

EXECUTIVE SUMMARY

James Sprunt Community College
Function/Service Reviews
2007-2008

July 2008

This document is compiled by The Office of Research, Planning and Institutional Effectiveness.
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Introduction

Over the past several years James Sprunt Community College (JSCC) continually improves through qualitative and quantitative assessment of each function and service of the college. Each function and service of JSCC is reviewed in a five year cycle. The Function/Service Review (FSR) cycle is revised each year in August to stay current with changes at JSCC and in our surrounding community. Several different methods of data collection is utilized. The variety includes data from the North Carolina Community College System annual report called, "A Matter of Facts 2007, The North Carolina Community College System Fact Book," data from OSHA, the PACE and SACE (third party surveys), FTE transfer enrollment to Mt. Olive College and other 4 year state institutions, internally run surveys, formatted structured interviews, and the 2008 James Sprunt Community College Facilities Master Plan. The various methods used in collecting data facilitates validity and reliability to ensure the findings are grounded on fact.

Each function and service is divided into sections by the corresponding JSCC Institutional Goals. You can find the current listing of JSCC Institutional Goals on page 3. Recently a sixth goal was added to the 2007-2012 Long Range Plan, thus, the current Function/Service Review does not represent that goal. The 2009 FSR will have the updated cycle with Institutional Goal Six added as well as the functions and services representative of that goal. The current review cycle can be found on page 4.

By mid July each function and service under review is assessed and documented in the James Sprunt Community College Function Service Review. An Executive Summary of the Function Service Review should be completed and presented to the college. Within the Executive Summary there should be a cover page, introduction, the current JSCC Institutional Goals, the current FSR Cycle, a condensed version of each review, recommendations and use of results for each goal.

January 15, 2008

James Sprunt Community College
Goals 2007-2012

Goal

- 1: To develop through educational training or retraining programs, adults competent in the knowledge and skills necessary to prepare them as an informed, productive, and qualified work force. To educate individuals desiring to continue their education at other institutions of higher education and to promote cooperative relationships with these institutions to ensure a smooth transfer process.
- 2: To increase the competence level of adults who possess less than a high school education or who are otherwise undereducated or underskilled. To increase among pre-college youth the opportunities for and eventual participation in post-secondary education through articulation and other cooperative efforts with the public schools.
- 3: To enhance the quality of community life by sponsoring or co-sponsoring a variety of educational and cultural community services courses and activities. To serve as a catalyst to Duplin County's progress in business development, cultural awareness, leadership development training, county-wide and regional strategic planning efforts and other collaborative efforts. To accomplish the college's educational and community development mission through effective planning and management processes.
- 4: To provide educational support services which enable students to enroll in appropriate programs, continue to make progress, and meet their educational goals.
- 5: To provide a beneficial, safe and healthful learning environment; and to plan for, acquire and maintain modern and accessible facilities, equipment and technology. To ensure high quality in all programs and services by attracting, retaining and supporting a well-qualified and diverse faculty and staff through competitive salaries and appropriate personnel and staff development services.
- 6: To enhance student academic achievement and retention by improving the first year experience.

FUNTION SERVICE REVIEW CYCLE

Goal	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008
Goal 1	CE Course Scheduling	Instructional Delivery; Distance Learning	Articulation Agreements with 4 year Colleges	Duplin County Job Ready Partnership	Curriculum Course Scheduling; Wallace-Rose Hill
Goal 2			Tech-Prep	CE/Basic Skills/AHS	CE Occupational Extension
Goal 3	Planning Process; Community Service Program; Self Supporting Courses	Customized Training Program	Job Like Center; Internal Communications; Board of Trusties Operations; Campus Technology Plan; Media Center	Scheduling/Use of Campus facilities (External); Small Business Center/DCCLD; Administration & Organization; Institutional Research; Public information/relations	Cultural Programming; Business & Industry Partnership; Fiscal Management; Mailroom
Goal 4	Library Services; Testing and Placement; Academic Support Center; Academic Advising	New Student Orientation; Counseling Program; Student Activities/SGA; Food Services	Talent Search Registration Process Bookstore	\Scheduling/Use of Facilities (Internal); Financial Aid; Upward Bound	Recruitment; Retention; Admin/Regis Office; SSS Program
Goal 5	Maintenance Function; Purchasing and Inventory	Risk Management Benefits	Copying	Facilities Master Plan; Safety/Security Plan; Tier A Program; Personnel Evaluations	Contracts; Orientation/Mentoring Program; Employment Process

2007-2008 FUNCTION SERVICE REVIEWS EXECUTIVE SUMMARY

Department: Fiscal Management

Title: Fiscal Management

Conferment of Board Meetings:	Met
Creation of a third party master plan	Met

Recommendations:

Continue to hold board meetings. Use the 3rd party JSCC Master Plan to write grants, keep a mindful focus of the future and validate proper usage of facilities.

Title: Mailroom

Variables investigated included: accessibility, security, organization, appearance, equipment age and overall effectiveness.

Met

Recommendations:

Security of JSCC internal and external mail was the biggest concern of faculty and staff. Up to this point there has yet to be a security breach. If there is a security breach, one simple and effective suggestion was to start closing both doors to the mail room. This would increase actual and perceived mail security at JSCC.

Department: College Advancement

Title: Cultural Programming

Number of outside groups using facilities	Met
Number of college sponsored/co-sponsored events	Met
Number of non-college sponsored cultural events	Met
Workshops/Seminars conducted	Partially Met
Percent satisfaction	Met

Recommendations:

There was an increase from previous years pertaining to number of college sponsored cultural events. There was a decrease of workshops/seminars conducted from 53 to 46. over the past 6 years, the average number of workshops and seminars was 45.5. Overall,

cultural programming is going in the right direction. In the next year there needs to be a greater focus on conducting additional seminars. Satisfaction of workshops/seminars stayed the same from last year 99% and 95%.

Title: Employment Contacts

Efficiency of the current contracting system.	Partially Met
What changes need to be made?	Met
What is the reality of the timeliness of the contracting process.	Met

There is room for improvement in the effectiveness and efficiency of the contracting process. More investigation needs to be conducted as to why the contracting protocol is rated so low by staff members. Focus groups should be made due to the lack of creative and useful responses from survey responses. There was not a problem with the timeliness of the contracting process.

Title: Employment Process

Is the entire employment process effective and efficient?	Met
Does the process meet all legal requirements?	Met
Is the recruitment process effective?	Met
Does the process ensure the objective and equitable treatment of candidates?	Met

Recommendations:

Findings show faculty are pleased with the hiring process, but, many faculty members noted they do not specific measure ensuring laws are being enforced. It was ensured all requirements James Sprunt Community College manual are being followed. All legal requirements are being followed from the advertisement of a position being printed in 15 plus culturally diverse publications to formatted consistent interviewing process.

Department: Continuing Education

Title: Business and Industry Partnership

Hours Generated at each FIT and NEIT Locations.	Met
Satisfaction levels of each location.	Met

Recommendation:

Continue to provide 3509 hours in the next evaluation year. Continue to evaluate, document and publish those results in James Sprunt Community College publications.

Title: CE Occupational Extension

If students feel they are learning the newest technology.

Met

Recommendations:

Continue to provide new technology education to our service area.

Department: Curriculum Services

Title: Curriculum Course Scheduling

Surveys were given to five different groups investigating the satisfaction and timeliness of the fall, spring and summer schedule.

Met

Recommendations:

Although there was overall satisfaction with the curriculum schedule, it is recommended additional surveys or perhaps focus groups are conducted to determine why curriculum course scheduling is rated so high and how the level of satisfaction among faculty, staff and students can be increased for continual improvement.

Title: FT/PT Faculty Orientation/Mentoring

Documented in the PACE 2007, full and part-time faculty members indicated satisfaction with the level of support received at JSCC. The variables included in that measure are supervisor help, positive work communication, suburbanites received appropriate feedback for there work and supervisors seriously considers there working ideas.

Met

Recommendations:

Continue to evaluate the orientation protocol and mentoring culture at James Sprunt Community College.

Department: Student Services

Title: Admissions and Registration

The SACE 2007 documented a high efficiency of admissions process, student orientation, record keeping and registration services at James Sprunt Community College.

Met

Recommendations:

Continue to provide quality services for students registering for classes at James Sprunt Community College.

Title: Recruitment/Retention

Are students satisfied with the marketing and promotion of JSCC?	Met
Are faculty and staff satisfied with the marketing and promotion of JSCC?	Met

Recommendations:

Continue to investigate future promotional opportunities in our service area. These could include cultural events, community gatherings, activities on campus and participating in social happenings.