

# **DEPARTMENTAL GOALS**

# **GOAL 1**

**DEPARTMENT TITLE: AUXILIARY SERVICES**

**PURPOSE:** Administer all of the resources of the College in a manner that will provide the greatest benefit to the College, be worthy of public trust and in compliance with regulatory and governing agencies.

**Departmental Objective:** AS5.1-C Regularly survey prices to stay in line with competitors.

**Effectiveness Criterion:** Items priced fairly and competitively.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** AS5.2-C Review product offerings on a regular basis.

**Effectiveness Criterion:** Product offerings will keep up with trends and consumer demand.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** AS5.3-C Evaluate environment provided for customers to ensure it is as comfortable as possible.

**Effectiveness Criterion:** Customers will enjoy services provided.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

**DEPARTMENT TITLE: FACILITIES & GROUNDS**

**PURPOSE:** The purpose of this department is to establish procedures and guidelines for continuing and preventive maintenance of the buildings, grounds and equipment of the College. This plan is carried out by the Division of Physical Facilities under the supervision of the Director of Physical Facilities.

**Departmental Objective:** F/G 5.1-C Review maintenance operations for operational efficiency.

**Effectiveness Criterion:** Maintenance operations reviewed by DAFS and independent party and recommendations implemented.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** F/G 5.2-C Continue professional development of Facilities/Grounds staff.

**Effectiveness Criterion:** Facilities/Grounds staff meetings held and Recommendations made to Dean of Administrative and Fiscal Services.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

**DEPARTMENT TITLE: FACILITIES & GROUNDS**

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**Departmental Objective:** F/G 5.3-C Make best possible use of available technology and training.

**Effectiveness Criterion:** Facilities/Grounds staff provided with adequate technological equipment to stay involved with campus activities.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**PURPOSE:**

**Departmental Objective:** F/G 5.4-C Provide Facilities and Grounds staff with adequate equipment to manage college's facilities and grounds.

**Effectiveness Criterion:** Equipment provided.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

**DEPARTMENT TITLE: FISCAL SERVICES**

**PURPOSE:** Administer all of the resources of the College in a manner that will provide the greatest benefit to the College, be worthy of the public trust and in compliance with regulatory and governing agencies.

**Departmental Objective:** FS 5.1-C Continue with staff cross-training and Professional development.

**Effectiveness Criterion:** Better trained staff as evidenced by fewer audit findings.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** FS 5.2- C Maximize use of available technology.

**Effectiveness Criterion:** CIS system being utilized to achieve office efficiency.

**Budgetary/Other Comments:** Budget limitations.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** FS 5.3 - C Cross train staff for greater departmental efficiency.

**Effectiveness Criterion:** Staff cross-trained.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**DEPARTMENT TITLE: FOUNDATION**

**PURPOSE:** The mission of the James Sprunt Community College Foundation, Inc., is to promote the development of *James Sprunt Community College* and all of its programs and activities, and through such action, to expand the opportunity for accessible quality education to the people of Duplin County and Southeastern North Carolina.

**Departmental Objective:** FO 4.1-C: The Foundation will continue to support student scholarships and other related programs of student benefit.

**Effectiveness Criterion:** The scholarship program will show an increase in Endowment value and the number of scholarships awarded.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/The Foundation continues to average two new endowed or annual scholarships per year

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** FO 4.2-D: Planned giving will be explored as a new area of emphasis for fund raising for the Foundation.

**Effectiveness Criterion:** Potential assessed.

**Budgetary/Other Comments:** Travel/training budget.

**Year 1 Rating & Action/Outcome:** Not Met/Still under consideration.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**DEPARTMENT TITLE:** INSTITUTIONAL RESEARCH & PLANNING

**PURPOSE:** The Institutional Research and Planning Office will support the College by providing on-going timely data collection; analysis and dissemination of internal and external reports concerning personnel, facilities, equipment, programs, services and fiscal resources. This shall be used for databases, external and internal studies and statistical analysis quantitatively and qualitatively to support planning evaluation and management processes. It will also guide the College in the completion of its continuous planning activities.

**Departmental Objective:** R5.1-C To continue to build the Institutional Effectiveness Library and make it more utilized by Campus employees.

**Effectiveness Criterion:** Representatives across the Institution contributing resources to the Library and to provide a central location for archival Institutional Documents.

**Budgetary/Other Comments:** Increase budget to support endeavor.

**Year 1 Rating & Action/Outcome:** Met/All new publications are submitted to the library for cataloging (electronic or bound versions)

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R5.2-C To continue to use Campus website and network to post, develop, create, and maintain Institutional Effectiveness Reports/Documents.

**Effectiveness Criterion:** Current Reports Networked. Institutional Effective Reports and Performance Measures and Standards Reports and other I.E. documents have been put on the website.

**Budgetary/Other Comments:** Based on availability of funds.

**Year 1 Rating & Action/Outcome:** Met/JSCC IS section of the Website is updated as needed.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: INSTITUTIONAL RESEARCH & PLANNING**

**Departmental Objective:** R5.3-C To continue efforts to improve the Non-Completer survey return rate.

**Effectiveness Criterion:** JSCC met or exceeded the Performance Standard that relate to the Non-Completer Survey response rate.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome: Met.** Additional methods to obtain information about non-completers, and methods to improve their chances of returning have been found.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R5.4-C To continue to provide support to the Administration, Staff, and Faculty on the use of the Network and College Planning website.

**Effectiveness Criterion:** Administration, Staff, and Faculty properly reviewing and completing reports on a timely manner.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome: Met.** Surveys, research and workshops on Excel have been completed.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R5.5-D To administer a survey specifically designed toward the Correctional Facility.

**Effectiveness Criterion:** As indicated in the Assessment of Goal Key Indicators Report.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome: Not Met.** A survey for the Correctional Center has not been created.

**Year 2 Rating & Action/Outcome:**

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James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: INSTITUTIONAL RESEARCH & PLANNING**

**Departmental Objective:** R5.6-C To continue to coordinate the submission of NCCS data reports to the System Office according to schedule.

**Effectiveness Criterion:** All reports submitted on time.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome: Met.** Every report has been submitted on time.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:**R5.7-D To purchase state of art equipment for the I.E. Department to enhance print quality and visual presentations.

**Effectiveness Criterion:** New printer, computer, and power point projector purchased.

**Budgetary/Other Comments:** Based on increased budget allocation.

**Year 1 Rating & Action/Outcome: Partially Met.** A projector needs to be purchased for the department.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R5.8-C To enhance the College Institutional Effectiveness Plan for tracking and monitoring the College's Critical Success factors which are established by the NCCCS.

**Effectiveness Criterion:** Advanced system established for tracking and monitoring Performance Measures and Standards.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome: Partially Met,** standards are followed but a formal plan has yet to be established.

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**PROGRAM/SERVICE TITLE:** DOC

**PURPOSE:** The purpose of the DOC Program area is to provide New Employee Orientation, in-service training and instructional support to the North Carolina Department of Correction. Training programs are developed jointly with the Department of Correction to meet state requirements and to comply with certification requirements of the Criminal Justice and Standards Commission. JSCC is the host institution to five DOC facilities for in-service training and eleven DOC facilities for New Employee Orientation. JSCC is also host institution to nine DOC facilities for remedial firearms training.

**Departmental Objective:** DOC 3.1 Continue to offer DOC, Probation and Parole initial and recertification classes for Eastern North Carolina.

**Effectiveness Criterion:** Continuing Education Class Statistical report student count

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** DOC 3.2C Continue the implementation of the training program for New Employee Orientation.

**Effectiveness Criterion:**

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** DOC 3.3D Develop and Implement Probation and Parole (P&P) Consortium

**Effectiveness Criterion:**

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Partially met/Have increased offerings and number of students for P&P students

**Year 2 Rating & Action/Outcome:**

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**PROGRAM/SERVICE TITLE:** EMERGENCY SERVICES

**PURPOSE:** The purpose of the Emergency Services Program area is to provide initial certification, re-certification, and in-service training and technical assistance to fire, law enforcement, rescue and emergency medical individuals and agencies within Duplin County. Training programs are developed jointly with emergency service agencies to meet local requirements and to comply with regulatory requirements of state level certification bodies. Additionally, JSCC is the host institution to a Regional Fire and Rescue Training Coordinator who provides technical assistance to nine community colleges in a twelve county region. Participants who successfully complete training will meet certification and/or in-service training requirements prescribed by the appropriate state level certification agency.

**Program Objective:** EMS 5.1C Continue to offer County Annual Fire, Rescue and EMS School in a manner conducive to wide participation based on a variety of programs recommended by representatives of Fire, Rescue and EMS Agencies within Duplin county.

**Effectiveness Criterion:** Continuing Education Class Statistical report student count

**Budgetary/Other Comments:** Access to regular Occupational Extension budget. Sponsorship by Duplin Co. Fireman's Association and Duplin Co. Rescue Association.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Program Objective:** EMS 5.1D Continue Development of Certified Critical Care Paramedic Program

**Effectiveness Criterion:** Delivery of first Certified Critical Care program in Spring 2005.

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**PROGRAM/SERVICE TITLE:** EMERGENCY SERVICES

**Program Objective:** EMS 5.2 D Establish Continuing Ed. Housed American Heart Association Community Training Center Administrative Structure, Policies and Procedures for Operation of Center

**Effectiveness Criterion:** Delivery of AHA CPR, ACLS and PALS programs by Summer Semester 2004 as identified on Continuing Education Class Statistical report.

**Budgetary/Other Comments:** Access to regular Occupational Extension Funds

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Program Objective:** 5.3 D Expand EMS part-time instructional staff available to continuing Education through recruiting and training efforts directed at local and regional EMS providers to identify potential instructor trainees to attend Instructional Methodology Program offered by Fall 2004.

**Effectiveness Criterion:** Instructor Methodology program offered Fall 2004. Five new EMS Instructors credentialed by Fall 2006.

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Program Objective:** 5.2C Maintain or develop Institutional capabilities to qualify as a Level Educational Institution under current OEMS Provider Criteria.

**Effectiveness Criterion:** NC OEMS notice of qualification at Level II confirmed by Fall 2004

**Budgetary/Other Comments:** Access to regular Occupational Extension Budget. Department Must maintain EMS faculty qualified at the EMS Level II status.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**PROGRAM/SERVICE TITLE:** JOB TRAINING & RETRAINING

**PURPOSE:** The purpose of the Job Training/Retraining program area is to provide short-term occupational training opportunities which will qualify individuals to enter or reenter the workforce. Individuals who successfully complete the training will be competent in those job-related tasks required by an employer.

**Program Objective:** 1.1 C Monitor new legislative changes that alter licensure or certification requirements

**Effectiveness Criterion:** Meet all requirements for upgrade prior to effective date

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

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**Program Objective:** 2.1 C Maintain liaison with Duplin Economic Development Commission and new industries to meet start up and upgrade training for service area

**Effectiveness Criterion:** Provide requested training in a timely manner

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**DEPARTMENT TITLE: BASIC SKILLS**

**PURPOSE:** The purpose of the Basic Skills Department is to provide educational opportunities for adults 16 years of age and older who are no longer in the public schools. Educational opportunities are provided through five program areas which include: Adult Basic Education (ABE), Adult High School (AHSD), General Education Development (GED), English as a Second Language (ESL), and Compensatory Education (CED). Programs are available at no cost both on and off campus to include the workplace. Students that successfully complete basic skills programs have enhanced basic employability and life skills and can also achieve high school completion or the equivalent should that should be their educational goal.

**Departmental Objective:** BS2.1C Expand computer usage by offering the computerized version of the practice GED test.

**Effectiveness Criterion:** AKGI 2-A

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Planned for 2008-2009

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** BS2.2C Continue to evaluate each basic skills class to determine the need for new or removal of ineffective classes.

**Effectiveness Criterion:** AKGI 2-G

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Ongoing

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** BS2.5C Begin adding a volunteering/tutor component to the program to better meet the individual needs of our students.

**Effectiveness Criterion:**

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**DEPARTMENT TITLE:** BASIC SKILLS

**Departmental Objective:** BS2.5C Hold annual meetings with the Duplin County Literacy Council and/or Duplin County Schools staff to address Basic Skills Program effectiveness.

**Effectiveness Criterion:** AKGI 2-G

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** BS2.7C Meet NCCCS performance measures for progress of Basic Skills students

**Effectiveness Criterion:** Students meet or exceed NCCCS standard of 75%

**Budgetary/Other Comments:** Accomplish within existing Basic Skills budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** BS2.8C Increase computer usage at off-campus locations

**Effectiveness Criterion:**

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE: CE COMMUNITY SERVICES**

**PURPOSE:** The purpose of the Community Service Program (Department) is to provide workshops, seminars and activities that contribute to the community's overall cultural, civic and intellectual growth as well as to assist adults in the development of new skills or upgrading existing skills in vocational, academic or practical skills areas. Participants in community services activities should achieve a higher level of personal satisfaction and enjoy an enhanced quality of life. Resources for community services activities are obtained by means of a block grant from the NC General Assembly or from revenue granted for registration or other fees for self-supporting activities. Emphasis is placed on meeting the needs of senior citizens within the service area. North Carolina residents 65 years of age and over are exempt from registration fees.

**Departmental Objective:** CS 4.1-C Provide a wide range of community service courses throughout the service area to meet public demand to include those needs of senior citizens.

**Effectiveness Criterion:** AKGI Key indicator 4 A&B

**Budgetary/Other Comments:** Require full amount of JSCC Continuing Education Community Service Block Grant.

**Year 1 Rating & Action/Outcome:** Met/Classes offered throughout the County (Painting, woodworking, vehicle inspection, etc.)

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CS 4.2-C A minimum of 30% of the students enrolled in community service classes supported by institutional block grant funds will be senior citizens (NC residents 65 years of age or older).

**Effectiveness Criterion:** AKGI Key indicator 4 A&B

**Budgetary/Other Comments:** Community Service Block Grant Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**DEPARTMENT TITLE:** CE COMMUNITY SERVICES

**Departmental Objective:** CS 4.3-C Continue to promote community service avocational programs by making the public aware of products prepared in crafts type classes.

**Effectiveness Criterion:** AKGI Key indicator 4-C

**Budgetary/Other Comments:** Use of display case located on campus in Boyette building. News articles of students completing programs.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CS 4.4-D Increase the number of sites used to offer course Community Services classes to the general public.

**Effectiveness Criterion:** AKGI Key indicator 4-C

**Budgetary/Other Comments:** Rental funds for off campus community centers.

**Year 1 Rating & Action/Outcome:** MET

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
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**DEPARTMENT TITLE:** CUSTOMIZED TRAINING PROGRAM

**PURPOSE:** The purpose of the Focused Industrial Training Center (FIT) is to communicate opportunities for training to manufacturing industries within the service area through personal contact, and center developed media. To assist manufacturing industries with an assessment of needs for training. To develop a database of qualified instructors to deliver training in skills most needed by area industries. To deliver quality, customized training to manufacturing industries within the service area so that they may stay technologically, and process current. Additionally, to coordinate requests for business and industry training directing such inquiries to the proper departments.

**Departmental Objective:** 1.1 C To provide customized training that will allow individuals to gain or upgrade their job skills for job retention.

**Effectiveness Criterion:** Business/industry customized training provided on a continuous basis to upgrade employee skills in order to remain competitive in a global economy, customer surveys (on file) ensure training needs are satisfactorily met to the expectations of the Business/Industry.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 1.2 D To provide customized training utilizing a variety of teaching methods; traditional classroom, one-on-one, distance education, Internet and CD-Rom format in English and Spanish.

**Effectiveness Criterion:** Focused on customized training to provide Business/Industry with training opportunities to prepare the workforce with upgraded job skills to remain competitive in a global economy. Training needs are determined based on assessments and customer surveys.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** DUPLIN COUNTY CENTER FOR LEADERSHIP DEVELOPMENT (DCCLD)

**PURPOSE:** The purpose and mission of the Duplin County Center for Leadership Development is the development of leadership training and participation opportunities that will enhance the social, cultural and economic growth and improve the quality of life in the community.

**Departmental Objective:** 4.1-C Provide high quality leadership training to meet employer, community, and government need for flow of leadership qualified candidates to enter the private work force, government services, and volunteer public/community service.

**Effectiveness Criterion:** AGKI 5

**Budgetary/Other Comments:** DCCLD existing grant allocation, class fees.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 4.2 –C Marketing and promote the DCCLD Program and its objectives in order to maintain and enrich business, industry, public service, and community leadership alliances and sponsorships in Duplin County.

**Effectiveness Criterion:** AGKI 5

**Budgetary/Other Comments:** DCCLD existing grant allocation, class fees.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** HUMAN RESOURCE DEVELOPMENT (HRD)

**PURPOSE:** Provide skill assessment services, employability skills training, and career development counseling to unemployed and underemployed adults.

**Departmental Objective:** HRD 1.1-C Provide increased number of HRD course offerings to include partnering with Continuing Education Allied Health programs to offer Career Readiness classes for Healthcare professionals.

**Effectiveness Criterion:** Assessment Plan (Goal 1, L&N)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** HRD 1.4D To continue to market the Work Keys Program(using the WIN program) to include local area businesses and classes in the Continuing Education department.

**Effectiveness Criterion:** Assessment Plan (Goal 3E)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: OCCUPATIONAL EXTENSION**

**PURPOSE:** The purpose of the Occupational Extension Department is to provide training courses for the specific purpose of training an individual for employment, upgrading skills of persons presently employed, and retraining others for new employment in occupational fields. Training courses apply to people in all technical or vocational fields and vary in length according to the complexity of the skills and the needs of the employer or employee/potential employee. Additionally, initial certification and in-service training is provided to emergency services personnel as well as those in other professions. Individuals that complete training courses are prepared to accomplish job-related tasks as identified by the student licensure/certification agency or the employer.

**Departmental Objective:** OE 5.1 D Develop, train instructional staff and conduct Scenario based skills training for local EMT-B, I and P personnel.

**Effectiveness Criterion:** Instructor training outlines, class syllabi and C.E. class contract file will indicate completion of objective.

**Budgetary/Other Comments:** Access to regular Occupational Extension budget

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** OE 5.2 C Increase the number of students enrolling in Occupational extension classes

**Effectiveness Criterion:** Results of comparison to previous year

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**DEPARTMENT TITLE: OCCUPATIONAL EXTENSION**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**Departmental Objective:** OE 5.3C Respond to business and industry needs for Spanish language training. Specifically, expand the “Command Spanish” program utilization to health care agencies, law enforcement agencies and other appropriate businesses.

**Effectiveness Criterion:** One health care program and one business related session conducted each semester

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.  
Access to Command Spanish Certified instructors

**Year 1 Rating & Action/Outcome: Not Met**

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** OE 5.4C Involve local business and industry in the identification and development of occupational and special program offerings to meet future training and retraining needs.

**Effectiveness Criterion:** Cont. Ed. Contract file will reflect programs conducted for local industry.

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome: Met**

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** OE 1.1 D To redesign the entrance requirements for Students entering the Real Estate program to achieve a passage rate among students take the state exam.

**Effectiveness Criterion:** Transfer Outcome Assessment AGKI Goal 1.D

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome: Met**

**Year 2 Rating & Action/Outcomes:**

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**DEPARTMENT TITLE: OCCUPATIONAL EXTENSION**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**Departmental Objective:** OE 1.2 D provide adequate classroom space to meet the growing demands of DOC and EMS programs.

**Effectiveness Criterion:** Additional dedicated space/building

**Budgetary/Other Comments:** State faculty funds.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcomes:**

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**Departmental Objective:** OE 5.5 – C Meet or exceed NCCCS student performance minimum standards for licensure and certification exams for first time test takers.

**Effectiveness Criterion:** Cont. Ed. Students meet or exceed NCCCS standards for first time pass rates for each level of EMS and Tele-communicator certification as established by the NCCCS.

**Budgetary/Other Comments:** Access to regular Occupational Extension budget.

**Year 1 Rating & Action/Outcome:** Partially MET. Tele-communicator certification class is still under review.

**Year 2 Rating & Action/Outcomes:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SMALL BUSINESS CENTER

**PURPOSE:** To increase the success rate of small business in Duplin County and surrounding communities by assisting existing and prospective small business persons to reach their full potential by utilizing all resources available through the SBC Network.

**Departmental Objective:** 3.1-C Provide high quality training, individual counseling, and written/electronic resources to meet business needs and special interests of the community

**Effectiveness Criterion:** AKGI 5

**Budgetary/Other Comments:** SBC budget allocation, sponsorship funds, grants

**Year 1 Rating & Action/Outcome:** Met/ SBC continues to offer a highly interactive schedule of seminars and workshops easily accessible and at no charge to the general public. Individual counseling is encouraged for all business owners or potentials, and resource materials are made readily available.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 3.2-C Market and promote the center and its offerings to maintain/enrich business and industry partnerships/alliances/sponsorships in the service area.

**Effectiveness Criterion:** AGKI 5

**Budgetary/Other Comments:** SBC budget allocation, sponsorship funds, grants

**Year 1 Rating & Action/Outcome:** Met/marketing is accomplished by: (A) direct mail, (B) newspaper ads, (C) JSCC SBC website exposure, (D) emails and phone calls, and (E) one-on-one visits and presentations by the SBC director.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 3.3-C Obtain an aggregate 3.5 or greater satisfaction rating for all seminar offerings (5 pt. scale where 5=excellent, 4=very good, etc.)

**Effectiveness Criterion:** AGKI 5

**Budgetary/Other Comments:** SBC budget allocation, quality of facilitator, quality of facilities

**Year 1 Rating & Action/Outcome:** Met/an average of 70% of all respondents score SBC offerings at a 5, and 25% score a 4 for an aggregate of 95% in the top two categories.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SMALL BUSINESS CENTER

**Departmental Objective:** 3.4 C Provide training and resources which reflect the demographic makeup of the county

**Effectiveness Criterion:** AGKI 5, JSCC Diversity Plan

**Budgetary/Other Comments:** Grants, SBC budget allocation

**Year 1 Rating & Action/Outcome:** **Met** – Two areas of concentration to meet this goal are: (a) a wide variety of basic/fundamental business seminars to reach a substantial demographic sector that is not financially literate, and (b) leadership classes offered in Spanish to the growing Hispanic/Latino population of Duplin County.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 3.5 C Increase seminar efficiency (facilitator fees/course attendees) over the previous year.

**Effectiveness Criterion:** AGKI 5, SBC Seminar Tracking System

**Budgetary/Other Comments:** SBC Budget Allocation

**Year 1 Rating & Action/Outcome:** **Met** – Initial empirical tracking indicates an increase in both numbers of seminars offered and numbers of attendees.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 3.6 D Offer seminars that specifically target the impact of multicultural aspects of the global marketplace.

**Effectiveness Criterion:** AGKI 5, SBC Seminar Tracking System; AGKI 5, JSCC Diversity Plan

**Budgetary/Other Comments:** SBC Budget Allocation

**Year 1 Rating & Action/Outcome:** Partially Met/While SBC has incorporated globalization concepts and seminars that focus on multicultural workplace aspects into its programs, the response from the public has been steady but not strong. The SBC will continue its offerings and interaction into this specific area.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SMALL BUSINESS CENTER

**Departmental Objective:** 3.2 D Meet with local business leaders and organizations to gather feedback on the needs of the community as to program mix and scheduling. Offer the services of the SBC to the community and to all business interests. Offer personal interaction of the SBC Director for emphasis.

**Effectiveness Criterion:** AGKI 5, SBC Seminar Tracking System; AGKI 5, JSCC Diversity Plan

**Budgetary/Other Comments:** AGKI 5, SBC Seminar Tracking System; AGKI 5, JSCC Diversity Plan

**Year 1 Rating & Action/Outcome:** Met/Through regular attendance at various civic function (chamber, Rotary, Duplin First Council, etc.) the SBC Director has ample interaction with business leaders for feedback data.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 3.3 D Meet the needs of lifelong learning opportunities in the community targeted at Personal Finance.

**Effectiveness Criterion:** AGKI 5, SBC Seminar Tracking System; AGKI 5, JSCC Diversity Plan

**Budgetary/Other Comments:** AGKI 5, SBC Seminar Tracking System; AGKI 5, JSCC Diversity Plan

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** CORRECTIONAL CENTER

**PURPOSE:** To advise, counsel and train inmate students to function successfully in their chosen careers in today's changing workplace.

**Departmental Objective:** CC 1.1-C Provide adequate supplies and equipment.

**Effectiveness Criterion:** Departmental requests submitted annually.

**Budgetary/Other Comments:** Availability of JSCC state funds/DOC state funds.

**Year 1 Rating & Action/Outcome:** Met/JSCC and DOC provided sufficient funding

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CC 1.2-C Continue providing library loan services and subscriptions to a variety of magazines for student use.

**Effectiveness Criterion:** Library services in place.

**Budgetary/Other Comments:** Availability of funds.

**Year 1 Rating & Action/Outcome:** Met/Library services and magazine subscriptions are available

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CC 1.3-C Monitor curriculum programs to ensure quality offerings.

**Effectiveness Criterion:** Program evaluations; updated syllabi; NCCCS Performance Measures.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially Met/Two program evaluations were done with positive outcomes. Some syllabi have been updated. A high percentage of students are passing their courses and graduating.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** CORRECTIONAL CENTER

**PURPOSE:** To advise, counsel and train inmate students to function successfully in their chosen careers in today's changing workplace.

**Departmental Objective:** CC 5.1-C Provide up-to-date learning environment that meet safety and ADA regulations in the Electrical/Electronics classroom and shop.

**Effectiveness Criterion:** Construction of sidewalks and wheel chair ramp.

**Budgetary/Other Comments:** Availability of county and DOC funds.

**Year 1 Rating & Action/Outcome:** Met/Sidewalks and handicap ramps have been completed.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CC 1.4-C Provide opportunities for staff development and encourage participation, in order to maintain a highly skilled faculty/staff.

**Effectiveness Criterion:** List of activities attended.

**Budgetary/Other Comments:** Availability of travel and faculty development funds.

**Year 1 Rating & Action/Outcome:** Partially Met/ Funds were limited this year.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CC 1.5-D Evaluate need for certificate program in Business Administration and, if appropriate, develop and implement.

**Effectiveness Criterion:** Results of program planning process

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Not Met/Insufficient Numbers

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: CORRECTIONAL CENTER**

**Departmental Objective:** CC 1.6-C Refer graduates to DOC for enrollment in Job Start classes/work release/on-the job training apprenticeship program.

**Effectiveness Criterion:** Number of students enrolled.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Graduates are referred to Job Start and work release.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CC 1.7-C Split developmental courses in order for students to enroll in additional courses.

**Effectiveness Criterion:** Schedule split courses.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Courses have been split several students are enrolled.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CC 1.8-C Have students to work on JSCC/DOC approved live projects to gain more skills and experience.

**Effectiveness Criterion:** Number of projects.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Live projects are done by all vocational programs.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** CORRECTIONAL CENTER

**Departmental Objective:** CC 1.9-C Promote/provide career counseling and job services to students to effect behavioral change so that they may be more successful upon release in order to obtain a job and live in today's society.

**Effectiveness Criterion:** Number of students served by Career/Job Services Counselor.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Students have an opportunity to meet with the job services/Career Counselor each week.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** DISTANCE LEARNING TECHNOLOGY

**PURPOSE:** The mission of the Distance Learning Technology Department is to promote and support the development and use of distance learning technologies in accordance with the college's Distance Learning Plan.

**Departmental Objective:** DLT5.1-C: Equip faculty with the skills needed to teach using one of the distance learning delivery methods through training opportunities provided by the director of distance learning.

**Effectiveness Criterion:** Workshops conducted for faculty on distance learning teaching and delivery methods.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/The Distance Learning Coordinator continually provides Blackboard training and assistance for faculty.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** DLT5.2-C: Continue to explore and develop additional uses of distance learning delivery methods, especially ITV.

**Effectiveness Criterion:** Additional partnerships with other community colleges, universities, governmental agencies, and business/industry for use of DL investigated.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** **Met.** Distance learning partnership with ECU for Social Work and Education continue. Additional opportunities for teacher training may come about with the new lateral entry program for public schools. Huskins online classes are planned for fall Semester 2010.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** DLT 5.3-D: Explore public school recertification classes and other areas of Continuing Education that may be effectively offered through distance learning.

**Effectiveness Criterion:** New areas identified and methods of implementation identified.

**Budgetary/Other Comments:** Potential personnel costs.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** DISTANCE LEARNING TECHNOLOGY

**Departmental Objective:** DLT 5.4-D: Explore the use of Course Management Systems other than Blackboard.

**Effectiveness Criterion:** Participate in NCMUG.

**Budgetary/Other Comments:** Training, hosting fees may apply.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: EVENING SERVICES**

**PURPOSE:** To plan, develop and implement quality educational programs to meet the short-term and long-term goals of the students that attend evening classes. This department provides a high quality learning experience and a safe environment for students to develop the skills and knowledge to be successful in their chosen field or to achieve their goals.

**Departmental Objective:** ES 1.1 – C Assist with increasing the number of courses offered via alternative delivery methods.

**Effectiveness Criterion:** Additional courses available.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** ES 1.2-D Develop on-line co-op orientation sessions for faculty and students.

**Effectiveness Criterion:** Online orientation sessions developed and in place

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** ES 2.1-C To provide support for the Duplin County Partnership for Career Planning by participating as an active member.

**Effectiveness Criterion:** Attendance at meetings and participation on partnership committees.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** EVENING SERVICES

**Departmental Objective:** ES 5.1-C Instructor/Coordinator will serve as JSCC NC-Net liaison.

**Effectiveness Criterion:** Documentation of participation.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** ES 5.2-C Provide a safe and secure learning environment for students, faculty, and visitors on JSCC and off-campus curriculum centers.

**Effectiveness Criterion:** Security and security measures in place with reduced incidents.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially Met/There was once incident where the student support center was damaged.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** ES 5.3- D Update part-time faculty handbook.

**Effectiveness Criterion:** Updated handbook in place.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** EVENING SERVICES

**Departmental Objective:** ES 5.4-C Identify, obtain, and provide training opportunities for Evening Staff .

**Effectiveness Criterion:** Annual professional activities summary

**Budgetary/Other Comments:** Time and logistical concerns.

**Year 1 Rating & Action/Outcome:** Met/Computer system installed at WRH Provide AV aids as needed.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** ES 5.5-C Provide a quality learning experience and environment for students and visitors.

**Effectiveness Criterion:** Students indicating satisfaction on the SACE survey and positive feedback from visitors.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Positive responses on SACE survey.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** ES 6.1-D Assist in improving the first year experience for students.

**Effectiveness Criterion:** Evidence of involvement with QEP.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** GENERAL EDUCATION

**PURPOSE:** To make available to curriculum students developmental/general education/ college transfer courses and to enhance their ability to acquire, analyze, and utilize information in problem solving and in the realization of their educational objectives.

**Departmental Objective:** GE 1.1C Meet or exceed Performance Measure Standards for all areas of General Education

**Effectiveness Criterion:** AKGI Goal I, Measure B, C, I, J, K; AKGI G3: B

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/JSCC met all performance measures applicable to General Education.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** GE 1.2C To maintain or increase the number of NCIH course opportunities for General Education students, including courses sent from JSCC or received from other schools

**Effectiveness Criterion:** GE 1.2-C To maintain or increase the number of distance learning course opportunities for General Education students, including courses sent from JHSCC or received from other schools.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Number of courses available from JSCC to other institutions is the same. But, Number of courses received from other institutions is up.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** GE 1.3C To infuse global concepts (international education) into General Education courses.

**Effectiveness Criterion:** All General Education course syllabi will contain a course competency related to global education by 2007.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially met/Carry over to 2007-2008

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** GENERAL EDUCATION

**Departmental Objective:** GE2.1C To support and improve the Huskins and Dual Enrollment programs.

**Effectiveness Criterion:** AKGI Goal 8: A Huskins Cooperative Agreement in place.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 6.1-D Revise ACA 115 course to meet the needs of incoming freshman students.

**Effectiveness Criterion:** Course revised

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** HEALTH EDUCATION

**PURPOSE:** To educate students in the healthcare professions by implementing accreditation standards and facilitating learning in order to graduate students to work as multi-skilled healthcare professionals.

**Departmental Objective:** HE 1.1-C To maintain accreditation/approval for the Health Education programs (ADN, MA, PNE)

**Effectiveness Criterion:** Continued accreditation/approval

**Budgetary/Other Comments:** Available of funds for accreditation activities.

**Year 1 Rating & Action/Outcome:** Met/All of the Health Education programs have maintained accreditation requirements.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** HE 5.1-C To maintain state of the art classroom and laboratory resources that meet the needs of the programs.

**Effectiveness Criterion:** Classroom and laboratory resources reflect the current standard for health education programs.

**Budgetary/Other Comments:** Consideration for an updated facility for the entire Health Education program.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** HE 1.2-C To meet the workforce needs of the healthcare community

**Effectiveness Criterion:** Employers report that sufficient number of graduates from the Health Education department are employed; graduates report job placement remain high in county and surrounding areas

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** HEALTH EDUCATION

**Departmental Objective:** HE 1.3-D To actively recruit qualified students and increase the retention rate for health education students in AND, PNE and MA programs

**Effectiveness Criterion:** There will be an increase in the number of students enrolled in Health Education Programs

**Budgetary/Other Comments:** Monies for advertisement, recruitment and retention activities

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** HE 1.4-F To determine current needs for new educational programs to better meet the healthcare needs

**Effectiveness Criterion:** Planning and implementation of new program, Federal, State and County budgetary concerns

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** HE 5.2-C To facilitate and support further education for the faculty thorough formal education and professional development

**Effectiveness Criterion:** At least 30% of the faculty will be enrolled in formal graduate programs and 100% will participate in professional development

**Budgetary/Other Comments:** Monies will be available for tuition reimbursement and professional development activities

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** HEALTH EDUCATION

**Departmental Objective:** HE 5.3-D Include global concepts into Health Education Programs

**Effectiveness Criterion:** All courses will contain global concepts by 2009.

**Budgetary/Other Comments:** Monies will be available for tuition reimbursement and professional development activities

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** LIBRARY

**PURPOSE:** To improve the quality and quantity of resources available to students to improve their understanding of global issues.

**Departmental Objective:** L1.1 –D Work in junction with other institutional programs, projects, and departments to improve diversity awareness and develop education resources and opportunities.

**Effectiveness Criterion:** Program implementation

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** L4.1-C Continue to provide resources, in multiple formats, that meet the educational and instructional requirements for all curriculum programs, including board certification requirements.

**Effectiveness Criterion:** Satisfaction of students and instructors with the resources, in both content and format; measured by user surveys and informal feedback.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** L4.2-D Improve the library orientation to meet the special needs of the first year student and ensure library services meet the educational requirements for all students on campus, at remote sites, and enrolled in distance education programs.

**Effectiveness Criterion:** User surveys and tracking of online services.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** LIBRARY

**Departmental Objective:** L6.1-C Work with the Curriculum departments to revamp the ACA 115 course and ensure that the required resources are available through the library.

**Effectiveness Criterion:** Instructor and student satisfaction with library resources.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** VOCATIONAL-TECHNICAL EDUCATION

**PURPOSE:** To recruit, advise and train students to be able to function successfully in their chosen career in today's changing workplace.

**Departmental Objective:** V-T 1.1-C To monitor departmental programs to ensure quality educational programs are being offered.

**Effectiveness Criterion:** Program reviews; student and employer surveys. AGKI G1:E

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** V-T 1.2-C: To continue to achieve a 90% or better passage rate on all licensing exams.

**Effectiveness Criterion:** Exam passage rates. AGKI G1:A

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** V-T 1.3-C: To continue to increase the number of courses offered via distance learning delivery methods to address changes in demographics, diversity, and workforce development needs of the service area.

**Effectiveness Criterion:** Number of courses offered each year via distance learning.

**Budgetary/Other Comments:** Availability of release time for faculty for course development.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** VOCATIONAL-TECHNICAL EDUCATION

**Departmental Objective:** V-T 1.4-C to increase multimedia content in courses to better address different learning styles.

**Effectiveness Criterion:** Number of courses that increase multimedia content.

**Budgetary/Other Comments:** Availability of supply and equipment funds.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** V-T 1.5-C: To emphasize that a global education is one that enables all students, both domestic and international, to understand the world through the eyes of others and teaches them how their actions can affect, and be affected by people throughout the world.

**Effectiveness Criterion:** Information incorporated into courses; applicable course competencies on syllabi.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** V-T 1.6-C: To increase the number of courses incorporating student portfolios as a method to tie course content from their program of study to the world-of-work.

**Effectiveness Criterion:** Number of courses that utilize student portfolios.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

**Departmental Objective:** V-T 1.7-D: To develop a five year plan to collect embedded assessment data.

**Effectiveness Criterion:** Plan developed and assessment data collected each semester

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** VOCATIONAL-TECHNICAL EDUCATION

**PURPOSE:** To recruit, advise and train students to be able to function successfully in their chosen career in today's changing workplace.

**Departmental Objective:** V-T 2.1-C: Update Tech Prep Articulation Agreement with Duplin County Schools as needed.

**Effectiveness Criterion:** Current completed agreement in place.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** V-T 5.1-C: To purchase new, state-of-the-art equipment appropriate to the various programs as needed.

**Effectiveness Criterion:** Equipment purchased. AGKI G5:CD.

**Budgetary/Other Comments:** Availability of equipment funds.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** V-T 5.2-C: To provide professional development opportunities, in order to maintain and develop a high skilled faculty/staff.

**Effectiveness Criterion:** Number of activities attended/participated in.

**Budgetary/Other Comments:** Availability of travel and faculty development funds. AGKI G9:F.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** AUXILIARY SERVICES

**PURPOSE:** Administer all of the resources of the College in a manner that will provide the greatest benefit to the College, be worthy of public trust and in compliance with regulatory and governing agencies.

**Departmental Objective:** AS5.1-C Regularly survey prices to stay in line with competitors.

**Effectiveness Criterion:** Items priced fairly and competitively.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** AS5.2-C Review product offerings on a regular basis.

**Effectiveness Criterion:** Product offerings will keep up with trends and consumer demand.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** AS5.3-C Evaluate environment provided for customers to ensure it is as comfortable as possible.

**Effectiveness Criterion:** Customers will enjoy services provided.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** FACILITIES & GROUNDS

**PURPOSE:** The purpose of this department is to establish procedures and guidelines for continuing and preventive maintenance of the buildings, grounds and equipment of the College. This plan is carried out by the Division of Physical Facilities under the supervision of the Director of Physical Facilities.

**Departmental Objective:** F/G 5.1-C Review maintenance operations for operational efficiency.

**Effectiveness Criterion:** Maintenance operations reviewed by VPAFS and independent party and recommendations implemented.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Maintenance operations review by VPAFA and BMS Architects.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** F/G 5.2-C Continue professional development of Facilities/Grounds staff.

**Effectiveness Criterion:** Facilities/Grounds staff meetings held and recommendations made to Vice President of Administrative and Fiscal Services.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Regular meetings held and recommendations made.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** F/G 5.3-C Make best possible use of available technology and training.

**Effectiveness Criterion:** Facilities/Grounds staff provided with adequate technological equipment to stay involved with campus activities.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially Met/Not all equipment purchased due to budgetary constraints.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** FACILITIES & GROUNDS

**Departmental Objective:** F/G 5.4-C Provide Facilities and Grounds staff with adequate equipment to manage college's facilities and grounds.

**Effectiveness Criterion:** Equipment provided.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially Met/Not all equipment purchased.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** FISCAL SERVICES

**PURPOSE:** Administer all of the resources of the College in a manner that will provide the greatest benefit to the College, be worthy of the public trust and in compliance with regulatory and governing agencies.

**Departmental Objective:** FS 5.1-C Continue with staff cross-training and Professional development.

**Effectiveness Criterion:** Better trained staff as evidenced by fewer audit findings.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** FS 5.2- C Maximize use of available technology.

**Effectiveness Criterion:** CIS system being utilized to achieve office efficiency.

**Budgetary/Other Comments:** Budget limitations.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** FS 5.3 - C Cross train staff for greater departmental efficiency.

**Effectiveness Criterion:** Staff cross-trained.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** PERSONNEL

**PURPOSE:** The mission of the Personnel Department is to ensure a comprehensive program of personnel policies and procedures, an employee benefits program and adherence to the College's affirmative action and diversity Plan.

**Departmental Objective:** PER5.1-C: Make progress toward designing and installing ADA-compliant interior signage in campus buildings.

**Effectiveness Criterion:** Signage installed according to signage plan.

**Budgetary/Other Comments:** County budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** PER5.2-C: Keep content and links current and updated as necessary.

**Effectiveness Criterion:** Website information up-to-date. Interactivity implemented as feasible.

**Budgetary/Other Comments:** State budget.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** PER5.3-C: Changes to Salary Plan will be implemented as needed and as practicable to enhance equity and competitiveness.

**Effectiveness Criterion:** Revisions implemented as needed and as practicable.

**Budgetary/Other Comments:** State budget

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** MANAGEMENT INFORMATION SERVICES

**PURPOSE:** To provide complete and up-to-date data processing and network/communication services for all areas of the College. To establish and maintain risk management procedures guaranteeing data and process integrity, physical security for all hardware and software and disaster recovery. To provide technical expertise for purchasing new and upgrading hardware and software and expansion of the College's local area network.

**Departmental Objective:** MIS 5-1 – Investigate and implement if feasible a safe and secure campus wireless network for use by staff, faculty and students.

**Effectiveness Criterion:** Documentation of wireless proposals.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** MIS 5.2 - C Review network security, user access, and virus protection on institutional computers.

**Effectiveness Criterion:** User access forms reviewed and signed by President's Council.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** MIS 5.3-Support staff, faculty and students in the use of technology advancements that enhance student learning.

**Effectiveness Criterion:** Review MIS Department work orders.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** MANAGEMENT INFORMATION SERVICES

**Departmental Objective:** MIS 5.4-Upgrade internet access to provide a save secure and efficient network.

**Effectiveness Criterion:** Upgrade internet access.

**Budgetary/Other Comments:** Upgrade is based on NCCCS office plan.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** MIS 5.4-Support activates to use and maintain the CIS Administrative Computer System efficiently and effectively.

**Effectiveness Criterion:** MIS Work orders and CIS project documentation.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SPECIAL PROJECTS

**PURPOSE:** To identify present and future professional development needs of faculty/staff and to proactively coordinate training opportunities that will enable the Institution to attract, retain and develop well qualified faculty/staff, improve knowledge and skills, and ultimately improve teaching, learning and inclusiveness. Additionally, this office serves to identify and research the feasibility of developing special projects based on emerging needs assessed in the college planning process and direct proposal preparations for selected external funding opportunities.

**Departmental Objective:** 5.1-C To offer Staff Leadership Training program annually.

**Effectiveness Criterion:** leadership Program Offered

**Budgetary/Other Comments:** Availability of funds.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** SP 5.2-C To provide support for a Minority Male Mentoring Program.

**Effectiveness Criterion:** Program in place with active participation by JSCC minority males.

**Budgetary/Other Comments:** Availability of funds and funding cycle limitations.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** SP 5.3-F Apply for external funding to support special projects in curriculum program expansion.

**Effectiveness Criterion:** Faculty/Staff participation in diversity education initiatives.

**Budgetary/ Other Comments:** Availability of funds

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SPECIAL PROJECTS

**Departmental Objective:** SP 5.3-C Engage in diversity initiatives and global education efforts including World View activities.

**Effectiveness Criterion:** Faculty/Staff participation in diversity education initiatives.

**Budgetary/Other Comments:** Availability of funds.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SPECIAL PROJECTS

**PURPOSE:** To identify present and future professional development needs of faculty/staff and to proactively coordinate training opportunities that will enable the Institution to attract, retain and develop well qualified faculty/staff, improve knowledge and skills, and ultimately improve teaching, learning and inclusiveness. Additionally, this office serves to identify and research the feasibility of developing special projects based on emerging needs assessed in the college planning process and direct proposal preparations for selected external funding opportunities.

**Departmental Objective:** 5.1-C To offer Staff Leadership Training program annually.

**Effectiveness Criterion:** Leadership Program Offered

**Budgetary/Other Comments:** Availability of funds.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:** Met/The College offered the Debra S. Morrissey Leadership Challenge and the JSCC Leadership Academy programs for faculty and staff. Participants gained additional knowledge and skills through these professional development programs. The College is reassessing the effectiveness of the programs and seeking additional external funds to assist in their delivery.

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**Departmental Objective:** SP 5.2-C To provide support for a Minority Male Mentoring Program.

**Effectiveness Criterion:** Program in place with active participation by JSCC minority males.

**Budgetary/Other Comments:** Availability of funds and funding cycle limitations.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:** Met/The Minority Male Achievement Program (2MAP) is in place at JSCC and assists minority male students to successfully matriculate at the institution. The 2Map Program is funded by the NCCCS through appropriations from the NC General Assembly with some matching funds from the College.

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** SPECIAL PROJECTS

**Departmental Objective:** SP 5.3-F Apply for external funding to support special projects in curriculum program expansion.

**Effectiveness Criterion:** Faculty/Staff participation in diversity education initiatives.

**Budgetary/ Other Comments:** Availability of funds

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:** Not Met/College will review this objective for revision of the effectiveness criterion to more closely reflect an accurate measurement of this objective.

---

**Departmental Objective:** SP 5.3-C Engage in diversity initiatives and global education efforts including World View activities.

**Effectiveness Criterion:** Faculty/Staff participation in diversity education initiatives.

**Budgetary/Other Comments:** Availability of funds.

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:** Met/JSCC continues to support the faculty/staff in their professional development in diversity and global education through attendance at World View conferences and workshops as well as travel abroad opportunities.

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**PROGRAM/SERVICE TITLE:** ACADEMIC ADVISING

**PURPOSE:** The purpose of the Academic Advising program at the College is to facilitate student development and growth. It is the goal of Academic Student Services areas to further student development and growth through an integrated advising/counseling program which will provide academic guidance, information and assistance to all students which will assist them to reach their educational goals.

**Program Objective:** SS 4.1-C To revise academic advising handbook as needed incorporating suggestions from staff and faculty and hold training sessions on changes.

**Effectiveness Criterion:** Revisions complete

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Program Objective:** SS 4.2-D Develop a process of orienting new faculty to academic advising.

**Effectiveness Criterion:** Process in place

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** ADMISSIONS

**PURPOSE:** The purpose of the Admissions and Records Department is to provide those services to students relative to admission to the College, registration and pre-registration of classes, maintenance of academic records, issuance of transcripts, certification of graduation requirements and other miscellaneous services incidental to admissions and records.

**Departmental Objective:** A4.1-C Continue submitting required federal and state reports on a timely basis

**Effectiveness Criterion:** Reports will have been submitted by required deadlines.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Reports submitted on time and correct

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** A4.4-C Continue to review admissions processes to ensure admissions information is being delivered in a timely and efficient manner.

**Effectiveness Criterion:** Satisfaction rating of 3.5 or higher on PACE and SACE surveys.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** A4.5-D Implement Campus Cruiser or similar software

**Effectiveness Criterion:** Software purchased, installed and staff trained.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** ADMISSIONS

**Departmental Objective:**

**Effectiveness Criterion:** Enhancements will be purchased and implemented. Cost unknown at this time.

**Budgetary/Other Comments:** Based on available resources

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** A 4.7-F To increase the staff in the admissions/records office.

**Effectiveness Criterion:** Full-time person will be hired

**Budgetary/Other Comments:** Based on available resources

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: COUNSELING**

**PURPOSE:** The purpose of the Counseling Department at JSCC is to provide students and potential students with counseling assistance in the areas of handling personal problems, making career decisions and planning educational goals. Additionally, provide consulting services to JSCC faculty/staff as needed in regard to concerns relating to JSCC.

**Departmental Objective:** COU 4.1-C To provide initial counseling services to New applicants prior to registration of classes during the academic year.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). Each applicant is presented a student advising report prior to registering for class.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/All new students seen prior to seeing advisor

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** COU 4.2-C To provide counseling services during evening hours during the academic year.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). A counselor will be available on Monday nights from 5:30 - 10:00 p.m. Tuesday through Thursday from 5:00 - 7 pm.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Counselor/Specialist here Mon- Thursday

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** COU 4.3-C To provide academic counseling to all probationary students prior to registration of classes during the academic year.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). A probationary counseling form will be provided to each advisor prior to registration of students.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Specialist meets all probationary students prior to registration

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** COUNSELING

**Departmental Objective:** COU 4.4-C Ensure that each academic advisor is provided with a student advising folder for each new advisee.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). All students are provided a student advising folder.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/All new students given an advising folder prior to seeing advisor.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** COU 4.5-C To attend workshops, seminars, and presentations to stay abreast of counseling techniques, methods and procedures.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). Attend annual NCCSDP Association meeting that deals with counseling issues.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** COU 4.6-C Refer students to the Duplin County JobLink Career Center for easier access to support agencies.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F).

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: COUNSELING**

**Departmental Objective:** COU 4.7-C To provide referral services to appropriate support services on campus and/or off campus to meet needs of special needs students.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). Refer students to SSSP, WIA, VR, MH, ESC, or other resources.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** COU 6.1-D Develop a means to provide counseling support to Distance Learning students.

**Effectiveness Criterion:** Assessment Plan (Goal 4) Distribution of counselors e-mail addresses to distance learning students.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Students are referred to counselors for assistance can access email addresses on-line.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** COU 4.1D To modify services to students with learning and physical disabilities.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, F). Refer students to SSSP, WIA, VR, MH, ESC, or other resources.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Students providing proper assessment documentation are provided the need accommodations.

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** COUNSELING

**Departmental Objective:** COU 4.2D Provide personal counseling support to students to include conflict resolution and stress management.

**Effectiveness Criterion:** Assessment Plan (Goal 4)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/conflict resolution and stress management sessions held).

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** CPPC

**PURPOSE:** The purpose of the Career Planning and Placement Center (CPPC) is to provide both educational and job placement assistance for JSCC students/individuals in making more informed educational decisions by assessing skills utilizing a variety of assessment resources. Additionally, these services assist students/individuals in securing part- or full-time employment for which they may be qualified as it relates to their training and/or experiences.

**Departmental Objective:** CPPC 4.1-C Inform new and returning students about the educational and career planning and placement services available to them and encourage them to utilize these services.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/workshops and seminars held

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** CPPC 4.2-C Refer students to the Employment Security Commission office located in the Duplin County JobLink Career Center. Post job vacancies and make referrals when possible.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CPPC 4.3-C Provide students/classes with pertinent career development information as it relates to the World of Work as requested by faculty, by providing workshops and informative lectures on the Career Planning process.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially met, plan to implement during the 2007-2008 academic year

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** CPPC

**Departmental Objective:** CPPC 4.4-C Stay abreast of employment trends and Provide career counseling to interested students involved in the Career Planning process.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CPPC 4.5-C Provide Correctional Center students LMI career planning and job search services.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CPPC 4.6-D Incorporate Work Keys into the services provided by Career Counselor.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially met/attended training

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** CPPC 4.7-D Purchase software program to assist students in preparing for employment after graduation.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-F)

**Budgetary/Other Comments:** \$2500.00

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** DUPLIN COUNTY CENTER FOR LEADERSHIP DEVELOPMENT(DCCLD)

**PURPOSE:** The purpose and mission of the Duplin County Center for Leadership Development is the development of leadership training and participation opportunities that will enhance the social, cultural and economic growth and improve the quality of life in the community.

**Departmental Objective:** 4.1-C Provide high quality leadership training to meet employer, community, and government need for flow of leadership qualified candidates to enter the private work force, government services, and volunteer public/community service.

**Effectiveness Criterion:** AGKI 5

**Budgetary/Other Comments:** DCCLD existing grant allocation, class fees.

**Year 1 Rating & Action/Outcome:** Met//Program was run and people were conferred with a certificate of completion.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** 4.2 –C Marketing and promote the DCCLD Program and its objectives in order to maintain and enrich business, industry, public service, and community leadership alliances and sponsorships in Duplin County.

**Effectiveness Criterion:** AGKI 5

**Budgetary/Other Comments:** DCCLD existing grant allocation, class fees.

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE:** FINANCIAL AID & VETERAN'S AFFAIRS

**PURPOSE:** The purpose of the Financial Aid/Veteran's Affairs Department is to provide eligible students with financial resources needed to complete their educational objectives.

**Departmental Objective:** F/V4.1 –C To continue training and implementation of the CIS system to process ISIRS and award Federal, State and Local Funds.

**Effectiveness Criterion:** To meet requirements mandated by NCCCS

**Budgetary/Other Comments:** \$4500

**Year 1 Rating & Action/Outcome:** Met/Project went live March 2006, successfully completed Fall registration utilizing the new system.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** F/V 4.2-D To research and upgrade the VA Software to web-based E Cert to certify veterans

**Effectiveness Criterion:** Download and implement latest version of E Cert

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Upgrades completed May 06 successfully implemented Fall Semester

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** F/V 4.3-C To continue mandatory workshops for students selected as College Work Study Students to review CWS Handbook before they begin their work assignments.

**Effectiveness Criterion:** Workshops held.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Workshops held beginning in July 06

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: FINANCIAL AID & VETERAN'S AFFAIRS**

**Departmental Objective:** F/V 4.4-C Continue to review and revise FA Procedures Manual to update FA policies, procedures and terms and conditions of federal, state and local funds.

**Effectiveness Criterion:** To ensure current federal regulations are implemented.

**Budgetary/Other Comments:** Projected cost \$250

**Year 1 Rating & Action/Outcome:** Met/FA procedures manual updated during the summer after completion of FA annual workshops.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** F/V 4.5-C Continue to implement spreadsheets and database for various FA/VA annual reports.

**Effectiveness Criterion:** Software provided by MIS Department

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** F/V 4.6-C Continue to provide adequate opportunities for financial aid/veterans affairs staff training and development as needed. To include VA Once Training.

**Effectiveness Criterion:** Will result in adequate knowledge of FA/VA Regulatory requirements needed for Program administration.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Through training related to PELL, VA Benefits, NCCCS Grant Management.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** F/V 4.7-C Actively seek CWS positions that are relevant to curriculum majors to ensure that students are receiving applicable work experience.

**Effectiveness Criterion:** Curriculum related positions on file.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

James Sprunt Community College 2007-2012 Long Range Plan  
Action Plan Adjustments

**DEPARTMENT TITLE: RECORDS**

**PURPOSE:** The purpose of the Admissions and Records Department is to provide those services to students relative to admission to the College, registration and pre-registration of classes, maintenance of academic records, issuance of transcripts, certification of graduation requirements and other miscellaneous services incidental to admissions and records.

**Departmental Objective:** R 4.1-C Continue submitting required federal and state reports on a timely basis

**Effectiveness Criterion:** Reports will have been submitted by required deadlines.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/All reports submitted on time and correctly

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R 4.2-C Continue to provide faculty and staff in the use of the new Computer Information System to be implemented as new releases are scheduled.

**Effectiveness Criterion:** Faculty and Staff trained

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Training held in May and August 2006.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** R 4.3-C Continue to purge student records for microfilming (1984-1994)

**Effectiveness Criterion:** Records will be purged and microfilmed.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Records purged and microfilmed.

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RECORDS

**Departmental Objective:** R 4.5-D Purchase enhancements required to operate the CIS system in an efficient manner. Enhancements will include such things as document imaging, electronic transcripts, campus cruiser, etc.

**Effectiveness Criterion:** Enhancements will be purchased and implemented. Cost unknown at this time.

**Budgetary/Other Comments:** Based on available resources

**Year 1 Rating & Action/Outcome:** Partially Met/Reviewing recommended software/hardware.

**Year 2 Rating & Action/Outcome:**

---

**Departmental Objective:** R 4.6-F To increase the staff in the records office to include a full-time registrar assistant.

**Effectiveness Criterion:** Full-time person will be hired.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/CIS Registration implemented Fall 2006

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R 4.7D Implement Web Advisor/Campus Cruiser

**Effectiveness Criterion:** System implemented and staff trained.

**Budgetary/Other Comments:** Based on Available resources

**Year 1 Rating & Action/Outcome:** Partially Met/Reviewing Software.

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RECRUITMENT

**PURPOSE:** The purpose of the Recruitment Department is to provide full awareness to the community about the opportunities JSCC offers in trade, training, career and self-improvement.

**Departmental Objective:** R/R 4.1-C Recruit potential students into JSCC by providing information about what JSCC has to offer through traditional and non-traditional methods.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.2-C Keep the community aware of the opportunities JSCC has to offer in trade/training programs, career development services and self-improvement programs, both Curriculum and non curriculum.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.3-C Gather and disseminate program service information around the Duplin County area through fairs, festivals, and events.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RECRUITMENT

**PURPOSE:** The purpose of the Recruitment Department is to provide full awareness to the community about the opportunities JSCC offers in trade, training, career and self-improvement.

**Departmental Objective:** R/R 4.4-C To continually visit the area high schools with information about JSCC to keep the high school students in touch with their career goals.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.5-C To provide students with support referral services assistance. To assist with the SGA, Ambassadors and other clubs.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.1-D To assist in the implementation of on line registration through the use of Campus Cruiser.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Not Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RECRUITMENT

**Departmental Objective:** R/R 4.2-D To work with faculty to establish a procedure that allows for better follow-up regarding students who stop attending class.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.3-D To provide virtual campus tours.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RETENTION

**PURPOSE:** The purpose is to retain students until they have reached their educational goals by providing them with adequate resources and referral services by working collaboratively with community based programs and other departments within Student Services.

**Departmental Objective:** RE 4.1-C Recruit potential students into JSCC by providing information about what JSCC has to offer through traditional and non-traditional methods.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

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**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/College days at local high schools, monthly high school visits).

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.2-C Keep the community aware of the opportunities JSCC has to offer in trade/training programs, career development services and self-improvement programs, both Curriculum and non curriculum.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/Speaking at churches, civic organizations, clubs etc).

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.3-C Gather and disseminate program service information around the Duplin County area through fairs, festivals, and events.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RETENTION

**Departmental Objective:** R/R 4.4-C To continually visit the area high schools with information about JSCC to keep the high school students in touch with their career goals.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.5-C Provide students with support referral services assistance. To assist with the SGA, Ambassadors and other clubs.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.6-D To assist in the implementation of on line registration through the use of Campus Cruiser.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Not Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** RETENTION

**Departmental Objective:** R/R 4.7-D Work with faculty to establish a procedure that allows for better follow-up regarding students who stop attending class.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Partially Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** R/R 4.8-D Provide virtual campus tours through with the use of Campus Cruiser.

**Effectiveness Criterion:** Assessment Plan (Goal 4 A-L)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE: STUDENT SUPPORT SERVICES**

**PURPOSE:** The Student Support Services Department is designed to provide support services to eligible students to enhance their academic skills, increase their retention and graduation rates, and as appropriate, facilitate their entrance into four-year colleges.

**Departmental Objective:** SSSP 4.1-C To meet all process, performance, and outcome objectives and provide services designed to retain and graduate eligible participants.

**Effectiveness Criterion:** Assessment Plan (Goal 4)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met/Performance Report on file in the Director of Student Support Services and Upward Bound.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** SSSP 4.2-C To support internal/external training for Student Support Services staff in order to meet all objectives.

**Effectiveness Criterion:** Assessment Plan (Goal 4)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met/Travel and Seminars records on file

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** SSSP 4.3-D To maintain continued funding for the Student Support Services Program through the writing of Title IV proposal for 2009-2013.

**Effectiveness Criterion:** Assessment Plan (Goal 4)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met/grant writing year 2008

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE: STUDENT SUPPORT SERVICES**

**Departmental Objective:** SSSP 4.1-D To maintain a user-friendly tutorial, math-assisted program.

**Effectiveness Criterion:** Assessment Plan (Goal 4)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met/Evaluation on file in the Student Support Services and Upward Bound Office.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** SSSP 4.1-F To maintain the upgrade of all computers in the SSSP computer lab, and to upgrade software for eligible students, to include software for eligible disabled students.

**Effectiveness Criterion:**

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met/ Software/hardware upgraded annually

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** TALENT SEARCH

**PURPOSE:** The Talent Search Program serves young people in grades six through twelve. The primary purpose of the project is to prepare disadvantaged persons for successful entry into, retention, and completion of post secondary education. Its goal is to improve academic performance, increase student motivation and facilitate transitions from one level of education to the next.

**Departmental Objective:** TS 2.1-C Increase the number of college placement efforts for high school graduates.

**Effectiveness Criterion:** Prepare students to focus on college entrance from grades nine through twelve. Assure that pre-college entrance test (SAT, ACT) are taken at least twice during the final two years of high school.

**Budgetary/Other Comments:** Title IV funding

**Year 1 Rating & Action/Outcome:** Met/There were 105 who graduated in the 2005-06 academic school year. 77 enrolled into a program of postsecondary education. This resulted in a 73% enrollment into postsecondary education. This exceeded our goal.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TS. 2.2-C Organize and develop strategies that will enhance parent's awareness and increase their participation in their child's academic activities.

**Effectiveness Criterion:** Offer quality activities such as workshops; that will allow various speakers to present pertinent information that will arrest the attention of the parents and provoke them to take a more active role in the education of their children.

**Budgetary/Other Comments:** Title IV funding

**Year 1 Rating & Action/Outcome:** Met/283 parents, 47% of the participants parents attended a minimum of two activities during this reporting year.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TS. 2.3-C Create an awareness of the need of the Talent Search Program in Duplin County.

**Effectiveness Criterion:** Speak at churches, schools, other community functions and via media.

**Budgetary/Other Comments:** Title IV funding

**Year 1 Rating & Action/Outcome:** Met – As an ongoing service the Talent Search staff along with the director made visits to the local schools, board of education and church function to

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speaking about the benefits of Talent Search. The director has met with the new Duplin County Superintendent twice since he has been in his current position.

**Year 2 Rating & Action/Outcome:**

**DEPARTMENT TITLE:** TALENT SEARCH

**Departmental Objective:** TS 2.4-C Assure that all Talent Search seniors receive financial aid assistance and submit on-line applications.

**Effectiveness Criterion:** Via workshops, computer, counseling and FAFSA training.

**Budgetary/Other Comments:** Title IV funding

**Year 1 Rating & Action/Outcome:** Met/100% of all seniors completed the financial aid assistance online or manually

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TS 2.5-C Provide tutorial and mentoring to 6-8th graders in target middle schools.

**Effectiveness Criterion:** Provide tutorial workshops that focus on student's achievement.

**Budgetary/Other Comments:** Title IV funding

**Year 1 Rating & Action/Outcome:** Met/Tutoring and mentoring provided after school at all participating middle schools.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TS. 2.6-C Continue to offer activities of quality to Talent Search participants.

**Effectiveness Criterion:** Visit cultural events and historical sites, that students would normally not have the opportunity to visit.

**Budgetary/Other Comments:** Title IV funding

**Year 1 Rating & Action/Outcome:** Met/Throughout the 2005-2006 year, we have taken our students on college tours, cultural event trips and provided workshops here at James Sprunt community College. Evaluations have been completed at the end of these sessions to help us ensure quality of services.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TS2.7-D Seek other means of financial support to help subsidize salaries.

**Effectiveness Criterion:** Write grants for other projects that could possibly assist with salaries and student activities.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE: TESTING**

**PURPOSE:** The purpose of the Testing Center is to provide major test data to the community, faculty and staff to assist in high school completion and ensure current student admissions and placement in curricula.

**Departmental Objective:** TES 1.1-C Administer, score, and report GED Test, ASSET Test, special testing, and NET Test to individuals and students requiring GED, enrollment in curricula and admission to Nursing program.

**Effectiveness Criterion:** Assessment Plan (Goal 1 B, E, F, G). Special testing with the results discussed with the referee and appropriate faculty. All nursing applicants will take the NET tests to gain admittance to JSCC Nursing program.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TES 4.1-C Provide services between the Career Center and Testing Center as it relates to career counseling during the academic year.

**Effectiveness Criterion:** Assessment Plan (Goal 4).

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TES 4.2-C Stay abreast of current testing materials and procedures that will assist students in decision-making as it relates to educational and career goals during the academic year.

**Effectiveness Criterion:** Assessment Plan (Goal 4). Attend appropriate workshops and seminars designed to improve testing knowledge and procedures.

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** TESTING

**PURPOSE:** The purpose of the Testing Center is to provide major test data to the community, faculty and staff to assist in high school completion and ensure current student admissions and placement in curricula.

**Departmental Objective:** TES 4.1 and 2.1-C Annually administer ASSET tests to Senior Workforce Development Education students in Duplin County High schools.

**Effectiveness Criterion:** Assessment Plan (Goal 1 and 2)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met/ASSET results for Duplin County Schools on file.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TES 4.1-D Administer Work Keys related test for curriculum programs.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, E, F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** In Process/Counselors scheduled for Work Keys training.

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** TES 4.1-D Develop and implement plans for the use of computerized placement testing of all incoming students.

**Effectiveness Criterion:** Assessment Plan (Goal 4 B, E, F)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:**

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** UPWARD BOUND

**PURPOSE:** The Upward Bound Program is designed to generate the skills and motivation necessary for success in education beyond high school.

**Departmental Objective:** UBP 2.1-C To meet all performance objectives and goals, and provide activities designed to generate the skills and motivation necessary for success in education beyond high school.

**Effectiveness Criterion:** Assessment Plan (Goal 2)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** UBP 2.2-C To continue to seek additional funding to meet the educational, personal, financial and motivational needs of participants.

**Effectiveness Criterion:** Assessment Plan (Goal 2)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** UBP 2.3-C To provide methods to improve technological skills of participants.

**Effectiveness Criterion:** Assessment Plan (Goal 2)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** UPWARD BOUND

**PURPOSE:** The Upward Bound Program is designed to generate the skills and motivation necessary for success in education beyond high school.

**Departmental Objective:** UBP 2.4-C To maintain a user-friendly records management system for the Upward Bound Program.

**Effectiveness Criterion:** Assessment Plan (Goal 2)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** UBP 2.5-C To maintain a user-friendly math-assisted program to include math media software.

**Effectiveness Criterion:** Assessment Plan (Goal 2)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**Departmental Objective:** UBP 2.1-C To maintain a computer lab for Upward Bound participants.

**Effectiveness Criterion:** Assessment Plan (Goal 2)

**Budgetary/Other Comments:** Federal TRIO Program Title IV Funding

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**

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**DEPARTMENT TITLE:** WIA

**PURPOSE:** To provide training and supportive services to unemployed, underemployed, and economically disadvantaged individuals that will enable them to become adequately trained and self-supporting.

**Departmental Objective:** WIA 1.1C – Continue to assist students to meet their educational goals through the use of WIA and State Funds to provide support in the areas of tuition, books, materials and child care.

**Effectiveness Criterion:** Assessment Plan - (Goal 3 and 4)

**Budgetary/Other Comments:**

**Year 1 Rating & Action/Outcome:** Met

**Year 2 Rating & Action/Outcome:**