume critiques, mock interviews and internship/cooperative education resources.

PRIORITY INITIATIVE:

Promote public/private partnerships and enterprise development.

PROGRESS ACHIEVED:

The Health Sciences (HS) Department Chair and the Surgical Tech Program Director continued through the summer and early fall of 2008 to provide information for the college to seek financial support from Providence for the Surgical First Assistant Program.

The HS Department Chair, representatives from the Advancement Division and the Executive staff met with Physician's Care Charity to express appreciation for the funding in the past and to suggest future giving opportunities.

Public Affairs ensured state and local lawmakers were included in college events such as the college graduation, Harbison Bell dedication, and groundbreaking and ribbon cutting events.

Public Affairs arranged partnerships with the Greater Columbia Chamber of Commerce resulting in college promotion in the Chamber's website, annual Regional Review publication, the City Map Project and the Focal Points newsletter.

Five specific economic development clusters were identified and the following alliances were established during the year: six alliances in Transportation and Logistics; 37 alliances in Alternate Energy (Hydrogen/Nuclear); 11 alliances in Information Technology (Insurance Industry); three alliances in Advanced Manufacturing (Automotive Industry); and six alliances in Health Sciences.

Six activities were requested that led to the establishment of the newest business accelerator client, Trulite, Inc.

Presentations on the Enterprise Campus and career opportunities were made to Faculty Council, Staff Council, SDS Management Council, Student Advisory Board and five sections of COL 105, and the Director of Student Employment Services assisted the new Enterprise Campus clients with hiring their first employees.

PRIORITY INITIATIVE:

Establish programs to promote entrepreneurship and small business development.

PROGRESS ACHIEVED:

MTC with the Midlands FastTrac Collaborative continues to play a substantial role in generating interest, skill sets, and excitement around entrepreneurship. During 2008, MTC Continuing Education staff trained 72 FastTrac students, out of 259 across the state. During the first six months of 2009, MTC trained an additional 22 students.

Continuing Education's key partners such as Greater Columbia Chamber of Commerce (free one-year membership for FastTrac grads) and City of Columbia Office of Business Opportunity (OBO, with scholarships for many students) make these accomplishments possible. An additional note: reflecting the diversity of the service

area, over 60% of FastTrac graduates are minority and/or female.

Student Life provided club funds award opportunities to the new SIFE student organization.

A staff member within Counseling and Career Services/Student Employment Services served as co-advisor to the SIFE student organization and helped provide logistical and administrative support to the group.

COLLEGE GOAL 6:
The college validates its programs and services through a comprehensive evaluation process.

PRIORITY INITIATIVE:

Develop systematic processes that provide the leadership of the college with information and data to support strategic and operational decision-making.

PROGRESS ACHIEVED:

Data charts for all English Department courses reflecting student learning outcomes data were compiled and are available on the English Department shared drive, and all reports were provided to the LEARN system.

English Department full-time and adjunct instructors have been involved in systematic discussion of SLO data and accompanying departmental needs through: 1) regular Course Committee meetings for ENG 010/100, ENG 101, ENG 102, and 200-Level English Courses, 2) a series of SLO Information Sessions held in both fall 2008 and spring 2009 across campuses and with day/evening options, and 3) semester departmental meetings.

HS programs have completed the 210 HS course student learning outcome assessments.

Department chairs and program coordinators received training in student learning outcomes, data collection and analysis, and reporting process. Rubrics were developed and used to evaluate process and programs.

Student learning outcomes (SLO) assessment data was collected from all English courses. Course Committees identified 1) patterns of weakness in student Communication, Information Literacy, and Humanities competency skills, 2) the need for increased professional development for instructors, and 3) changes needed to clarify performance measures and rubrics for more valid assessment. Each area of recommendation has been addressed, through: 1) an inaugural spring 2009 Best Practices Conference featuring sessions and presentations by instructors of pedagogical approaches to strengthen weak student skill areas, 2) a series of SLO Information Sessions held in both fall 2008 and spring 2009 across campuses and with day/evening options, and 3) revision to improve performance measures and rubrics. Each semester's data is then referenced in analyzing the next semester's data.

The MAT department has assessed student learning outcomes for every section of every course offered during the summer, fall and spring terms. Pivot tables have been developed making analysis possible by any variable.

Faculty collected data utilizing assessment instruments and compiled data for each course. Faculty teaching courses met to write course level reports each semester. Department Chairs reviewed Course Level Reports and uploaded to shared drive for entry into LEARN system.

The Radiographic Technology, Physical Therapist Assistant, Nuclear Medicine Technology and Medical Laboratory Technology programs have posted their Executive Summaries and Recommendations.

The 210 Health Sciences Program course syllabi was reformatted in the newly approved display and incorporated into the Student Learning Outcomes (SLOs).

A space analysis was conducted for the construction-related programs; it indicated that a minimum of 12,000 square feet is needed to house or expand the following construction-related programs: Building Construction, Welding, Industrial Electricity, and HVAC/R.

SLOs were developed, implemented, and are currently being tracked by the Science Department.

A process was developed for the collection of data for twenty-one Social and Behavioral Sciences courses. Data was collected and analyzed for summer 2008, fall 2008, spring 2009 and recommendations for improvement were made.

ARP updated and published the MTC Institutional Effectiveness *2008-09 Operational Plan and Report Card.*

ARP updated the annual Institutional Priorities, which were approved by the MTC Commission and forwarded to the SCTCS and the SC Budget and Control Board within the established timeline.

Media Services stands willing to assist with a new web/printed version of the MTC Fact Book.

Media Services worked with ARP on developing a new website for their Academic Program Review website. This would allow faculty to work electronically by downloading all documents via PDF format.

Media Services' Copy Center established a comment/suggestion box for input from faculty and staff on enhancing the delivery of services.

Media Services' Copy Center was part of a college-wide survey completed by ARP.

The college has obtained a new banking contract with Wachovia Bank beginning FY2009 and ending FY2014.

The RFP process has been completed for electronic student refunds. A bid has been received and the college is in the process of negotiating with the bidder.

Continuing Education data continues to be gathered and used for strategic decision making – including how to cut budgets with the least impact to students.

Data on student course placement results and success in courses were reviewed by the Offices of Student Assessment and Assessment, Research and Planning. Results were presented to Academic and Student Development Services personnel for adjustments as determined. Additional research questions were added, and the evaluation/adjustment process is continuing.

ARP and Student Enrollment Services completed the annual high school report. MTC's high school enrollment rate grew over 40 percent while the service area graduation rate and overall college enrollment rate grew less than 25 percent.

PRIORITY INITIATIVE:

Support the development and use of national and peer comparisons to measure the effectiveness and efficiency of academic and administrative performance.

PROGRESS ACHIEVED:

All HS programs that submitted annual reports received satisfactory responses from their national accrediting agencies.

A self study was completed for AET, CET, and EET in fall of 2008. The Department successfully completed an ABET inspection in November of 2008. The 30-page report was submitted in February and ABET cited three relatively minor problems and asked for an interim report in two years.

The AOT version of the MET program has been approved. The proposal for an MET degree has been written and awaits approval by committee and State Tech.

The Engineering Technology planning process has proceeded slowly due to interference from the ABET accreditation effort, but the department is on schedule and all SLO forms and other documentation has been prepared.

Analysis of the engineering data collected shows the college's retention rate is actually good even though MTC is a "top-tier" school. In other words, we work them hard, but graduate as many as the schools that don't.

The Test of Understanding Economics for both ECO 210 and 211 was given to all sections for fall 2008 and spring 2009, and the results have been evaluated.

ARP acquired and reported MTC's performance against national benchmarks in areas of retention, financial operations, enrollment, faculty salaries, student and faculty/staff diversity, and graduation rates.

The Development Office consulted with peer institutions in South Carolina to establish benchmarks in current fundraising opportunities and initiatives.

Using national and peer comparisons, Instructional Design worked with faculty and developed online standards approved by the Academic Affairs Council.

The Compliance Certification Report is complete. Documents were sent to SACS on time to be reviewed. The Focus report is due to MTC in mid-June. The site visit is scheduled for late October 2009.

The Association of Physical Plant Administrators (APPA) survey was completed for 2008-2009.

PRIORITY INITIATIVE:

Support department-based research by faculty and staff.

PROGRESS ACHIEVED:

Student performance tracked in each course each semester using Student Learning Objectives and grades. In fall 2008, a total of 45 students were repeating NUR 101 after having been unsuccessful on the first attempt. All students had previously completed NUR 100; 84.4% of the students (38/45) were successful in their second attempt. In spring 2009, a total of 10 students were repeating NUR 101 after having been unsuccessful in the first attempt. All students had previously completed NUR 100; 90% of the students (9/10) were successful on their second attempt. This compares with a success rate of 79% on the second attempt prior without NUR 100.

The Respiratory Care Program implemented an admissions criteria change to require a "B" in BIO 112 for entering students; this admissions change was based on the research conducted through ARP that showed students were significantly more successful in the program when a grade higher than a "C" was earned.

The Physical Therapist Assistant Program implemented an increase in the required Phase I GPA for entry into the clinical phase of the program; this change was based on research conducted by a contracted consultant and PTA Program Director who retrospectively reviewed student success in the program compared to such criteria as GPA, grades in science courses, and overall grade in the Phase I curriculum.

Research was conducted and a final report was written identifying skills, specifically active reading skills, needed for student success in PSY 201.

A PSY 203 post test was given and results were analyzed for all sections in summer 2008, fall 2008 and spring 2009.

ARP worked with department chairs in the design of research projects on student success in entry level courses, student performance on pre and post tests; student retention and tracking and student satisfaction with a variety of programs and services offered at MTC.

ARP completed and forwarded separate reports of Psychology and Sociology Learning Objectives Project to Cindy Roof, Paul Livingston and Meifang Zhang.

Members of the SDS Datatel technical team continued to enhance their knowledge about the Datatel system's Communications Management to communicate with students, to run queries to identify student groups, and to use SAVE lists in student processing.

Student Development Services implemented an online survey to obtain information on office hours and combined information from two semesters of student-service usage information to determine changes in office hours for 2009-10.

A follow-up survey was conducted with students who had financial aid awards in fall 2008 but who did not enroll in fall 2008 classes. Most students planned to enroll at a later date.

Student Advisement and Orientation Services conducted surveys of prospective students and their family members who participated in on-campus orientation.

Counseling and Career Services is coordinating with the ARP office to develop an online survey of satisfaction with services.

SDS Technology Services used the Student Online Advisory Panel to provide feedback on the MTC Bridge Program website, changes to the Admissions and Student Employment Services websites and the new MTC Online feature linking student registration in courses with required textbooks for the courses.

PRIORITY INITIATIVE:

Enhance the college's national recognition as a leader in institutional planning, effectiveness, assessment and innovative research concepts.

PROGRESS ACHIEVED:

The college developed several in-house trainings for Student Learning Outcomes Assessment, which can be modified for outside presentations and searched for appropriate venues for publication and presentation for the coming year.

ARP developed data to support the college's reaffirmation process. Assistance was given through meetings, data retrieval, data input and reports were completed for the Administrative LEARN files for the SACS reaffirmation process.

Three ARP staff members served on QEP committees and participated in the report writing, editing and final draft for the QEP report.

ARP acquired data and reported information on student retention, enrollment patterns of first time on-line students, and MTC peer comparisons on selected variables.

Public Affairs communicated many important college achievements through local, regional and national media coverage. With the declining economy as one of the top news stories of the year, the college worked to provide the media with positive coverage on the college's accomplishments in the areas of economic development and career preparation. *The State* newspaper, *SC Biz News* magazine, the *Free Times*, WIS News 10 and WLTX News 19 were some of the media outlets that dedicated significant coverage to the college's successes. News of the college's new nuclear systems technology program was publicized through *SC Biz News*, the *Herald Independent* and several other publications. The college received significant local coverage as well as national coverage in the *Army Times* for having the first student in the nation to be registered in continuing education classes through AVOTEC funding. News of the college's Business Accelerator grand opening was featured through major stories in *The State* newspaper, *SC Biz News* and other publications.

Public Affairs garnered media coverage for faculty and staff successes through a variety of publications. News of a faculty member being named President-Elect of the Association of Collegiate Business Schools and Programs was publicized through the *Columbia Star* and the *Lexington Chronicle*. Staff honors, including major statewide and national awards, were featured in publications such as *Greater Columbia Business Monthly,* the *Columbia Star* and midlandsbiz.com.

Business Affairs staff presented a session on "Practical Business Continuity Planning" at 2009 Spring Southern Association of College and University Business Officers

(SACUBO) Conference; a round table discussion on "Partnerships – Funding for Capital Projects" at 2008 Fall Government Finance Officers Association (GFOA) Conference; MTC experience and benefits achieved with document management imaging system to the technical college system Chief Business Officers; "Risk Management and Internal Controls" at the national Community College Business Officers conference; and "Best Practices for Self Operated Bookstores in Community Colleges" at the 2008 Community College Business Officers national conference.

The Budget document was submitted to Government Finance Office Association for the Distinguished Budget Award.

The Comprehensive Annual Financial Report (CAFR) was submitted to Government Finance Officers Association (GFOA) for the Certificate of Achievement for Excellence in Financial Reporting Award. The college was notified that it has been awarded the Certificate of Achievement for Excellence in Financial Reporting for FY2007-2008.

The Director of Student Assessment shared strategies for successful programs and services for an Assessment/Test Center through a national conference presentation to NCTA members and through daily participation in the NCTA and NODA list services. The Director also serves as a consultant for ACT on COMPASS test software and user concerns, as well as a peer mentor for the National College Testing Association.

Counseling and Career Services presented on the African American Male Leadership Institute at the S.C. Technical Education Association Conference in Myrtle Beach and at the national convention of the American Counseling Association in Charlotte.

The SDS Technology Coordinator presented a session at the League for Innovation for the Community College on how the AskMTC online system provides more accurate, consistent and timely responses to student questions while reducing college resources for manual responses.

The Vice President for Student Development Services shared information on implementation of the South Carolina Education and Economic Development Act and K-12/College collaborations at the ACT National Workforce Advisory Board.

PRIORITY INITIATIVE:

Develop and disseminate information needed to influence the direction of post-secondary education in South Carolina.

PROGRESS ACHIEVED:

An IST faculty member has met with the department chair and career programs project coordinator to identify schools to include in MTC middle college high schools, career centers and selected high school programs to visit and begin a dialog to provide information technology education and employment opportunities.

Media Services produced a video high-lighting the College's Security Enhancement upgrades throughout all the campuses.

Media Services works with faculty to repurpose obsolete equipment by converting 35mm slides to any requested graphic format for use in PowerPoint presentations and image slideshows.

Media Services' Copy Center will maintain an operating status log for its equipment and staff in order to evaluate leasing contracts, purchasing of replacement equipment, and flow control to assess workloads for making budgetary decisions.

Media Services' Copy Center provided a comprehensive report on copier costs and alternates. This will enhance accountability and control expenditures.

Media Services' Copy Center worked with Information Management System (IRM) in developing the copy center accounting system. This allows the copy center to enter data **more** accurately and will enhance the overall production. This would also allow departments to receive monthly copy charges electronically.

The Director of Student Assessment serves as a peer mentor and consultant to colleagues in the 16 member college system for the SC State Board of Technical and Comprehensive Education.

The Director of SFS served on a state Lottery Tuition Assistance task force for the SC Technical College System and was asked by administrators of the SC Board for Technical and Comprehensive Education to serve as a financial aid consultant to another college in the system.

SES staff share innovative and successful strategies through SCACE, Career Services Peer Group and the SC Association for Registrars and Admissions Officers (CACRAO).

Counseling and Career Services share information through the State Technical College Counseling Peer Group and the State Technical College Disability Peer Group.

PRIORITY INITIATIVE:

Develop and implement comprehensive risk management strategies.

PROGRESS ACHIEVED:

A criminal background check process was designed and implemented for new employees.

Off-site physical backup and recovery processes have been reviewed and updated. Hardware and software for real-time off-site replication is in place.   Processes and procedures are being designed and tested, with anticipate completion in summer 2009.

Compliance and operational audits have been completed including but not limited to Enterprise Campus Audit, Procurement Card Review, Financial Aid, IRM check flow, petty cash audits, travel audits and Procurement file compliance audit.

College policies and procedures are under review for the current cyclical period.

An emergency outdoor siren has been installed on one campus and is being tested for implementation on other campuses.

An intrusion system for some of the college's remote buildings was installed and tested.

A public Safety candidate has been identified and the request to hire has been submitted for approval by the state's Office of Human Resources.

The AVP SDS, in conjunction with the Director of Operations, met with a table top trainer to review and develop BCP updates.

COLLEGE GOAL 7:
The college engages in efficient, effective and innovative resource development and management.

PRIORITY INITIATIVE:

Seek partnerships with local agencies and higher education institutions to enhance and leverage resources.

PROGRESS ACHIEVED:

The Library retained membership in PASCAL incorporating PASCAL Delivers and databases.

The Allied Dental Education Programs Director negotiated new contracts with Central Carolina, Aiken and Orangeburg-Calhoun Technical colleges in fall 2008.

Media Services' Copy Center toured printing facilities at BlueCross/BlueShield, UNC-Charlotte, Medical Center of Georgia, and Richland One School District companies.

Media Services' Copy Center provided information and assistance to York Technical College in reference to daily operations of the copy center.

Media Services provided Technical College of the Lowcountry (TCL) with an on-site demo of our departments Live and On Demand streaming services/process.

Media Services visited SCANA for a guided on-site tour of their video-editing suite.

Media Services, working with outside vendors, purchased and installed new satellite dishes and receivers on all campuses to receive local off-air channels in accordance with the June 12, 2009, FCC mandated digital television transition.

Media Services collaborated with the SC Bar Association in support of their continuing education training.

The Resource Development office is fully staffed with a new director and a grant research assistant.

A new grant opportunity referral system was developed to rapidly notify college constituents of funding opportunities in an effective and timely manner. Fifteen grants have been referred to date.

Resource Development worked with college personnel to build on community partnerships and incorporate these relationships into grant applications.

MTC partnered with education providers on both the secondary and university level and with Work Force Investment Boards, Economic Development Professionals and numerous community nonprofits in the seven grant applications submitted in the past year. MTC played a supporting role for Fast Forward, a community-based nonprofit working with veterans, in the US Department of Labor Veterans Employment and Training Services Grant.

Researching grant opportunities was greatly intensified with the recent passage of the American Recovery and Reinvestment Act in February 2009. Opportunities are slowly being released for public review and involve a great deal of partnering in applications.

Counseling and Career Services used a Memorandum of Understanding (MOU) with Palmetto Health Richland Behavioral Health developed in the previous year to provide free crisis assessments to MTC students 24/7.

The Office of Student Assessment successfully opened the On-Base National Test Center at Fort Jackson, SC. This center administers CLEP and DANTES exams primarily for active duty military and DOD employees and their families.

PRIORITY INITIATIVE:

Seek and obtain alternate funding.

PROGRESS ACHIEVED:

The college continued to fund veteran adjuncts to assist with the Expanded Duty Dental Assisting, Medical Assisting and Pharmacy Technology programs.

The Industrial department has collaborated with continuing education on investigating a weatherization grant. This is part of the grant pursued by the SC Technical College System office.

A cooperative effort with USC's Department of Chemical Engineering and Trulite sought funding from SCRA. The Department will continue to work with USC or will find other sources on its own in 2009/2010.

The Development Office continued with annual giving campaigns with a second year mailing to graduates of the Human Services, Paralegal and Dental Hygiene programs, in addition to a Faculty and Staff campaign began in August 2008. New annual giving mailings were made to the Radiology Technology and Nursing programs. A solicitation letter to MTC retirees and MTC Foundation Board was completed in fall 2008.

Public Affairs organized an ad campaign to raise awareness of the MTC Foundation's Major Gifts Campaign, *Investing in the Future*, in the business community. The ad series, which featured prominent community leaders, appeared in *The State* newspaper, *Columbia Business Monthly* and the Columbia Chamber's *Focal Points*. Public Affairs also arranged for significant Campaign announcements to receive maximum exposure in the local news media such as a press announcement of the college's first $1 million gift from area hospitals.

Resource Development has joined over 20 grant watch groups and electronic notification systems in addition to active membership with the Council for Resource Development (CRD), an affiliate of the American Association of Community Colleges. In addition to setting up a regular grant/foundation watch cycle, Resource Development participated in numerous training sessions sponsored by the CRD as well as the primary funding sources. Resource Development became the central point of information at the college on the American Recovery and Reinvestment Act (ARRA) funding opportunities and has worked with the college constituencies to pursue all possible funding sources related to the college's mission and goals. While a lot of ARRA planning in underway, especially by state agencies, five competitive grants have been published that touch on the college's mission to date. One has been submitted and four are in progress.

Continuing Education worked with Fairfield County to obtain EDA and SC Department of Commerce grants to build a QuickJobs Center in Fairfield County; with business partners to submit ApprenticeshipSC grants; submitted QuickJobs Carolina proposal for funding and worked with Midlands Workforce Development Board on QuickJobs and Quickskills programs.

Continuing Education worked with two sister technical colleges to submit a US Department of Labor grant for the energy industry.

Counseling and Career Services works with Vocational Rehabilitation to receive partial reimbursement for sign language interpretation services for deaf students.

Student Development Services acquired $40,150 in EEDA Pathways funding to identify high school juniors who are academically under-prepared and also to identify college-ready students who are ready to participate in dual enrollment courses with local high schools.

PRIORITY INITIATIVE:

Develop methods to conserve resources and increase revenue.

PROGRESS ACHIEVED:

It was proposed to the Academic Affairs Data Coordinator that a "ghost faculty" be assigned a colleague ID number so that cooperative clinical experience contact time could be assigned to them rather than to HS faculty who were not actually one-on-one with students in the clinical sites.

The fees charged by the dental clinic have consistently generated sufficient income to cover the medical supply line item.

Media Services utilized "Edu-bucks" in place of a registration fee when registering for the InfoComm International Conference.

Media Services continues to look for savings when purchasing multimedia equipment for classrooms and conference rooms through multi-purchase savings and rebate programs when available.

Media Services, through the use of educational discounts, has purchased production computers and two high-end video editors and two production systems from Apple, Inc.

Media Services' Copy Center will continue to work with vendors such as Ricoh in migrating from the Xerox Digipath system to a Digital StoreFront System, which is less expensive but will provide identical, if not better services to the college's faculty and staff.

Media Services' Copy Center teamed with Financial Aid Services in printing of the Life Scholarship Certificate and the SC Need-Based Grant Certification Affidavits.

This will save the college more than half the expenses if an outside vendor had been used.

Media Services' Copy Center continues to monitor and advise departments that use outside printing vendors.

The Continuing Education billing letters process has been automated.

The payroll department has been working in conjunction with HRM and IRM to automate the web time entry for contractual employees and should be implemented by August 2009.

The college implemented online Employee Performance Management System (EPMS) and online Web Time Entry for full-time employees.

The college designed an automated temporary agreement process.

An analysis of mail distribution and staffing resulted in a change in delivery options to be implemented summer 2009.

Increased number of procurement cardholders and the increase in card use resulted in increased state rebate as well as cost reduction by not producing as many purchase orders.

The mandatory direct deposit of employee's pay information has been implemented with viewing of direct deposit pay online implemented also.

The direct deposit of employee's expense reimbursements is being tested and should be implemented in the fall 2009.

MTC automated the bookstores' and the Financial Aid download processes.

A review of the feasibility of expanding support hours was conducted relating current service request volume and type.

Current workload prohibits moving resources to other shifts. Number of requests requiring attention after normal hours does not justify additional staff at this time.

Fire alarm systems design is complete and has been submitted to the Office of State Engineer for approval.

The computerized parking management system has been purchased and is being integrated with Datatel for automatic debiting of ticket fines to student accounts.

The HVAC units in Saluda Hall classrooms and many offices were replaced, and the HVAC controls in the Wade Martin Building were replaced.

Human Resources continued restructure and realignment of duties.

College representatives attended Richland, Lexington and Fairfield County Councils meetings as needed.

New Student Advisement and Orientation Services answered 194 email inquiries received through the "Ask an Advisor" feature, (an increase of 3%) linked through the Enrolled Students folder of the college's home page.

Student Employment Services (SES) has converted nearly all department resources to an online, virtual format to better serve students and alumni on multiple campuses and at off-campus sites. Kuder career assessments are available online to students.

SDS realized savings of $220,000 in costs from these re-engineering actions: the WIA Program online application, the MTC Admissions application is an online process, including status checks, the MTC Student Handbook converted to an online only version, saving $26,000 per year, document imaging was implemented, and service

hours for SDS departments were studied and have been reduced to decrease contract costs.

Admissions documents were prepared for conversion to Doc-e-Scan.

New student code violation and grievance files will be scanned into a document imaging program and may be viewed (by those with access granted by IRM) using Doc-e-View.

MTC participated in the pilot test for converting high school transcript transmissions to an electronic format.

Student Development Services served as the pilot division for the online EPMS process. Managers and staff were trained on the new process and EPMS planning stages were placed online.

New Student Advisement and Orientation Services developed online training modules and podcasts to assist students with the enrollment process.

Enrollment Services (Student Information Services) worked with Assessment, Records, and New Student Advisement to provide seamless registration assistance for transient students.

PRIORITY INITIATIVE:

Position the college to maximize state and local support.

PROGRESS ACHIEVED:

The Industrial department chair is serving on the Enterprise Campus and faculty relation committee and has met with Tom Ledbetter and the representatives from Red Rock Development for a brainstorming session on a possible client list from the industrial and energy sectors.

Media Services created presentations that feature and highlight the college to state and local organizations including the: Richland County Council, Richland County Legislative Delegation, Lexington Legislative Delegation, Government Finance Officers Association, Enterprise Campus, and Midlands Education Business Alliance among others.

Public Affairs created an assortment of communications materials designed to assist the college in communicating its legislative funding priorities to its various stakeholders.

Public Affairs ensured state and local lawmakers were included in college events such as the college graduation, Harbison Bell dedication, and groundbreaking and ribbon cutting events.

Public Affairs coordinated a number of advocacy events including VIP bus tours of the Airport and Northeast campuses, luncheons with State lawmakers, and an evening reception with County Councils.

COLLEGE GOAL 8:
The college recruits, retains and develops exceptional faculty and staff.

PRIORITY INITIATIVE:

Provide opportunities and funding to ensure the on-going professional development of faculty and staff.

PROGRESS ACHIEVED:

Nine Library faculty and staff were awarded professional development to attend training and conferences. Four additional faculty and staff attended conferences and training. A trainer came to the library to train librarians on new Smart Board technology.

HUM continues to encourage all faculty to read and learn in their fields of study and

they are encouraged to apply for professional development opportunities. One such faculty has completed the non-credit Certified Online Instructor program through LERN.org.

A consideration in the textbook selection process was that publishers would conduct or assist the coordinators in providing workshops to assist faculty to become more familiar with the supplemental material offered by the publishers.

English Department adjunct and full-time instructors participated in Adjunct Advisory Committee and Online Learning Management System advisory meetings throughout 2008-09.

Nursing faculty attended various workshops on campus and through the Nursing Department. Altogether, funding was provided for 25 faculty and one staff to attend 23 continuing education events including the state and national Student Nurses Associations conventions.

Faculty Development sessions will be included annually in new faculty orientation series and at the Adjunct Faculty Annual Conference.

Eight of the 13 Health Sciences programs utilized program "travel" monies to provide assistance for at least one of their faculty members to participate in a professional development opportunity in their discipline. A total of 15 faculty received professional development monies from within their program budget.

Each of the HS administrative specialists were provided opportunity to attend a professional development event through Academic Affairs funding.

Four Business/Public Services staff members completed introductory training in Excel and PowerPoint and used the training to create presentations to support departmental meetings and enable them to better support faculty with student learning outcome assessment activities.

ARP office personnel received advanced training on retrieval and use of data using our Datatel trainer at Harbison. Information was shared by the Finance and Accounting area and several national and regional conferences were attended including SACS, SAIR and Students in Transition.

Media Services staff has attended the following conferences: InfoComm International, SMART Technology Classroom Show Case, SACS, and Apple Final Cut Pro Tour.

Media Services staff members attended PowerPoint 2007 classes, Planning & Maintenance Win Serv. 2003 class, A+ Complete Bundle Class, Adobe Training, Desire 2 Learn Training and Extron Certification.

Media Services staff members participated in the following webinars: DroboPro Storage, The Changing Role of IT Video Productions for Universities and Church, Crestron Webinar Campus Wide Management Systems and Intro to Response 5.0 for PRS and Cricket.

A professional development day was provided for Business Affairs employees in fall 2008 and a half day at the Business Affairs spring meeting.

Business Affairs staff attended various professional development training sessions: Community College Attorneys conference, employment law update, human resource management, leadership, conflict resolution conferences/training, Southeastern Datatel User's Group conference, an Identity Theft and Gang awareness seminar, Government Finance Officers Association (GFOA) fall and spring Conference and the Southern

Association of College and University Business Officers (SACUBO) Spring Conference, a two-day Datatel training at York Technical College, training in summer 2008 from NACS, School Dude work order management system training, administrative assistant training and training on energy conservation.

MTC developed and implemented a mandatory employee training program.

The orientation program design and development are completed. Packets are provided to faculty during Academic Affairs orientation. Packets provided to staff upon request for IT service initiation from supervisor.

Adjunct faculty were given the opportunity to participate in professional development by attending Continuing Education courses at no cost.

The AVP SDS Office purchased and made available multiple teleconferences, including "Maintaining Campus Security" and "Dealing with Upset Students."

One SFS staff member completed a tax course to be familiar with complex tax situations and be able to train other SFS staff members.

Two financial planning modules for students have been identified and will be added to the SFS website in 2009-2010.

The SDS Technical Team continued to meet and work on issues such as address accuracy for student communications. Staff also participated in additional Datatel training on Communications Management, query writing, and using SAVE lists.

The Office of the VPSDS made $19,000 available to SDS staff through an intranet web page on the SDS website, and approximately 30 staff received PD funding under this process.

A session on customer service was included in the spring 2009 SDS division meeting.

PRIORITY INITIATIVE:

Develop and implement innovative strategies for the recruitment and retention of faculty and staff.

PROGRESS ACHIEVED:

The Director of Faculty Development developed and implemented two new faculty orientation series, one for faculty hired for fall semester, and another for spring semester; in addition, the first Adjunct Faculty Annual Conference was held the evening of fall Inservice.

Humanities hired a full time SPC 205 instructor and new ART and HIS adjunct instructors.

An IST faculty member has met with department chair and identified companies willing to provide guest speakers. Companies include TM Floyd, Colonial Life, and Blue Cross/Blue Shield. A Seminar on IT careers and employment was held during spring 2009 semester.

The AVP SDS Office coordinated SDS practica experiences for four graduate students from USC and Troy State, who were majoring in Student Personnel Services, Higher Education and Counseling.

The AVP SDS Office served as a host for two USC graduate school community college classes and provided four presentations and tours.

PRIORITY INITIATIVE:

Ensure accurate and meaningful communication college-wide.

PROGRESS ACHIEVED:

The English Department ASC Writing Tutorial Coordinator has provided hard copies of writing tutorial reports to college-wide faculty and is working to provide electronic reports via email in 2009-2010 to reduce copying costs.

The Faculty Manual was revised.

MTC implemented common syllabi for Arts and Sciences courses and a common look for departmental website pages in Arts and Sciences.

The health sciences programs web pages were redesigned and the work practice procedure was established that HS administrative specialists update the pages with new materials and crosscheck against printed materials and other MTC electronically displayed information for accuracy monthly.

The IST Department website was modified and is being updated continuously. The course syllabi, in particular, have all been reformatted and updated to be in compliance with the SACS reaffirmation effort.

The Science department faculty handbook, department website, and course syllabi have been updated.

Instructional Design tracked support calls from faculty and students, and used the information to fine-tune the help information available, which, in turn, reduced the number of support calls.

Instructional Design created a protocol for informing students and faculty of problems with the learning management system, and created a place for faculty to keep up with pertinent information about the progression of the choice of new learning management systems.

One paper letter is sent to students when they are first awarded and when we first receive their ISIR (electronic version of the FAFSA record). These paper letters inform the students that all future communications are by campus cruiser email.

The VPSDS Office sends students emails about upcoming college surveys, new college processes, annual campus security reports and the MTC Emergency Alert notifications.

SDS staff was also encouraged to sign up for emergency text alert notifications from MTC.

SDS offices post all important communications to MTCVNN, MTC's College News, and *The Pony Express*. Bulletin boards and bathroom flyers are also used to publicize campus events and important information.

In addition, the MTC Phone messaging system is used to notify students of important dates such as registration and fee payment deadlines and personal phone calls were made to students and parents about upcoming orientation sessions.

PRIORITY INITIATIVE:

Integrate diversity and multi-culturalism into employment practices and professional development.

PROGRESS ACHIEVED:

BA fall professional development session included a presentation on "Age Gap in the Workplace."

The following activities were completed to meet the infrastructure needs of the Enterprise Campus: 1) analysis of funding operations available to ECA from local/state/federal sources; 2) analysis of report from Parker Poe Law Firm on viable

ECA options; 3) met with City of Columbia Economic Development Director on potential of City participation in infrastructure build out; 4) met with ECA Internal Team, RRD, and Parker Poe Law Firm to develop proposal to City of Columbia; 5) generate proposals for funding from ARRA (Stimulus) Funds through local/regional agencies and through offices of state and federal officials; 6) issue Request for Qualifications (RFQ) for Civil Engineering specifications and construction drawings for ECA Infrastructure; and 7) issue "Intent to Award" for the ECA Infrastructure.

All SDS managers reviewed staff diversity and made efforts to hire staff reflective of the students served.

SDS program reviews in Student Financial Services, Student Life and Student Information Services in 2008-09 included positive ratings on staff diversity.

As a part of their EPMS, all SDS permanent staff members are provided at least one targeted professional development activity appropriate to their job duties and goals. Many staff participated in additional activities through local webinars and division meetings. Some staff also participated and presented at state, regional and national conferences.

Report Card 2008-2009

Critical Success Factors and Institutional Effectiveness Indicators

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CRITICAL SUCCESS FACTORS AND INSTITUTIONAL EFFECTIVENESS INDICATORS

CRITICAL SUCCESS FACTORS

A	B	C	D	E	F
Dynamic Educational Programs	Student Outcomes	Quality Support Services	Economic Development and Community Involvement	Effective Leadership and Management	Collaborative Organizational Climate

Indicators of Effectiveness

A	B	C	D	E	F
A-1 Achievement in General Education	B-1 Student Goal Attainment	C-1 Client Satisfaction	D-1 Support of Economic Development	E-1 Cooperative Planning and Goal Attainment	F-1 Ongoing Professional Development
A-2 Assessment of the Academic Major	B-2 Graduation Rates	C-2 Assessment of Programs and Services	D-2 Interaction With the Community	E-2 Management of Resources	F-2 Faculty/ Staff Diversity
A-3 Articulation Agreements	B-3 Placement Rate in Work Force	C-3 Entry Testing and Course Placement	D-3 Positive Community Response	E-3 Acquisition of Public/Private	F-3 Support for Equity in Employee Salaries/ Benefits
A-4 Accreditation	B-4 Transfer Rates and Performance	C-4 Access and Equity	D-4 Partnerships and Alliances Resources	E-4 Facility and Technology Development	F-4 Employee Satisfaction
	B-5 Retention Rates				
	B-6 Licensure Exam Rates				

CSF A: DYNAMIC EDUCATIONAL PROGRAMS

INDICATOR A-1: ACHIEVEMENT IN GENERAL EDUCATION

STANDARDS AND RESULTS:

- Eighty percent of associate degree students will demonstrate satisfactory mastery of the defined general education core competencies in their majors.

STUDENT MASTERY OF GENERAL EDUCATION CORE VALUES

CORE VALUE	Represents the percentage of students obtaining a grade of "C" or better.				
	2003	**2004**	**2005**	**2006**	**2007**
Communication Skills	85%	98%	86%	86%	88%
Written	81%	100%	85%	84%	86%
Oral	92%	98%	89%	95%	93%
Analytical Reasoning /Science	75%	92%	82%	82%	83%
Individual or Social Behavior	72%	N/A	82%	81%	81%
Computer	79%	100%	82%	90%	88%
Humanities	79%	100%	85%	85%	85%

Source: Director of Academic Planning and Reporting

- Eighty-five percent of employers will rate the general education skills of MTC graduates as average or above average.

Employer Satisfaction - General Education Skills

Programs Undergoing Review	Previous Review Data	2007-2008 Review Data
DVS	---	---
HUS	100%	100%
IST	100%	93%
LEG	95%	100%
PHM	100%	100%
TSM	100%	100%

Source: Program Review Report   ARP Survey Lab

INDICATOR A-2: ASSESSMENT OF THE ACADEMIC MAJOR

STANDARDS AND RESULTS:

- Ninety percent of students will demonstrate mastery of stated program learning outcomes (goals achieved, mastery of capstone competencies, employment success.)

LEARNING OUTCOMES

Programs	Goals Achieved		Mastery of Capstone Competencies		Employment Success (Placement in Field)	
	Previous Review	Current Review	Previous Review	Current Review	Previous Review	Current Review
DVS	---	88%	---	*	*	*
HUS	100%	83%	---	*	---	*
IST	94%	89%	---	*	88%	*
LEG	88%	94%	100%	*	100%	*
PHM	100%	100%	100%	*	100%	*
TSM	84%	70%	100%	*	100%	*

Source: Program Review Report   ARP Survey Lab/Director of Academic Planning and Reporting
*   Pending Completion of Program Review

- Each client survey of students, alumni, employers, etc., will reveal 90 percent satisfaction with the individual program.

CLIENT SATISFACTION

Programs	Student Satisfaction		Alumni Satisfaction		Employer Satisfaction	
	Previous Review	Current Review	Previous Review	Current Review	Previous Review	Current Review
DVS	---	95%	---	91%	---	---
HUS	98%	93%	98%	97%	95%	100%
IST	94%	96%	97%	100%	100%	93%
LEG	96%	98%	94%	100%	96%	100%
PHM	97%	71%	100%	100%	100%	100%
TSM	91%	95%	96%	100%	100%	100%

Source: Program Review Report   ARP Survey Lab

- Each program will meet or exceed 90 percent of specific program success standards.

PERCENTAGE OF GOALS MET (Standard = 90% per year)

STANDARDS	PROGRAMS TO BE REVIEWED 2007-2008					
I. Program Vitality	DVS	HUS	IST	LEG	PHM	TSM
A. 90% Placement in Field	*	*	*	*	*	*
B. Headcount (12 FTEs)	*	*	*	*	*	*
C. Advisory Committee	---	96%	---	100%	---	97%
1. 90% Involvement	*	*	*	*	*	*
D. Adjunct Faculty Teach no more than 40% of Sections	*	*	*	*	*	*
E. 100% of Faculty Met SACS Credential Req.	*	*	*	*	*	*
F. 6 Graduates Per Year	*	*	*	*	*	*
G. National 2-Yr. College Retention Rate (51.5%)	*	*	*	*	*	*
H. SBTCE Average Retention Rates(48%)	*	*	*	*	*	*
II. Program Efficiency	*	*	*	*	*	*
A. Average Section Size FTE Productivity Factor (AHS=10) (Others=18)	*	*	*	*	*	*
% Standards Met	*	*	*	*	*	*

Source: Program Review Report Data Sheet   Director of Academic Planning and Reporting
* Pending completion of Program Review

- Ninety percent of recent program graduates will demonstrate stated program learning outcomes in success at Senior institutions. (Student Performance by Program).

Data not available. CHE developing reporting requirements and methodology.

INDICATOR A-3: ARTICULATION AGREEMENTS

STANDARDS AND RESULTS:

- MTC will maintain articulation agreements with 100 percent of all accredited senior institutions in the college's service area.

Articulation Agreements with Accredited Senior Institutions									
2003-2004		2004-2005		2005-2006		2006-2007		2007-2008	
Standard	**College**	**Standard**	**College**	**Standard**	**College**	**Standard**	**College**	**Standard**	**College**
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Source: Director of ARP

INDICATOR A-4: ACCREDITATION

STANDARDS AND RESULTS:

- MTC will hold accreditation from 100 percent of the recognized accrediting bodies included on the CHE adopted list for which accreditation is available. (3D - Accreditation of Degree Granting Programs) (ED)

Year	No. of Accreditable Programs	No. Accredited	% Accredited
2003	16	16	100%
2004	14	14	100%
2005	14	14	100%
2006	14	14	100%
2007	14	14	100%

Source: Director of ARP

CSF B: STUDENT OUTCOMES

INDICATOR B-1:   STUDENT GOAL ATTAINMENT

STANDARDS AND RESULTS:

- Ninety percent of graduating students will indicate that MTC has contributed to attainment of their educational goals.

ATTAINMENT OF EDUCATIONAL GOALS

Sophomore Completers						
Goal Statement	**Standard**	**2003-04**	**2004-05**	**2005-06**	**2006-07**	**2007-08**
Did you accomplish this goal?	90%	82.4%	84.0%	78.5%	78.8%	87.4%

Source: Graduate Follow-Up Survey Results   ARP Survey Lab

- Fifty percent of non-completing students will indicate that MTC has contributed to attainment of their educational goals.

ATTAINMENT OF EDUCATIONAL GOALS

Non-Completing Students						
Goal Statement	Standard	2000-2003	2001-2004	2002-2005	2003-2006	2004-2007
MTC helped/is helping my educational goal.	**50%**	Not Available	Not Available	Not Available	Not Available	Not Available
MTC contributed to my quality of life.	**50%**	Not Available	Not Available	Not Available	Not Available	Not Available

  Source: Director of ARP

NOTE: Data is currently unavailable because the college is reviewing its process for surveying non-completers.

- Seventy percent of first-time freshman will meet or persist toward their goal of graduation, transfer or employment.

Note: Data not currently available. The college is investigating new strategies to collect student goal information and reviewing the methodology used to compile these data.

INDICATOR B-2:   GRADUATION RATES

STANDARDS AND RESULTS:

- Rate 1 - The percentage of first-time, full-time freshman who graduate within 150 percent of program time will meet or exceed the annual benchmark established for Act 359.   (7A - Graduation Rate)

COHORT GRADUATION RATE

Cohort Year	# Starting	# Graduating	Graduation %
1999	1166	96	8.20%
2000	1121	108	9.60%
2001	1121	127	11.30%
2002	1293	128	9.90%
2003	1405	141	10.0%
2004	1489	112	7.5%
2005	1479	128	8.7%

  Source: CHE Performance Funding Data   Director of ARP

INDICATOR B-3:   PLACEMENT RATE IN WORK FORCE

STANDARDS AND RESULTS:

- Students employed in related fields or continuing their education within six (6) months of graduation will meet or exceed 90 percent.

MTC GRADUATE PLACEMENT RATE

Year	Standard	# of Grads	# Avail. for Placement	# Placed	% Placed
2002-2003	90%	1612	1605	1241	77%
2003-2004	90%	1720	1703	1252	74%
2004-2005	90%	1762	1739	1394	80%
2005-2006	90%	1697	1691	1438	85%
2006-2007	90%	1583	1577	1427	90%
2007-2008	90%	1704	1701	1235	87%

* Unduplicated headcount of graduates
Source: Director of Academic Planning and Reporting

PLACEMENT RATE IN WORKFORCE FOR STUDENTS
WITH MARKETABLE SKILLS

INDICATOR B-4:   TRANSFER RATES AND PERFORMANCE

STANDARDS AND RESULTS:

- A sample of former MTC students who have completed at least 15 semester hours at a reporting public senior institution, GPAs will approximate that of native students.

Transfer Student GPA Comparison
First-Time Fall 2007 Transfers

| Senior Institution | First-Time Fall 2003 Transfers | | | | First-Time Fall 2005 Transfers | | | | First-Time Fall 2007 Transfers | | | |
| | MTC Transfer Students | | Native Students | | MTC Transfer Students | | Native Students | | MTC Transfer Students | | Native Students | |
	# of MTC Transfer Students	G. P. A.	# of First Time Native	G. P. A.	# of MTC Transfer Students	G. P. A.	# of First Time Native Students	G. P. A.	# of MTC Transfer Students	G. P. A.	# of First Time Native	G. P. A.
Winthrop	13	2.43	3794	2.83	16	1.96	4132	2.63	16	2.3	3727	2.8
SC State University	20	2.53	3370	2.45	15	2.81	2804	2.45	10	1.8	4122	2.3
USC-Spartanburg	7	2.7	3223	2.61	14	2.83	3661	2.57	20	2.3	3928	2.7
USC-Columbia	225	2.63	14301	2.92	254	2.43	16421	2.88	237	2.8	16881	3.1
USC-Aiken	16	2.74	2373	2.64	17	2.45	2609	2.58	17	2.5	2588	2.8
Francis Marion	4	2.77	1994	2.51	3	2.20	2179	2.51	6	1.3	2304	2.5
Lander University	8	2.59	1165	2.58	9	2.95	1668	2.49	6	2.4	1499	2.7
College of Charleston	12	2.49	6557	2.94	17	1.96	6621	2.81	17	2.4	6669	2.9
The Citadel	2	1.66	1848	2.77	2	3.00	1921	2.60	3	2.3	1967	2.9
Clemson	19	2.05	12423	2.99	11	2.36	13223	2.68	15	2.5	11570	3.0
Coastal Carolina University	10	2.23	1268	2.69	7	2.66	3713	2.55	11	2.6	4308	2.9

Source: IE Report 2008, ARP Website   Director of Academic Planning and Reporting

INDICATOR B-5:   RETENTION RATES

STANDARDS AND RESULTS:

- The retention of sub-population groups will be within 5 percent of the college-wide average.

The college is unable to report the current years' data for this indicator because it has not been programmed into the Colleague student database.

FRESHMAN-TO-SOPHOMORE RETENTION RATES BY SEX

	Fall 2003-04	Fall 2004-05	Fall 2005-06	Fall 2006-07	Fall 2007-08
College	49.2%	46.8%	44.5%	43.7%	47.5%
Male	48.6%	44.7%	42.6%	43.9%	45.0%
Female	49.6%	48.2%	45.9%	43.5%	49.5%

FRESHMAN-TO-SOPHOMORE RETENTION RATES BY RACE

	Fall 2003-04	Fall 2004-05	Fall 2005-06	Fall 2006-07	Fall 2007-08
College	49.2%	46.8%	44.5%	43.7%	47.5%
Black	41.9%	39.3%	38.6%	35.3%	41.8%
White	53.5%	50.8%	48.5%	48.8%	50.7%
Other	47.8%	53.0%	44.0%	45.4%	48.0%

FRESHMAN TO SOPHOMORE RETENTION RATES BY RACE/SEX

	Fall 2003-04	Fall 2004-05	Fall 2005-06	Fall 2006-07	Fall 2007-08
College	49.2%	46.8%	44.5%	43.7%	47.5%
Black Male	42.4%	34.2%	36.5%	35.3%	40.1%
White Male	51.3%	48.0%	45.1%	48.0%	47.4%
Other Male	48.5%	57.2%	47.9%	44.6%	43.9%
Black Female	41.6%	41.9%	39.9%	35.3%	42.9%
White Female	55.6%	53.2%	51.6%	49.5%	54.2%
Other Female	47.2%	50.0%	40.9%	46.0%	50.7%

FRESHMAN TO SOPHOMORE RETENTION RATES BY STATUS AT ENTRY

	Fall 2003-04	Fall 2004-05	Fall 2005-06	Fall 2006-07	Fall 2007-08
College	49.2%	46.8%	44.5%	43.7%	47.5%
Full DVS	37.1%	45.1%	39.2%	39.2%	46.9%
1st_Freshman	51.5%	48.0%	45.4%	45.3%	47.6%
1st_Transfer	43.1%	43.7%	42.2%	40.4%	47.2%
Full-time	53.2%	50.1%	48.2%	49.9%	51.3%
Part-time	42.2%	41.3%	38.2%	34.6%	41.1%

Source: Director of Academic Planning and Reporting

- The freshman-to-sophomore retention rate will be at or above the national retention rate for two-year public colleges.

TWO-YEAR PUBLIC COLLEGE RETENTION RATE COMPARISON

Years	National Rate	MTC
2002-2003	52.8%	57.4%
2003-2004	51.3%	52.0%
2004-2005	51.6%	46.2%
2005-2006	52.5%	50.1%
2006-2007	53.7%	52.3%
2007-2008	53.7%	51.1%

Source: American College Testing Service   Director of Academic Planning and Reporting

- The annual retention rate (fall-to-fall) of other-race undergraduate students will meet or exceed the annual benchmark established for Act. 359. (8C2 - Accessibility of Institution to All Citizens of the State) (ED/SDS)

Year	Standard	(a) All Degree Seeking Other Race Students Enrolled	(b) No. of other Race Students Retained to Next Year	(c) No. of Other Race Students Graduating in Cohort Year	Rate b+c / A
2002-2003	49.0%	3662	1672	423	57.2%
2003-2004	49.0%	4096	1764	448	54.0%
2004-2005	49.0%	4146	1817	471	55.2%
2005-2006	49.0%	4199	1801	470	54.1%
2006-2007	49.0%	4140	1687	444	51.5%

Source: CHE Performance Funding Report   Director of ARP

INDICATOR B-6:   LICENSURE EXAM RATES

STANDARDS AND RESULTS:

- All programs will meet or exceed the state and/or national norms for each licensure examination.

Program	No. of Test Takers	% Pass 1st Attempt
2003-04	277	94.6%
2004-05	273	98.5%
2005-06	341	95.6%
2006-07	330	95.2%
2007-08	325	91.4%

Source: Director of ARP

- Of MTC graduates taking post-graduate professional, graduate or employment-related exams and licensure/certification exams, 89% will pass the exam on the first attempt. (7D – Scores of Graduates on Professional, Graduate or Employment-Related Examinations and Certification Tests)

	2004-2005		2005-2006		2006-2007		2007-2008	
	MTC	SC	MTC	SC	MTC	SC	MTC	SC
National Council Licensure Exam. - Practical Nurse	100.0%	95.0%	100.0%	96.0%	98.4%	95%	97.9%	97.3%
National Council Licensure Exam. - Registered Nurse (ADN)	97.7%	87.0%	93.8%	89.0%	99.1%	91%	91.5%	87.1%
National Board for Dental Hygiene Exam	100.0%	90.0%	100.0%	95.0%	95.7%	90%	100%	88.5%
SRTA Regional Exam for Dental Hygienists	95.2%	96.0%	95.1%	97.0%	--*	67%	94.7%	97.9%
Nuclear Medicine Technology, AART	88.0%	88.0%	100.0%	100.0%	100%	96%	100%	100%
Radiography Exam, ARRT	100.0%	91.0%	100.0%	98.0%	100%	92%	100%	95.8%

* No students tested within CHE established reporting period.
Source: Examination agencies' reports to CHE   Director of ARP

CSF C: QUALITY SUPPORT SERVICES

INDICATOR C-1:   CLIENT SATISFACTION (STUDENTS)

STANDARDS AND RESULTS:

- At least 90 percent of students surveyed will indicate satisfaction with personal growth.

STUDENT SATISFACTION WITH PERSONAL GROWTH

Personal Growth Areas	**Standard**	**2004-05**	**2005-06**	**2006-07**	**2007-08**
Written communication skills	**90%**	59%	47%	83%	79%
Oral communication skills	**90%**	56%	58%	85%	78%
Math computational skills and reasoning	**90%**	56%	74%	77%	72%
Determining personal and career goals	**90%**	80%	70%	74%	78%
Self-confidence	**90%**	65%	71%	71%	79%
Learning on your own	**90%**	87%	84%	80%	72%
Working cooperatively with others	**90%**	83%	76%	84%	83%
Understanding different philosophies and cultures	**90%**	82%	45%	70%	69%
Problem Solving and critical thinking	**90%**	94%	87%	77%	78%
Comprehending and applying scientific principles	**90%**	84%	81%	71%	64%
Utilizing computer skills	**90%**	64%	57%	77%	74%
Utilizing research skills	**90%**	78%	58%	80%	77%

Source: MTC Academic Program Review Surveys   ARP Survey Lab

- At least 90 percent of students surveyed will indicate satisfaction with college services, and satisfaction with services will exceed national norms for two-year colleges.

STUDENT SATISFACTION WITH SERVICES

* Programs and Services	Standard	2004-05	2005-06	2006-07	2007-08
Admissions	80%	89%	92%	94%	95%
Student Assessment/Placement Testing	80%	92%	97%	87%	91%
Registration	80%	83%	90%	86%	87%
Financial Aid Services	80%	48%	47%	59%	66%
New Student Orientation	80%	90%	91%	77%	89%
Job Placement Services	80%	79%	74%	60%	81%
Student Life Programs/Services	80%	96%	85%	74%	87%
Veterans Affairs	80%	100%	92%	85%	96%
Academic Advising	80%	95%	92%	100%	N/A
New Student Advising	80%	N/A	N/A	78%	84%
Bookstore Services**	80%	75%	*Survey	64%	*Survey
Cafeteria Services**	80%	80%		63%	
Cashier Services**	80%	51%	Not	62%	Not
Security Services**	80%	N/A		75%	
Classroom Facilities**	80%	90%	Administered	70%	Administered
Computer Resources**	80%	93%		79%	
Library Resources**	80%	93%		80%	
Laboratory Facilities**	80%	90%		69%	
Parking Facilities**	80%	74%		52%	

* Source: MTC Academic Program Review Surveys   ARP Survey Lab
** Source: BA Student Services Survey (Administered on a 3-Yr cycle)

- At least 90 percent of the students surveyed will rate course content and instructional quality of continuing education programs as satisfactory or better.

CONTINUING EDUCATION QUALITY OF INSTRUCTION

Years	Standard	Course Content	Instructional Quality
2002-2003	**90%**	95.0%	95.7%
2003-2004	**90%**	96.0%	96.6%
2004-2005	**90%**	98.5%	94.6%
2005-2006	**90%**	96.5%	97.6%
2006-2007	**90%**	100%	100%
2007-2008	**90%**	100%	100%

Source: Vice President of Continuing Education

INDICATOR C-1:   CLIENT SATISFACTION (EMPLOYERS)

STANDARDS AND RESULTS:

- At least 90 percent of employers will rate MTC graduates as average or above average in: general education, technical skills, non-technical skills and readiness for the work force.

Programs	Standard	Level of Performance	
		General Education, Technical and Non-Technical Skills and Readiness for the Work Force	
		Previous Review	Current Review
DVS	90%	---	N/A
HUS	90%	100%	100%
IST	90%	100%	92%
LEG	90%	97%	100%
PHM	90%	100%	100%
TSM	90%	100%	100%

Source: Program Review Report   ARP Survey Lab

- At least 90 percent of employers will recommend MTC graduates to other employers.

Programs	Standard	Recommend for Other Employment	
		Previous Review	Current Review
DVS	90%	---	N/A
HUS	90%	100%	78%
IST	90%	100%	100%
LEG	90%	82%	100%
PHM	90%	96%	100%
TSM	90%	100%	100%

Source: Program Review Report   ARP Survey Lab

- At least 90 percent of the companies surveyed will rate course content and instructional quality of continuing education programs as satisfactory or better.

CONTINUING EDUCATION QUALITY OF INSTRUCTION

Years	Standard	Course Content	Instructional Quality
2003-2004	90%	96.0%	96.6%
2004-2005	90%	98.5%	97.5%
2005-2006	90%	96.5%	97.6%
2006-2007	90%	99.0%	99.0%
2007-2008	90%	100%	100%

Source: Vice President for Continuing Education

- At least 90 percent of businesses or organizations that used MTC's continuing education programs and services will indicate they would use those services again. (CE)

CONTINUING EDUCATION USE OF PROGRAMS AND SERVICES

Years	Standard	Use of Programs
1996	**90%**	97%
1999	**90%**	100%
2002	**90%**	98%
2005	**90%**	98%
2008	**90%**	98%

Source: Vice President for Continuing Education

INDICATOR C-2:   ASSESSMENT OF PROGRAMS AND SERVICES

STANDARDS AND RESULTS:

- Student Development Services departmental reviews will reflect an overall rating of 4 (Good) on a 5-point scale.

Student Development Services Department Evaluations
(Ratings on a 5-point scale   Standard = 4.0)

Review Component	2004			2005			2006**			2007			2008		
	ADV	CNS*	SA	UB	CAL	SSS	DRC	ETS	EOC	ADV	ASM	CNS	CIS	FA	SL
Overall Rating	4.9	3.7	4.9	3.8	4.8	4.8	4.0	3.7	3.9	3.6	4.0	4.0	4.0	3.8	4.0

ADV=Advisement & Sched.   **UB=Upward Bound**   **DRC=Disability Resource Ctr.**   **ADV=Advisement & Recruitment**   **Campus Infor. Serv.**
CNS=Counseling Services   **CAL=Ctr. For Adult**   **ETS=Educational Talent Search**   **ASM=Student Assessment**   **Financial Aid**
SA=Student Activities   **Learners/Job Training**   **EOC =Educational Opportunity**   **CNS=Counseling & Career Services** **Student Life**
                                    SSS=Student Support Serv. **Center**

Source: SDS Admininstrative Program Review   Director of ARP
*Note: Counseling Services' 2004 program evaluation was based on a 4.0 scale**.**
**Note: Rating changed to 4.0 scale with a 3.2 standard.

- Business Affairs program reviews will reflect a rating of 80 percent or higher.

Business Affairs Division: 2004	Standard	Previous Program Rating	Current Program Ratings
Budget Office	> 80 %	97.6 %	97.0 %
Auxiliary Services Office	> 80 %	Not Available	95.9 %
Bookstore	> 80 %	83.3 %	94.6 %
Conference/Meeting Facilities	> 80 %	82.6 %	96.0 %
Catering Services	> 80 %	Not Available	93.3 %
Vending Services	> 80 %	Not Available	89.3 %
Cafeteria Services	> 80 %	82.6 %	86.8 %
Finance and Accounting Office	> 80 %	Not Available	92.8 %
Accounts Payable	> 80 %	95.7 %	92.9 %
Cashier	> 80 %	74.4 %	81.0 %
Grants Accounting	> 80 %	76.2 %	94.3 %
Human Resource Management Office	> 80 %	81.6 %	85.6 %
Operations Office	> 80 %	Not Available	83.2%
Building & Grounds	> 80 %	Not Available	91.3%
Security Staff	> 80 %	Not Available	85.1%
Motor Pool	> 80 %	Not Available	92.7%
Support Services Office	> 80 %	Not Available	95.3%
Archives	> 80 %	95.0%	94.7%
Inventory Services	> 80 %	96.3%	95.2%
Mail Services	> 80 %	82.0%	93.2%
MIL Warehouse	> 80 %	90.3%	95.1%
Procurement	> 80 %	85.9%	90.1%
Business Affairs Division: 2006	Overall Satisfaction	Previous Program Rating	Current Program Ratings
Vice President for Business Affairs Office	> 80 %	95.6 %	95.7 %
Information Resource Management Office	> 80 %	96.7 %	91.2 %
Help Desk	> 80 %	86.0 %	89.1 %
Telecommunication (Telephone)	> 80 %	96.8 %	94.8 %
Programming Services	> 80 %	95.4 %	88.9 %
Micro-Systems Services	> 80 %	94.6 %	94.2 %
Networking & Network Account Services	> 80 %	95.8 %	95.4 %
Business Affairs Division: 2007	Overall Satisfaction	Previous Program Rating	Current Program Ratings
Auxiliary Services Office	> 80 %	95.9 %	88.8 %
Bookstore	> 80 %	94.6 %	83.4 %
Conference/Meeting Facilities	> 80 %	96.0 %	94.9 %
Catering Services	> 80 %	93.3 %	88.2 %
Vending Services	> 80 %	89.3 %	47.1 %
Cafeteria Services	> 80 %	86.8 %	58.8 %
Budget Office	> 80 %	97.0 %	97.3 %
Finance and Accounting Office	> 80 %	92.8 %	91.4 %
Accounts Payable	> 80 %	92.9 %	91.5 %
Cashier	> 80 %	81.0 %	89.4 %
Grants Accounting	> 80 %	94.3 %	100.0 %
Human Resource Management	> 80 %	85.6 %	87.7 %
Payroll Services	> 80 %	NA	94.4 %
Benefits	> 80 %	NA	93.1 %
Leave Tracking	> 80 %	NA	89.3 %
Recruiting	> 80 %	NA	94.5 %

Source: BA Administrative Program Review   Director of ARP

INDICATOR C-3:   ENTRY-TESTING AND COURSE PLACEMENT

STANDARDS AND RESULTS:

- The college will maintain a 75 percent success rate (C or better excluding W's and I's) for students placed in targeted courses based on initial test data.

COURSE SUCCESS RATE FROM INITIAL TEST DATA

Target Courses	Standard	Success Rate				
		2003-04	2004-05	2005-06	2006-07	2007-08
ACC101	75%	82%	80%	78%	73%	73%
CPT101	75%	94%	91%	93%	91%	89%
ENG101	75%	90%	86%	88%	86%	86%
MAT101	75%	81%	76%	75%	73%	74%
MAT102	75%	80%	82%	81%	77%	77%
MAT110	75%	87%	84%	80%	82%	81%
MAT155	75%	88%	88%	87%	81%	89%
PSY201	75%	82%	79%	82%	81%	81%
RDG100	75%	79%	74%	80%	82%	81%
SOC101	75%	89%	86%	90%	86%	87%

Source: Director of Academic Planning and Reporting

INDICATOR C-4:   ACCESS AND EQUITY

STANDARDS AND RESULTS:

- The percentage of gender and race of the student body at the college will be within five percent (5%) parity with the composition of the community.

ENROLLMENT BY RACE AND GENDER

Race									
	2005-06			2006-07			2007-08		
	Black	White	Other	Black	White	Other	Black	White	Other
MTC	36%	55%	9%	36%	56%	8%	34%	57%	9%
Cola MA	2000 Census								
	Black		White		Other				
	32%		64%		4%				

Gender						
	2005-06		2006-07		2007-08	
	Male	Female	Male	Female	Male	Female
MTC	37%	63%	37%	63%	39%	61%
Cola MA	2000 Census					
	Male		Female			
	48%		52%			

Source: US Census Report   ARP

- At least 23.0 percent of undergraduate headcount students enrolled at MTC in the fall term will be citizens of South Carolina who are other-race according to federal reporting definitions. (8C1 - Accessibility to the Institution of All Citizens of the State)

PERCENT SC OTHER-RACE CITIZENS ENROLLED

Year	Standard	Fall Unduplicated HC Enrollment	Unduplicated HC Other-Race SC Citizens	% SC Other-Race Citizens Enrolled
2000-2001	23-30%	9,490	3,386	35.7%
2001-2002	23-30%	9,646	3,447	35.7%
2002-2003	23-30%	10,104	3,982	39.4%
2003-2004	23-30%	10,678	4,304	40.3%
2004-2005	23-30%	10,491	4,295	40.9%
2005-2006	23-30%	10,569	4,351	41.2%
2006-2007	23-30%	10,659	4,328	40.6%
2007-2008	23-30%	10,706	4,178	39.1%
2008-2009	23-30%	11,234	4,440	40.3%

Source: CHE Performance Funding Report   Director of Academic Planning and Reporting

- In target curriculum courses, success rates of students who complete developmental courses should be at least 85 percent of success rates of students who were not required to enroll in developmental courses.

DVS Course	Target Course	2004			2005			2006			2007		
		A	**B**	**A to B**	**A**	**B**	**A to B**	**A**	**B**	**A to B**	**A**	**B**	**A to B**
		DVS	No DVS	Success Ratio	DVS	No DVS	Success Ratio	DVS	No DVS	Success Ratio	DVS	No DVS	Success Ratio
ENG 035	ENG 100	74	81	91	66	82	80						
ENG 032	ENG 100							67	76	88	59	73	81
MAT 032	MAT 100	76	69	110	78	69	113	69	69	100	59	75	78
MAT 100	MAT 101	70	70	100	76	72	106	75	68	110	60	67	90
MAT 100	MAT 155	83	89	93	90	84	107	83	84	99	91	88	103
RDG 035	RDG 100	65	73	89	70	76	92						
RDG 032	RDG 100							62	80	78	89	78	113
RDG 100	CPT 101	91	90	101	87	94	93	88	89	99	77	90	86
RDG 100	ENG 101	83	82	101	80	86	93	75	85	88	82	88	92
RDG 100	PSY 201	60	80	75	61	80	76	53	82	65	44	81	54
RDG 100	RDG 101	100	100	100	-	-	-	-	-	-			
RDG 100	SOC 101	56	88	64	58	89	65	50	86	58	43	83	51

Source: Director of Academic Planning and Reporting

CSF D: ECONOMIC DEVELOPMENT AND COMMUNITY INVOLVEMENT

INDICATOR D-1:   SUPPORT OF ECONOMIC DEVELOPMENT

Note: College reviewing this indicator to determine how to proceed.

STANDARDS AND RESULTS:

- The Central Carolina Economic Development Alliance will report MTC had a positive impact on corporate decisions to locate or expand in the Midlands.

- Of a sample of existing businesses who use MTC education and training services through the Continuing Education Division, 80 percent report that MTC had a positive impact on employee productivity. (CE)

INDICATOR D-2:   INTERACTION WITH THE COMMUNITY

Note: College reviewing this indicator to determine how to proceed.

STANDARDS AND RESULTS:

- Eighty percent of community leaders report that MTC is a positive influence on the quality of life of the community.

- At least 90 percent of the 12-26 aged disadvantaged individuals served by MTC Student Development Services outreach programs to promote post-secondary preparedness will continue to the next grade or enter post-secondary education.

Percent of Outreach Services Clients Continuing in High School/Middle School or Entering Post-Secondary Education		
Year	**Clients Served**	**% Continuing Secondary/ Entering Post-Secondary Education**
2002-2003	1076	93%
2003-2004	1032	91%
2004-2005	1026	91%
2005-2006	1017	91%
2006-2007	1014	92%
2007-2008	1010	81%

Source: ETS & UB Reports

INDICATOR D-3:   POSITIVE COMMUNITY RESPONSE

STANDARDS AND RESULTS:

- Students admitted and enrolled at the college will include a minimum of 25 percent of the most recent local high school graduates admitted to any post secondary education institution.

Local College-Bound High School Graduates

Categories	2002-2003 Grads	2003-2004 Grads	2004-2005 Grads	2005-2006 Grads	2006-2007 Grads	2007-2008 Grads
Total Number of Area High School Completers	5,413	5,369	5,438	5,660	6,033	5,799
Number/Percentage of Area High School Completers Admitted to any Post-Secondary Institution	3,768 (70%)	3,884 (72%)	3,931 (72%)	4,177 (74%)	4,489 (74%)	4,268 (74%)
Number and Percent Enrolled at MTC*	1,013 (27%)	918 (24%)	1,023 (26%)	1,199 (29%)	1,151 (26%)	1,173 (27%)

Source: Director of Academic Planning and Reporting

INDICATOR D-4:   PARTNERSHIPS AND ALLIANCES

STANDARDS AND RESULTS:

- The college will complete form to report cooperation and collaboration of the college within the Technical College sector. (4A/B: Cooperation and Collaboration, Technical College sector)

NOTE: The SBTCE has worked with CHE staff to develop an acceptable measure for this indicator.

TECHNICAL COLLEGES CAMPUSES SECTOR INSTITUTIONS

	2005-06	2006-07	2007-08
1. (a) All credit degree programs/clusters…have advisory committees	Yes	Yes	Yes
(b) College has an Advisory Council Manual that includes…	Yes	Yes	Yes
If both a and b are Yes then continue, if not Score = 1.			
Total Number of Advisory Committees	29	29	29
2. 1) # that meet at least one time per year	29	29	29
2) # that provide input to help in reviewing and revising programs or currency with business and industry processes as appropriate.	29	29	29
Number of advisory committees that reviewed and made recommendations on the utilization/integration of current technology and equipment in existing programs.	21	12	12
3) # that provided professional development opportunities, field placements, or cooperative work experiences for students or faculty within their company.	20	5	4
# that provided assistance with student recruitment , student job placement, and if appropriate faculty recruitment.	15	10	5
4) # that have completed a self evaluation of the effectiveness of the advisory committee in its defined role to the institution.	29	29	29
3. a) Sum of part 2. 1-4	143	114	108
b) # of Committees *6	174	174	174
c) Result of (a)/(b)* 100	82.2%	65.6%	62.1%
Are all programs covered?	Yes	Yes	Yes

Source: Online MTC Academic Advisory Committee Reports

- College annual reports will reflect collaborative partnerships and alliances with at least 50 community organizations, businesses, and educational institutions each year.

  The college has over 50 partners including: all local school districts within the service area, Benedict College, Claflin University, College of Charleston, USC, SC State University, Clemson University, MUSC, Trulite, Colonial Life, Boys and Girls Club, MEBA Alliance, United Way, American Heart Association, Blue Cross/Blue Shield, Siemens Diesel System Technology, CMC Steel of SC, SCANA, Burton Center, City Year, Habitat for Humanity, Ronald McDonald House, Hannah House, PrimeSouth, Employment Security Commission One Stop, Apartment Association of Greater Columbia, Hengst, Biowatch, In., Shaw Group, CSC, SC Hospital Association, Palmetto GBA, PBR Columbia LLC, Palmetto Health, Westinghouse, Trane, Valspar, Square D, Union Switch and Signal, Michelin, Intertape Polymer Group (IPG), and Lexington Medical Center.

  Source: MTC Institutional Priorities   Director of ARP

- Surveys of college partners, conducted once every three years, will indicate at least 90 percent satisfaction and benefit from their relationship with the college.

  ACTION PLAN: The college is currently conducting a comprehensive review of its college-wide survey needs. The survey, in some form, will be administered after this review is completed.

CSF E: EFFECTIVE LEADERSHIP AND MANAGEMENT

INDICATOR E-1: COOPERATIVE PLANNING AND GOAL ATTAINMENT

STANDARDS AND RESULTS:

- The mission statement will be approved by the Commission on Higher Education on a five-year cycle or as appropriate when changes are adopted. (1C - Approval of a Mission Statement)

CHE approved the college's statement of Mission, Role and Scope and Values in 2008.

- The college will attain the goals set forth in the strategic plan as related to expected results, resources required/dedicated and time lines.

A written report detailing the college's success in accomplishing its Institutional Priorities for 2008-09 has been prepared by MTC's Executive Council. The report content is reviewed and approved by the MTC Commission and forwarded to the SC Budget and Control Board.

INDICATOR E - 2: MANAGEMENT OF RESOURCES

STANDARDS AND RESULTS:

- The average class sizes at the college will be 12-27. (3A1 – Class Sizes and Student/Teacher Ratios)

- The ratio of FTE student per FTE faculty will be 10-20. (3A2 - Class Sizes and Student/Teacher Ratios)

- The standard for the average number of credit hours taught by teaching faculty is not available. (3B - Number of Credit Hours Taught by Faculty)

- The ratio of full-time faculty as compared to other full-time employees will be 36-42%. (3C - Ratio of Full-time Faculty as Compared to Other Full-time Employees)

Category	Standard	MTC (Fall)					
		2002	2003	2004	2005	2006	2007
a. Avg. Lecture Size (3A)	12 – 27	20.5	21.4	21.4	20.5	20.1	19.0
b. FTE Student/FTE Faculty(3A3)	10 – 20	17.6	18.5	18.22	17.72	18.8	17.3
c. Avg. Cr. Hours Taught (3B)	Not Available	258.6	268.3	265.14	255.23	262.29	266.17
d. FT Fac./Other FT Employees (3C)	36 – 42 %	41.2%	39.7%	38.3%	39.9%	38.8%	39.2%

Source: Director of Academic Planning and Reporting

- The college will conduct its management practices in the most efficient and effective manner possible and will meet 100% of the criteria. (5B - Use of Best Management Practices)

The college will provide narrative and other substantiation that explain its efforts in each of the areas during the past three years. The Commission on Higher Education will determine whether each institution has applied each management practice consistently during the past three years.

This indicator was reviewed as a part of the CHE/SBTCE data verification in November 2001. Auditors reviewed sub-section 5B-2, 5B-10 & 5B-11 and made no recommendations.

- The average number of continuing education units produced will equal or exceed the annual benchmark established for Act 359. (8B - Continuing Education Programs for Graduates and Others)

Year	Standard	CEU's Produced
2002-2003	N/A	39,792
2003-2004	N/A	37,128
2004-2005	N/A	45,329
2005-2006	N/A	43,517
2006-2007	N/A	40,590
2007-2008	N/A	41,759

NOTE: SBTCE

- The general overhead cost per FTE student will equal or exceed the annual benchmark established for Act 359. (5D - Amount of General Overhead Costs)

Average General Overhead Costs

Category	Standard	MTC				
		FY 2003	FY 2004	FY 2005	FY 2006	FY2007
a. General Overhead Costs per FTE Student (5D)*	$1,046 -$1,477	$1,118	$965	$956	$930	$928

Source: AVP for Business Affairs

INDICATOR E-3: ACQUISITION OF PUBLIC/PRIVATE RESOURCES

STANDARDS AND RESULTS:

- Local appropriations will equal the college's annual operational and capital funding budget request.

LOCAL APPROPRIATIONS

County	Year	Operational Budget			Capital Budget	
		Amount Requested	Amount Approved	Amount Received	Amount Requested	Amount Approved
Richland	2002-03	$3,300,833	$3,300,833	$3,300,833	1 Mill (1)	1 Mill (1)
Lexington	2002-03	$2,200,556	$2,200,556	$2,200,556	$661,600	$661,600
Fairfield	2002-03	$ 50,720	$ 50,720	$ 50,720	N/A	N/A
Richland	2003-04	$3,467,905	$3,467,905	$3,467,905	1 Mill (1)	1 Mill (1)
Lexington	2003-04	$2,198,364	$2,198,364	$2,198,364	$665,000	$665,000
Fairfield	2003-04	$ 92,407	$ 92,407	$ 92,407	N/A	N/A
Richland	2004-05	$3,486,096	$3,486,096	$3,486,096	1 Mill (1)	1 Mill (1)
Lexington	2004-05	$2,324,064	$2,324,064	$2,324,064	$677,000	$677,000
Fairfield	2004-05	$ 104,994	$ 104,994	$ 104,994	N/A	N/A
Richland	2005-06	$3,577,416	$3,577,416	$3,577,416	1 Mill + ½ Mill (1½)	1 Mill + ½ Mill (1½)
Lexington	2005-06	$2,384,944	$2,384,944	$2,384,944	$1,041,000	$1,041,000
Fairfield	2005-06	$ 108,228	$ 108,228	$ 108,228	N/A	N/A
Richland	2006-07	$3,682,764	$3,682,764	$3,682,764	1 Mill + ½ Mill (1½)	1 Mill + ½ Mill (1½)
Lexington	2006-07	$2,455,176	$2,455,176	$2,455,176	$1,105,000	$1,105,000
Fairfield	2006-07	$ 110,392	$ 110,392	1,105,000	N/A	N/A
Richland	2007-08	$3,811,130	$3,811,130	$3,811,130	1 Mill + ½ Mill (1½)	1 Mill + ½ Mill (1½)
Lexington	2007-08	$2,540,753	$2,540,753	$2,540,753	$1,121,635	$1,121,635
Fairfield	2007-08	$ 112,600	$ 112,600	$ 112,600	N/A	N/A

Source: AVP for Business Affairs

- Contributions to the Foundation will increase by 5 percent each year.

ANNUAL FOUNDATION CONTRIBUTIONS

Standard	2003-2004 Contributions	2004-2005 Contributions	2005-2006 Contributions	2006-2007 Contributions	2007-2008 Contributions	% Change Current Year
5%	$1,160,847	$284,508	$297,090	$375,843	$236,929	-63%

Source: Director of Development

- The endowment per FTE student will increase by 5 percent each year.

Category	Standard	MTC				
		FY 2003	FY 2004	FY 2005	FY 2006	FY 2007
Endowment Per FTE Student (E-3)	5% Increase	$265 (+9%)	$280 (+5%)	$ 285 (+2%)	$ 290 (+1.7%)	$302 (+4.1)

Source: Director of Development

- The diversity of financial support to the MTC Foundation will approximate the diversity mix of foundation structures of public two-year colleges nationally.

Annual Source of Funds	Public Two-year	MTC 2003-04	MTC 2004-05	MTC 2005-06	MTC 2006-07	MTC 2007-08
Annual fund	20%	5%	6%	7%	8%	6%
Bequests/Other gifts from living individuals	22%	6%	5%	4%	4%	5%
Gifts/grants from foundations, corporations, government and foreign government, corporations, foundations	44%	86%	87%	85%	86%	86%
Other gifts/grants	13%	3%	2%	4%	2%	3%

Source: Director of Development

- Personal contributions from individuals representing alumni, current students, faculty, staff and community supporters will increase by 5 percent annually.

ANNUAL INDIVIDUAL CONTRIBUTIONS

Year	% Change Standard	Previous Year's Contributions	Current Year's Contributions	% Change Current Year
2003-2004	5%	$80,786	$98,507	+2%
2004-2005	5%	$98,507	$84,493	-14%
2005-2006	5%	$84,493	$77,785	-8%
2006-2007	5%	$77,785	$69,447	-11%
2007-2008	5%	$69,447	$65,437	-6%

Source: Director of Development

- The activity level of grant applications and resulting funds will follow a positive trend over time.

New Grant Applications - July 07-June 08			
Title of Grant Proposal	**Date Submitted**	**Status**	**Total Award**
Society for Plastics Engineers Foundation – Machine Tool support	8/1/07	Awarded	$5,000
Apprenticeship Training Funding, S.C. Department of Commerce	3/15/08	Awarded	$15,000
MetLife Foundation Community College Excellence Award	8/31/07	Declined	
National Science Foundation Advanced Technological Education MTC Advanced Materials and Manufacturing (AMMP)	10/10/07	Declined	
EngenuitySC – Fuel Cell Technician training support	12/10/07	Awarded	$62,000
TOTAL FEDERAL AND STATE AWARDS - YEAR TO DATE			$82,000

Source: Director of Resource Development

INDICATOR E-4: FACILITY AND TECHNOLOGY DEVELOPMENT

STANDARDS AND RESULTS:

- Space utilization will meet or exceed the average for the Technical College system.

SPACE UTILIZATION

| Year | Classroom and Laboratory Utilization Rate | | | |
| | Technical System Average | | Midlands Technical College | |
	Classroom	Laboratory	Classroom	Laboratory
2002-2003	24.34 hrs	14.82 hrs	29.78 hrs	18.51 hrs
2003-2004	21.20 hrs	16.92 hrs	29.20 hrs	19.68 hrs
2004-2005	20.71 hrs	15.76 hrs	26.93 hrs	19.11 Hrs
2005-2006	20.61 hrs	14.62 hrs	26.71 hrs	19.99 hrs
2006-2007	21.10 hrs	15.09 hrs	27.86 hrs	21.11 hrs
2007-2008	20.81 hrs	13.97 hrs	20.92 hrs	21.96 hrs

Source: SBTCE

- User satisfaction measured by the MTC Employee and Student Opinion surveys will meet or exceed 85 percent for each category evaluated.

USER SATISFACTION RATINGS
2006 SURVEY RESULTS

| | Space Allotment | | | Existing Furnishings/Lighting | | | Cleanliness | | |
	Stnd.	Student	Employee	Stnd.	Student	Employee	Stnd.	Student	Employee
Classrooms	85%	67.4	68.1	85%	68.6	68.3	85%	72.7	71.2
Bookstore	85%	58.0	76.1	85%	76.9	85.3	85%	80.6	89.9
Restrooms	85%	62.5	63.6	85%	65.7	67.9	85%	60.0	58.3
Computer Laboratories	85%	74.3	78.1	85%	75.9	80.0	85%	85.8	83.7
Laboratories (not computer)	85%	61.7	77.4	85%	64.3	77.3	85%	80.2	80.7
Parking	85%	31.7	60.4	NA	46.6	62.5	85%	75.6	81.9
Hallways/Common Area	85%	N/A	0.0	NA	N/A	0.0	85%	N/A	77.4
Food Service Area	85%	56.4	70.3	85%	69.5	78.8	85%	78.7	84.4
Library	85%	72.5	84.4	85%	73.2	85.9	85%	90.3	90.3
Food Vending Areas	85%	57.0	68.5	85%	70.6	75.1	85%	75.9	80.7
Conference/Meeting Rooms	85%	N/A	81.2	85%	N/A	84.1	85%	N/A	89.5
Faculty Lounges	85%	N/A	59.6	85%	N/A	64.3	85%	N/A	70.4
Office Space	85%	N/A	62.1	85%	N/A	70.1	85%	N/A	70.0

Source: BA Administrative Program Review Survey   ARP Survey Lab

CSF F: COLLABORATIVE ORGANIZATIONAL CLIMATE

INDICATOR F-1:   ON-GOING PROFESSIONAL DEVELOPMENT

STANDARDS AND RESULTS:

- Overall college involvement in professional development activities will exceed 90 percent annually.

*The college is developing a definition and methodology for the collection of this data.

INDICATOR F-2: FACULTY/STAFF DIVERSITY

STANDARDS AND RESULTS:

- Attain a minimum of 80 percent overall goal attainment, as published in the annual South Carolina Human Affairs *Status of State Agencies Affirmative Action Plans and Programs* report.

Year	Standard	MTC Goal Attainment
2002-2003	**80%**	97%
2003-2004	**80%**	97%
2004-2005	**80%**	95%
2005-2006	**80%**	96%
2006-2007	**80%**	96%
2007-2008	**80%**	98%

Source: SC Human Affairs Commission

- The percent of headcount teaching faculty who are other-race will meet or exceed the annual benchmark established for Act 359.

Year	CHE Benchmark	MTC Performance
Fall 2002	10%-13%	15.9%
Fall 2003	10%-13%	17.1%
Fall 2004	10%-13%	18.6%
Fall 2005	10%-13%	17.6%
Fall 2006	10%-13%	18.1%
Fall 2007	10%-13%	17.3%

Source: Director of Academic Planning and Reporting

Note: Technical Colleges – The standard for this indicator is based on being at or within +/- 10% of US minority population with baccalaureate degrees. The reference used is 12.0% US minority population based on 1990 census data, "Educational attainment of persons 25 yrs and older." The standard for a score of "Achieves" for this sector is 10% to 13%.

INDICATOR F-3: SUPPORT FOR EQUITY IN EMPLOYEE SALARY/BENEFITS

STANDARDS AND RESULTS:

- Classified salaries will exceed the mean salary of state employees with comparable classification.

NOTE: Data not available through Office of Human Resources.

Classified Average Salary Comparison
(As of April 2008)

Year	No. of Class Codes at MTC	No. of MTC Codes Above State Salary Average	No. of MTC Codes Below State Salary Average	% Above State Average
2003-04	86	72	14	83.7%
2004-05	88	67	21	76.1%
2005-06	88	67	21	76.1%
2006-07	86	68	18	79.0%
2007-08	93	74	19	79.6%

Source: Workforce Analysis Report

- MTC's average faculty salary will equal the national mean faculty salary for two-year institutions. (2D - Compensation of Faculty)

FACULTY SALARY COMPARISON

Year	National Average Salary	MTC Average Salary
Fall 2003	$50,371	$41,338
Fall 2004	$51,288	$43,281
Fall 2005	$52,810	$45,424
Fall 2006	$54,823	$46,846
Fall 2007	$56,775	$48,816

Source: SREB

INDICATOR F-4: EMPLOYEE SATISFACTION

Standards: (Please draft suggestions for standards in the space(s) below.)

Report Card 2008-2009

Sustaining

Excellence

2008-2009 SUSTAINING EXCELLENCE

In addition to the progress made on the action strategies, the faculty and staff of the college provided exceptional service to our students and community through the ongoing activities of the college.   Please provide a brief description of your division's successes in the areas listed below.   Only those activities *NOT* described in any of the college's goals, initiatives and action strategies should be included.

SERVICES TO STUDENTS

Open clinical skills labs were held three times a week during the fall and spring semesters – once in the early morning, once in the early evening and on Friday afternoon – for open practice and remediation of skills. There were 296 student visits to the lab for practice/remediation. In addition, an open skills lab session was held prior to the beginning of each semester staffed by full-time faculty so that students could practice any skill.

The fall 2008 No-Frills English Conference was held on MTC's Airport Campus.

The International Committee presented four foreign language films and hosted one outside presenter.

Twelve nursing faculty participated in the October 2008 Health Career Day giving information about the nursing programs and hands on experience with the Human Patient Simulator.   More than 200 high school students attended.

AA/AS Program Directors were involved in the following activities: met with representatives from USC Criminal Justice Program, Southern Wesleyan University, program director from USC Adult Student Services and Navy Baccalaureate Completion Program; participated in the USC Bridge Program information workshop; MTC Open House; Advising Workshop for new faculty;

Batesburg-Leesville High School College Fair and the Panel Presentation at Faculty/Staff retreat.

Providence Hospital's "In-Kind" donation of space and equipment contributed to the Medical Record Coding program being offered on-site at Providence Hospital Northeast beginning in spring 2009.

Palmetto Health maintenance now has two apprenticeship employees from MTC (one in HVAC/R and the other in Industrial Electricity).

The completion of the Program Director Verification Documents, one for faculty items and one for student items, has been added as the work practice procedure to monitor risk management in each of the various Health Science programs.

The Science Department lab safety procedures have been revised and made available to the students in the laboratories and via the department's website.

Instructional Design, in collaboration with the faculty, implemented and supported READI, which helps students determine if they are ready to be successful in an online class. They built and ran training for faculty to read and understand the results form the READI assessments.

Instructional Design developed and implemented an orientation for students on how to navigate the learning management system.   They also redesigned the MTC Online Learning webpage interface to improve access for students.

Public Affairs created a *Foundation Scholarship Guide for Students* to let students become aware of MTC Foundation scholarship opportunities, eligibility

requirements and application procedures. A web-based version was created so students may search for and view Foundation scholarship information from home and easily download an electronic version of the application form.

The campus bookstores provide excellent customer service to the student body by offering textbooks, school supplies, and food services necessary for a successful academic experience.

Campus signage was improved as noted in 2006 Business Affairs Survey.

Restrooms in Saluda, Congaree and Granby Halls were renovated as noted in 2006 Business Affairs Survey.

Custodial improved the college's green status with the replacement of soaps and cleansers with more economical and environmentally friendly products.

The HVAC in LET on Beltline Campus was renovated.

Construction of an additional elevator for the Academic Center was completed and the Saluda Hall roof was replaced on Airport Campus.

IRM provided MTC network infrastructure tour and best practices lecture to IST students.

Auxiliary Services participated in Student Watch Campus Market Research survey to serve students better.

The Student Information Call Center staff assisted over 170,000 callers during the 2008-2009 year. Student Information staff also answered calls from 738-1400 (general routing calls), which are not directed through the automated response system. These included calls from prospective students,

current students, parents, business representatives and members of the community.

Student Information staff assisted over 22,000 walk-ins for the five campuses in 2008-09. Walk-ins were assisted with general information, instructions regarding admissions, credit and Continuing Education registration, college program and service information, tuition and fee payment, financial aid, placement testing, locating rooms or offices, contacting faculty and staff, directions and questions regarding special events on campus (conferences, special classes, certification exams, etc.).

The Office of Student Assessment provided assessment-related services to over 70,186 people. The department experienced a 4 percent increase in overall direct testing services in 2008-09 with 42,281 compared to 40,572 testing volume in 2007-08. The largest increases in direct testing services were in the categories of instructional tests, national tests and pre-admissions testing.

The number of instructional exams increased by 26 percent, to over 37,281. High school/dual enrollment testing went from 2,773 exams in 2007-08 to 3,340 exams administered and scored in 2008-09. A substantial number of juniors and sophomores were tested in support of EEDA and dual enrollment.

Counseling and Career Services served 37,455 students/clients in 2008-09, a 15.6 percent increase over the 32,400 clients served in 2007-2008.

Counseling and Career Services also provided 40 on-campus and off-campus workshops for 1,303 participants in 2008-09. The department also added additional online seminars to serve distant learners and students for whom online options were preferred.

The staff of the Office of Student Assessment administered over 739 Advanced Placement examinations. The largest growth in this population is in the area of CLEP and DANTES examinations.

The AVP SDS Office provided services to more than 6,100 students, alumni and faculty. Services included student seminars, workshops for credit and Continuing Education faculty, orientations for USC graduate students studying the community college and other community and professional development services.

The Student Life Office served more than 17,300 students, alumni, businesses, and community agencies. Services and programs included multi-cultural events, campus resource fairs, recreational activities, health and wellness events, student community service activities and a variety of extra-curricular and co-curricular programs.

The TRiO and Community Support Programs Offices served more than 9,160 students. These students included 6th – 12th graders and adults from low income backgrounds and/or the first generation in their family to potentially graduate from college. Individuals who were un-employed or lost their job were also served through MTC's WIA youth program and other support services.

The WIA-Youth Program expanded its services to include a WIA Summer Youth Program component, serving 100 youth in the Central Midlands who were placed into summer employment in education-sector jobs. This Summer Youth Program was made possible through ARRA stimulus funds through the Department of Labor's funding to SC Workforce Investment Act programs.

Student Life Office processed more than 3,675 computerized student/faculty/staff photo identification cards.

The AVP SDS Office handled more than 200 student code violations and grievances with one grievance committee hearing, one grievance committee decision appeal, and one disciplinary sanction appeal.

Approximately 13,000 students were awarded some form of student aid in 2008-09. This represented approximately 67 percent of the MTC student body receiving more than $52 million in student aid.

MTC served approximately 1,050 student veterans, veteran dependents, active duty military, military spouses, members of the National Guard, or state reservists in 2008-09, and a veteran's advisory board was established to help provide quality services to veterans. MTC runs the largest veterans' program in the State of South Carolina.

A total of 1,944 students graduated in 2008-09. Of these, 1,086 received associate degrees, 131 received diplomas and 727 received certificates. Nearly 400, or 20 percent, participated in the 2009 commencement ceremony.

A total of 735 students received exemption credits in 2008-09 based on advanced placement evaluations. The majority of these exemption credits were from exemption exams (273), ACE Guide criteria (201), and AP exams with a score of 3 or higher (184). Other exemptions included CLEP (20), DANTES (3), TAP (1), World Education Services (WES) International Transcript Evaluations (14), Community College of the Air Force (CCAF) credentials (33), SC Criminal Justice Academy Certificates (4), and other miscellaneous exemptions (2).

The Office of the Registrar received and evaluated 4,580 transcripts in 2008-09, and keyed 80,549 courses for evaluation of transfer credit. Of these 4,580 transcripts, 697 had earned degrees: 128 associates, 477 bachelors, 79 masters and five doctorates.

The number of students recognized for academic honors in spring 2009 (1,911) on the President's List, the Scholar's List and the Part-Time Honor Roll increased by 12.3 percent over spring 2008 (1,702).

More than 120 students were recognized for their outstanding academic accomplishments during the 2009 Student Honors Ceremony. Approximately 300 family members, faculty members, and staff attended the event. The MTC Foundation awarded 15 scholarships.

Several hundred MTC students were also inducted in the MTC chapters of Phi Theta Kappa and the National Technical Honor Society, as more students are qualifying for and joining college honors organizations.

MTC African-American Male Leadership Institute students participated in the Southeastern Black American Student Leadership Conference and gave presentations at the South Carolina Technical Education Association and the American Counseling Association annual conference.

ACADEMIC PROGRAMS

The Pharmacy Technician Diploma Program is now offered completely online, except for one lab course and the requisite clinical rotations. The Certificate Program provided the curriculum in the online format for two cohorts of graduates this year.

For ENG 010 and 100, the ENG 010/100 Course Committee constructed teaching suggestions and rhetoric-based reading response questions to accompany new readings in the ENG 010/100 reader for 2008-2009.   The ENG 101 Course Coordinator constructed new assignment suggestions for essays and reading responses, which were supplemented by new assignments and sequence suggestions from course committee members. In addition, the English Department's spring 2009 Best

Practices Conference, held on January 8, 2009, featured sessions on pedagogical strategies (such as annotation and rhetorical approaches to evaluating sources), which incorporated new readings in both courses.

Gamma camera is now installed and fully operational; course delivery is being modified to include student practice prior to clinicals.

Career Programs completed 48 competency statements and syllabi and gathered data for assessment and assessment grids created for summer 2008, fall 2008 and spring 2009.

A new series of MET certificates have been designed and approved. These certificates can form the basis for an AOT in mechanical engineering technology with a specialization in CAD, mechatronics, manufacturing, and of course, nuclear systems technology. These same certificates can be eventually used as feeders for an MET associate degree.

With the assistance of SCE&G and the ad hoc committee, the Nuclear Systems Technology certificate is approved. It is a seven-course sequence designed specifically for SCE&G to train personnel for the VC Summer nuclear facility.

The first cohort of EMT-Paramedics graduated in December 2008 (30 students). A total of 455 students were prepared for the workforce through the Health Tracks grant (DOLETA), with financial assistance to students for tuition, textbooks and supplies totaling $421,970.

In Fall 2008, courses were offered at Batesburg-Leesville High School, Blythewood High School, and Ridge View High School. In spring 2009, courses were offered at   Batesburg-Leesville   High   School, Blythewood High School, Midlands Middle College, and Ridge View High School. A course/instructor had been scheduled for

Pelion High School in spring 2009, but this was cancelled by the high school.

SPC 205 was offered at Airport High School in fall 2008. HIS 201 and HIS 202 were offered at Ridgeview High School in fall and spring 2008. PHI 105 and 106 were offered in fall 2008 and MUS 105 in spring 2009 at Fairfield Adult Education.

The Fuel Cell training program now boasts two fully equipped fuel cell laboratories and a refueling station outside LET building. Grants totaling about $90,000 have allowed the department to equip the labs, and a gift worth $10,000 from EngenuitySC allows the faculty to demonstrate portable power sources as well as fixed station machines. The program is planning to design and build a fuel cell powered vehicle.

The *English Department Adjunct Handbook* was revised in summer 2008 to include information about departmental structure and decision-making processes, as well as SLO assessment system and documents. It is available on the English Department shared drive.

Instructional Design investigated and developed a pilot program for using podcasting technology within the college community. This included investment in a server to use for podcasting and software development.

The campus bookstores support the academic community by offering custom publishing, central stores, and professor online training to faculty.

Proctor Services were expanded by the Office of Student Assessment to include testing for 135 new classes at MTC. Total instructional exams administered for the year equal 29,799.

Enrollment Services provided support to create an enrollment pipeline of students for the new Nuclear Systems Technology program. Information sessions were conducted for math and science teachers, guidance counselors, educators, students and parents across the Central Midlands. The purpose of this initiative was to create a public awareness of career opportunities in the field of nuclear energy.

Student Life coordinated the MTC All-Academic Team Scholarship competition. Students selected from this competition represent MTC on the South Carolina All-Academic Team for SC Technical Colleges. These students were recognized in an awards ceremony at the South Carolina State House, by a photo article in *The State Newspaper* and at the MTC Honors Ceremony.

MTC entered into a new Bridge Program with Lander University, as part of a state-wide agreement between the SC Technical College System and Lander.

MTC signed new Bridge program agreements with Claflin University and Benedict College.

SUPPORT OF COMMUNITY AND ECONOMIC DEVELOPMENT

"In Their Own Words: A History of Harbison Institute" will be aired on SCETV on July 12th.

The Machine Tool, Automotive and Building Construction Technology programs hosted MEBA's Educators Field Study for the manufacturing industries, the automotive industry and assisted the Home Builders Association for the construction industry.

The Engineering Department has been represented at most local high school career fairs and numerous off-campus events

sponsored by SCE&G this year, including Open House, Show Case and MEBA sponsored events.

The Nursing Department Chair and Admissions/Recruitment Program Coordinator regularly attended MEBA meetings and participated in projects including Health Careers Day and Health Careers publications.

The Nursing Department Chair attended the third-Annual One Voice One Plan Nursing Summit and is an active member of the Nursing Workforce Committee; represented ADN education on the Blue Cross Blue Shield of SC Nurse Faculty Development Program Advisory Committee; and serves on the Regional 3 Medical Reserve Corps Steering Committee.

The Business/Public Service department members participated in meetings with Red Rock Developments; met with the Executive Director of the Enterprise Campus to discuss the MTC Entrepreneur Club activities; attended the dedication of the new Business Accelerator; supported the Comprehensive Entrepreneurial Certificate Program; 15 businesses have been started by MTC graduates of the MGT/MKT/Entrepreneurship program in the past three years.

Nine of the 13 Health Science programs (69%) require community service learning experiences. **PTA** students participated in health career day, MTC Open House and attended professional society meetings. **HIM** students participated in the HIM Student Concierge Program at the SCHIMA Annual Convention (their class president sits on the Executive Board). **EDDA** students earn community service credits through the Columbia Dental Assistant Society and donated time at the Children's Hospital, animal shelters, after school tutoring for high school children and the American Red Cross. **DHG** students participated in "Give Kids a Smile," Irish Children Day, Sealant Clinic,

Varnish Clinic and Community Health Projects. **RAD** students presented a one hour topic on student perception of effective discipline to educators attending the Educator's Workshop; went to Camp Kemo and assisted in teaching kids about health issues involving cancer. **SUR** students raised $2,178 for JDRF fall campaign. **RES** students served as volunteers with Health Hoops, Asthma and Heart Walks, Harvest Hope Food Bank, River Banks Zoo. **MLT** students participated in Red Cross Blood Drives, Haiti Project fundraiser, Harvest Hope Food Drives and the JRDF campaign.

The Director of Public Affairs advised the Middle Colleges regarding student recruitment strategies and publication production techniques. They also worked with Richland District One to coordinate its advertising for the Middle College to minimize confusion with any ongoing college advertising.

The Public Affairs Office helped organize the college's participation in the Midlands Heart Walk. Their office designed T-Shirts and logos for students and employees who participated in this year's walk.

Public Affairs promoted the annual Give Kids a Smile Day. A news brief appeared in the Life & Style section of *The State* newspaper. A story and photo publicizing the annual Costa Rica trip appeared in the Life & Style section of *The State*.

Finance staff raised money and participated in the American Heart Association Heart Walk.

Finance Department staff member chaired the Harvest Hope Food Drive and as a Staff Council member worked at the Harvest Hope Food Bank for two hours.

Finance staff members served as a Co-Leader of Troop #2367, the group provided

community service to the patients at Lexington Extended Care; as a member of the Town of Lexington Election Commission; as a Den Leader in Wee Blow 1 Pack #507; volunteered for the "Operation Christmas Child" community service project; participated in the Providence Hospital "Heart and Sole Walk;" participated in the "Home-Bound Ministry" and "Feed the Homeless Ministry" on a monthly basis.

HRM staff members volunteer with Harvest Hope Food Bank; participated in the South Carolina Government Career Fair on an annual basis and engage in networking and informal recruitment methods in an effort to recruit and retain faculty and staff; participate in the Allen University Career Fair; participate in elementary school fairs and fundraising activities; volunteer in the Summer Enrichment Program (designed to give youth academic and cultural exposure); volunteer in College Prep workshops; volunteer as mentors at Eau Claire High School; and serve as Girl Scout Sponsors.

HRM staff members are members of the Society Human Resources Management; the SC Technical Education Association, SC Women in Higher Education, Aiken Chamber of Commerce through Aiken's Young Professionals, National Professional Women in Business, and the Benefit's Administrator Peer Group from SC College's and Universities.

The HRM Director serves as the MTC representative for the SC Women in Higher Education.

An HRM staff member assists individuals in the community with English/Spanish translation.

HRM provides information, forms and human resources support to MTC employees and the community via the college intranet/Internet for easier access, and

provides campus-wide training to all employees regarding human resources and legal issues.

Auxiliary Services supports the community by providing professional conference room meeting space for service counties, local businesses, and college supporters.

BA staff provided items and funds for the "Children's Garden."

The Director of Support Services and the Internal Auditor are mentors to a student at Springdale   Elementary School.

Director of Support Services represents a "Technical Education Classification" in the Rotary Club of Five Points.

VPBA office staff provides holiday gifts and funds to a needy family.

CE provided a series of 10 employability skills courses (total of 30 hours) at the Columbia One Stop for their clients and provided 17 six-hour employability skills courses for 952 Summer Youth Workers through the Workforce Development Board, including two courses each in Fairfield and Lexington counties.

MTC with the Midlands FastTrac Collaborative continues to play a substantial role in generating the interest, the skill sets, and the excitement around entrepreneurship. During calendar 2008, MTC trained 72 FastTrac students, out of 259 across the state. During the first six months of 2009, MTC has trained an additional 22 students. Over 60% of FastTrac graduates were minority and/or female.

Five specific economic development clusters were identified and the following alliances were established during the year: six alliances in Transportation and Logistics; 37 aliances   in   Alternate   Energy

(Hydrogran/Nuclear); 11 alliances in Information Technology (Insurance Industry); three alliances in Advanced Manufacturing (Automotive Industry); and six alliances in Health Sciences.

New Student Advisement and Orientation Services partnered with the African American Male Leadership Institute to conduct a telephone outreach campaign to entering new first-time African American male students on the benefits of participating at the June 6th New Student Orientation program. More than 100 entering students were contacted, and an estimated 55 male students registered to participate.

The number of WorkKeys exams administered on campus through the Value-Added Reseller Center this year totaled 1,587. This WorkKeys total includes the testing support of scanning, scoring and reporting for 723 WorkKeys examinations that were administered off site. The purpose of WorkKeys is to assess and contribute to career competencies and workforce development.

The Office of Student Assessment provided testing services to persons living in the MTC community for over 539 different distance education exams. This represented a 28% increase in distant education testing and included partnerships with over 63 new host colleges, universities and other agencies.

Student Development Services staff participated in collaborative partnerships with more than 70 community agencies, schools, businesses, and organizations.

Student Development Services staff participated in a variety of community service projects that included: the Community Service Institute at the South Carolina Council of Educational Opportunity Programs Personnel (SCCEOPP) Student Leadership Conference; United Way

Program Evaluation; High Schools that Work School Evaluation; the NAMI Walks Kickoff Luncheon; the American Heart Association Red Dress Campaign, and the Juvenile Diabetes "Walk for Life" campaign.

SUPPORT SERVICES

Machine Tool faculty developed an individual graduation plan sheet that is on their shared drive for each MTT student. This allows the faculty access to each student's graduation plan during advisement. It improves the tracking of each student's progress through the program from the time of admission to completion of the student's educational goals.

English Department instructors (Grego, Jakes, West) received an MTC Curriculum Development Grant to compile materials and equipment for an ESL course.

The English Department's Professional Development Reading Series read and met to discuss two novels. Three members presented at the spring 2009 Best Practices Conference, and two provided FPMS work on non-western authors and works for instructor resources made available on the English Department shared drive.

The SC Deans and Directors of Nursing Education Spring Workshop, "Evidence-Based Practice: The Key to Transforming Healthcare for the Inside Out" was held at MTC in April 2009. 143 nursing educators from all levels of nursing education in South Carolina attended.

The Admission/Recruitment Program Coord-inator and the Pre-Nursing Advisor attended eight career days/recruitment opportunities this year.

The Humanities department received a mini-grant of $1500 from the SC Humanities

Council to continue work to collect and preserve the history of the Harbison Institute.

The Chemical Technology program open lab now employs four grant-funded lab assistants. The lab's equipment, supplies and assistants are funded through the Perkins grant.

Six faculty received at least $990 each in tuition assistance from the Academic Affairs Division and seven faculty members received at least $750 each for professional development.

Over 77% of the 35 employees in Health Science benefited from the college funding a non-MTC sponsored professional development opportunity.

One faculty member attended the AMATYC national conference and two faculty members attended the ICTCM national conference. One math faculty member led a workshop session at MTC demonstrating the use of an audience response system in a mathematics course. Several members of the math department attended the spring meeting of SOCAMATYC, the South Carolina affiliate of AMATYC, and discussed a possible modeling approach to College Algebra.

Resource Development worked with various college personnel and external partners in the development and submission of grants totaling over four million dollars ($4,480,250) in applications to public and private resources during the 2008-2009 fiscal year. Nearly half, $1,798,600, were funded to help support enhancement of teaching, learning and individual development. Grants pending at the end of this fiscal year total $524,400.

The *Building the Future* campaign for private support has raised over $1.5 million dollars in contributions and pledges.

Media Services facilitated 254 Distance Learning Classes for students and 68 videoconferences for peer groups, faculty and staff through the State Technical College System bridge.

Media Services provided technical support/training during the college's migration from WebCT's eLearning suite to Desire2Learn's eLearning suite.)

Instructional Design and Media Services together created the Innovation Center for faculty and staff. It has been designed, furnished and is being piloted in Reed Hall. The staff are being trained in the specialized software, and it will be accessible to support faculty in learning to explore additional ways to improve their courses and reach their online learners.

Media Services provided technical support during the migration and installation of a new Podcasting system from the current Library system, including moving the storage from a Linux server to a Microsoft 2003 server.

The MTC Foundation provided $42,000 in curriculum development awards to fund 15 faculty projects and an additional $6,500 through the Shirley Week and Barbara and Lester Reed Professional Development funds for faculty and staff to enhance their professional development opportunities.

Media Services has facilitated broadcast of the Pharmacy 118 and 124 classes through the SC ETV satellite system.

Instructional Design provided opportunities for its staff to gain certification in Blackboard administration, supervisory experience, leadership, web design and development, and project management.

Public Affairs maintained a daily, accurate and attractive intranet site to maximize college communications. New services such

as online room reservations and state car fleet reservations were added. The unit worked closely with individuals throughout the college, as well as Faculty and Staff Councils to solicit and report information of value to the college community.

IRM - Increased bandwidth to Internet by 10 Mb. (50% increase primarily for instructional use)

Several Finance staff members serve on Staff Council.

Associate VPBA and Finance staff provided training and updates regarding Finance changes for the Faculty and Staff.

100% of Continuing Education full-time faculty and staff participated in professional development.

A timeline detailing activities needed to construct or plan the identified facilities was completed and approved. Construction is proceeding as planned on Lexington Hall and the Harbison Classroom. The MTC Business Accelerator has been completed and is now occupied.

Recruitment and Community Outreach coordinated college-wide Open House events for Airport Campus, Beltline Campus and the new Batesburg-Leesville Campus. More than 600 prospective students and family members participated in the three events.

Midlands Technical College served as a practicum option for four USC graduate students. This program is coordinated through the AVP SDS Office.

The College's Student Ambassador Assembly for exemplary college students was featured on most of the college's campaign materials. College Ambassadors were asked to participate in TV spots for events on campus, and at meetings with Richland and Lexington county delegates.

MTC Student Financial Services represented SC Technical College student aid programs on the ETV annual state-wide television special, "Finding Money for College."

MTC Educational Opportunity Center staff participated in "College Goal Sunday," an annual event to connect local residents with financial resources for college. MTC plans to serve as a local host for the event in spring 2010.

INSTITUTIONAL EFFECTIVENESS

The LEARN system was created and tested. Personnel were trained to input data. Data from 2007-2008 academic year and from beginning of 2008-2009 academic year was loaded into LEARN system. A review of the platform was conducted in spring 2009. Recommendations for improvement were forwarded to IRM for implementation.

Through course committee meetings and analyses of student learning outcomes assessment data collected in spring 2008, summer 2008, and fall 2008, the English Department identified: 1) patterns of weakness in student Communication, Information Literacy, and Humanities competency skills, 2) the need for increased professional development for instructors, and 3) changes needed to clarify performance measures and rubrics for more valid assessment. Each area of recommendation has been addressed, through: 1) an inaugural spring 2009 Best Practices Conference featuring sessions and presentations by instructors of pedagogical approaches to strengthen weak student skill areas, 2) a series of SLO Information Sessions held in both fall 2008 and spring 2009 across campuses and with day/evening options, and 3) revision of performance measures and rubrics.

Student Learning Outcomes (SLO) were developed for each course and placed on the shared drive for the SACS reaccreditation review.

HS faculty participated in the various focus groups that met in 2008. A Respiratory Care faculty member served as QEP Team Associate leader for the past year. The HS Department Chair participated as a member of the Design and Implementation Team during spring 2009. An Allied Health Science faculty member will serve as associate QEP director for QEP implementation over the next five years.

The Director of Instructional Design and the Department Chair of Humanities, the Director of Faculty Development researched best practices in online course design and developed a set of standards for MTC's online courses; currently, the Director of FD is working with the Department Chairs of Math and Humanities to research and design standards for hybrid courses; also, national best practices information will be researched and made available to faculty members participating in the faculty learning communities established as part of MTC's QEP.

Health Science programs posted 210 course student learning outcome assessments for spring 08, summer 08, fall 08, and spring 09 that were loaded onto the LEARN system.

Comparison of retention figures provided by the Health Science program directors for 2008 to last year's report from SCBTCE revealed that all six degree programs succeeded in surpassing the statewide retention rate.

Resource Development assisted the college toward the August 2009 deadline for the QEP by serving as the co-chair of the design and implementation team. Documentation of broad-based input from college constituencies during the discovery phase as well as the prioritization of student learning barriers have been written as chapters for the final QEP report.

Media Services worked with MTC's SACS committee by providing technical support and site administration for Compliance Assist.

Resource Development worked with several community constituencies currently serving on the advisory boards of the various career programs to obtain their input on critical skills for new hires, recent graduates. Several focus groups were hosted to help identify challenges and barriers to student learning for use in the QEP. Additionally, Resource Development worked with the local economic developers on market research and support of US Department of Labor grant applications during the year.

Media Services worked with ARP on developing a new website to house their Academic Program Review files. This would allow faculty to work electronically by downloading all documents via PDF format.

Nine activities were implemented to promote the USC Bridge Program and to evaluate the process that will be used to determine the programs effectiveness, including student feedback, advisement and orientation sessions.

A timeline was established and activities listed to accomplish the QEP report and it was completed and approved. The document is scheduled to be sent to on-site reviewers and SACS in August 2009.

Student Development Services coordinated the African-American Male Leadership Institute and supporting activities to enhance the retention of African-American male students; set up focus groups with African-American female students and designed

"Sister Circle" workshops to support African-American female student success; and provided counseling support through retention advocates for students in the SOAR program for academically underprepared students. In addition, new student orientation programs were expanded and enhanced, with inclusion of parents and significant others. The retention rates of African-American males increased 4.8 percent over the previous year, African-American females increased 7.6 percent, and academically underprepared students in two or more DVS courses increased 9.7 percent. The overall retention of all entering students increased 3.8 percent.

Student Development Services held three (3) program reviews in 2008-09. Reviews included external evaluators with expertise in the program under review, and MTC faculty, staff and students. Review teams evaluated SDS programs using the criteria set forth by the Council on Advancement of Standards (CAS). The following ratings were attained, with all programs under review exceeding the standard of 3.2 on a 4.0 scale: Student Financial Services (3.8), Student Life (4.0) and Student Information Services (4.0).

A new online college application was developed and created by ISS Department and Enrollment Services Staff. This easy and seamless application replaces the long and cumbersome CollegeNet product. This internal college application will save a tremendous amount in yearly fees and service charges. This 12-month project was completed within 60 days by a team of ISS and Enrollment Services Staff. The online application has been modified to comply with new immigration laws.

Enrollment Services created an online status check option for students to check their admission status through their MTC Online account, thereby enhancing the timeliness of communications to entering students, reinforcing student web technology skills, increasing the self-reliance of entering students, and decreasing college cost through the elimination of paper and mail costs.

Student Financial Services employed an online status check to allow students to check and track the status of their verification documents through their pass-word protected MTCOnline account. Information included documents needed, documents received and the date of receipt. This service also enhanced communication timeliness, decreased college costs, reinforced student web technology and contributed to student self-reliance. SFS also implemented an online student survey to obtain student input regarding services and used student feedback to make website and service improvements.

Student Financial Services worked with IRM to create an improved bookstore download process. VA and SFS bookstore allocations were integrated into the report so students have more accurate and timely calculations of their bookstore allocation. Prior to this change, staff had to manually calculate the VA bookstore allocation and students had no method of viewing this data. A page was added to MTCOnline to allow students to view their bookstore allocation (based on SFS and VA awards) prior to standing in line at the bookstore. This page is refreshed daily so students have the most current information available to them, thereby contributing to the accuracy and timeliness of bookstore information and contributing to student self-reliance by allowing students to better manage their financial resources.

The MTCOnline Committee and the Student Online Advisory Panel contributed input regarding a new web enhancement to link the online course schedule to bookstore offerings for the course. This service allowed students to see books and book costs for courses at the time of registration, thereby allowing students to make more informed course choices with less "search and find" activity.

Counseling Services coordinated a college task force to streamline and automate the change of academic major process. This new process will enable students to be more self-sufficient in managing their academic major changes and will decrease manual steps required by multiple college departments.

Student Financial Services identified two financial literacy programs to enhance the financial literacy of MTC students and will make these programs available to students through online modules in 2009-10.

Staff made presentations to middle colleges on "Purpose and Responsibility," and to the African-American Male Leadership Institute (AAMLI) on "Social Responsibilities."

In coordination with the Student Advisory Board, Student Life sponsored activities designed to promote health and wellness, career purpose and direction, positive interpersonal relationships, communication skills, global and multi-cultural awareness and appreciation, leadership development, and service to others.

SDS staff conducted 250+ workshops for more than 6,000 students and prospective students. The purpose of these workshops was to promote career purpose and direction, self-responsibility and self-sufficiency, communication skills, positive interpersonal relations, global and multicultural awareness and service to others.

TRiO and Community Support Programs submitted proposals and received $2.2 million for the following programs that serve at risk students: Access and Equity $16,739.00; Upward Bound $296,334.00; Educational Opportunity Center $226,600.00; Educational Talent Search $355,928.00; Perkins IV Grant $710,676.00; WIA $557,964.00; EEDA Pathways $62,000.00.

Student Development Services acquired $60,500 in Educational and Economic Development Act (EEDA) funds to support seamless transition from high school to college to develop qualified pools of high school students for dual enrollment opportunities and to identify high school juniors who need additional skills-building to be ready for MTC academic programs. These funds were reduced to $48,150 due to state budget cuts. However, more than 3,000 students were assessed on ASSET, COMPASS or WorkKeys, to assist in building student and career readiness for college and/or the workforce. MTC also worked with the local Midlands Education and Business Alliance to develop two (2) new career alliances in support of K-16 career development in the Central Midlands.

TRiO and Community Support Services program outcomes demonstrate 90+ percent retention rates for MTC students, and 90+ percent graduation rates of high school students and/or progression of students to the next grade level.

The Student Information Center used the School Messenger phone tree service to contact students regarding beginning registration dates, ending advisement and registration dates, fee payment due dates, missed fee payments, scholarship programs, New Student Orientation session reminders, and events on campus. This system was also used to call students using the FACTs Management (NelNet) program.   These services supported enhanced student communication and engagement, and contributed to an enrollment increase of 5-6 percent in 2008-09.

Student Development Services staff demonstrated profession competence by being elected or appointed to 27 offices, committees, and boards of state, regional, and national professional organizations.

Student Development Services staff hold memberships in the Association of Higher Education & Disability (AHEAD), ACPA, ACA, ACCA, SUCCEEDS, SCACE, NACE, NCDA, SC Counseling Assoc., and S.C. Society of Adlerian Psychology, the College Board, AACRAO, SACRAO, CACRAO, NASFAA, SASFA, SCASFA, SCCEOPP, SCCPA, NASPA, NCSD, NACADA, NACAC, NAFSA, and SCTEA.

Report Card 2008-2009

Summaries of the

IE Reports to the SC Commission on Higher Education

Summaries of Institutional Effectiveness Reports to the SC Commission on Higher Education -   2008-2009

This year's **MAJORS OR CONCENTRATIONS** and the **LIBRARY RESOURCES AND SERVICES** reports were deferred by the SC General Assembly due to budgetary constraints.

Report Card 2008-2009

Index
of
Terms
and
Abbreviations

Index of Terms and Abbreviations

Program Names

AA	- Associate in Arts
ACC	- Accounting
ADN	- Associate Degree Nursing
AET	- Architectural Engineering Technology
AOT	- Administrative Office Technology
AS	- Associate in Science
AUT	- Automotive Technology
BCT	- Building Construction Technology
CET	- Civil Engineering Technology
CGC	- Commercial Graphics
CPT	- Computer Technology
CRJ	- Criminal Justice Technology
DHG	- Dental Hygiene
DVS	- Developmental Studies
ECD	- Early Care and Education
EDDA	- Expanded Duty Dental Assisting
EEM1	- Industrial Electricity/Electronics
EET	- Electronics Engineering Technology
GT	- General Technology
HIM	- Health Information Technology
HUS	- Human Services
HVAC	- Heating, Ventilation, Air Conditioning Technology
IST	- Information Systems Technology
LEG	- Legal Assisting/Paralegal
MED	- Medical Assisting
MET	- Mechanical Engineering Technology
MGT	- Management
MKT	- Marketing
MLT	- Medical Laboratory Technology
MTT	- Machine Tool Technology
NMT	- Nuclear Medicine Technology
NUR	- Nursing
OST	- Office Systems Technology
PHM	- Pharmacy Technician
PRN	- Practical Nursing
PTA	- Physical Therapist Assistant
RAD	- Radiologic Technology
RES	- Respiratory Care
SUR	- Surgical Technology
TSM	- Telecommunications Systems Management

Other Abbreviations

AAMLI	- African American Male Leadership Institute
ACCB	- Airport Campus Classroom Building
AHA	- Advisors Helping Advisors
ART	- Art
BIO	- Biology
CAS	- Council on Advancement of Standards
CCS	- Counseling and Career Planning
CE	- Continuing Education
CERS	- College Extract Reporting System
CHE	- Commission on Higher Education
ECO	- Economics
EHS	- Environmental/Health/Safety
ENG	- English
EPMS	- Employee Performance Measurement Standard
ETS	- Educational Talent Search
GASB	- Governmental Accounting Standards Board
GFOA	- Government Finance Officers Association
GPA	- Grade Point Average
HIS	- History
HS	- Health Sciences
IST	- Information Systems Technology
JTPA	- Job Training Partner Assistance
MEBA	- Midlands Education and Business Alliance
MOU	- Memorandum of Understanding
NSLC	- National Student Loan Clearinghouse
PHI	- Philosophy
PLTW	- Project Lead the Way
PMSC	- Policy Management Systems Corporation
PTK	- Phi Theta Kappa
QEP	- Quality Enhancement Program
RCO	- Recruitment and Community Outreach
RDG	- Reading
SACS	- Southern Association for Colleges and Schools
SBTCE	- State Board for Technical and Comprehensive Education
SCAMP	- SC Alliance for Minority Participation
SDS	- Student Development Services
SES	- Student Employment Services
SFS	- Student Financial Services
SLO	- Student Learning Outcomes
SSS	- Student Support Services
TAP	- Technical Advanced Placement
TAR	- Technology Advisory Roundtable
UB	- Upward Bound